

OFFICIAL



Cold Weather Plan

for

London Borough of Waltham Forest

Purpose of the Cold Weather Plan

The purpose of this Cold Weather Plan is to reduce illness and death during a period of severe cold weather by raising public awareness and by prompting Council services to take steps to reduce the impact of low temperatures on our most vulnerable residents.

Version 3.2

January 2020

Developed by the Civil Protection Service
on behalf of the London Borough of Waltham Forest

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SECTION 1: AUTHORITY AND APPROVAL

1.1 PLAN DEVELOPMENT AND OWNERSHIP:

- **Lead development officer:** Pierre Rossouw, Civil Protection Officer
- **Ownership in draft:** Civil Protection Service
- **Ownership on completion:** Director of Public Health

1.2 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: December 2019

Present: Joe McDonnell, Clare Ebberson and Danielle Lawrence

1.3 PARTICIPATING SERVICES

Director of Public Health	Civil Protection Service
Adult Social Care	Children's Services
Corporate Communications	Facilities Management
Highways	Housing

1.4 DOCUMENT CONTROL AND DISTRIBUTION

This document is not protectively marked.

The Civil Protection Service will ensure that an up-to-date hard copy of the plan is available in the Borough Emergency Control Centre at Laurel House. Council services with responsibilities under this plan will receive an electronic copy.

1.5 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 the Civil Protection Service, 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 the Civil Protection Service.

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

Cold Weather Plan for LB Waltham Forest
Version 3.2 – January 2020

1.6 VERSION CONTROL / HISTORY

Title: LBWF Cold Weather Plan			
Location: \\barking-dagenham.gov.uk\les\LES1\lescommon\Borough Emergency Control Centre\Emergency Plans\2.16 Severe Weather\Cold weather\LBWF\LBWF - Cold Weather Plan - v1.8 - October 2018.docx			
Author:		Owner:	Approving body:
Lachlan Attwooll		Director of Public Health (complete) Civil Protection Service (in draft)	Director of Public Health
Version	Date of Change	Amendments	Responsible Officer
2015.0	January	First draft – out for consultation	Lachlan Attwooll
1.1	November	Clarified role of DPH Registered more officers for Alerts	Lachlan Attwooll
1.2	Nov 2016	Reviewed prior to re-issuing.	Lachlan Attwooll
1.3	Feb 2017	SWEP/ Housing Man replacement Plan approval date	Pierre Rossouw
1.4	Mar 2017	Update LBWF contact/ alerts	Pierre Rossouw
1.5	Nov 2017	Reviewed and updated staff list	Lachlan Attwooll
1.6	Nov 2017	Added Femi Famosa / Debbie Richards Amended SWEP description	Lachlan Attwooll
1.7	Feb 2018	Added Donna Miller	Lachlan Attwooll
1.8	Oct 2018	Update links, contacts	Pierre Rossouw
1.9	Oct 2019	Update Staff Currently signed up the Cold weather Alert Service, added the Cold Weather Situation Report	Jean Kiyori
2.0	Nov 2019	Updated new terminologies Reviewed the At-Risk Group	Jean Kiyori
3.0	Nov 2019	Updated SITREP, added communications plan.	Clare Ebberson
3.1	Dec 2019	Added LBWF Cold Weather Alert Distribution List Added Action Cards for Housing and Commissioning Services	
3.2	Jan 2020	Updates to action cards, distribution list	Clare Ebberson

SECTION 2: SUMMARY AND PURPOSE OF PLAN

2.1 PLAN AIM

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

2.2 OBJECTIVES

This plan outlines how the Council will:

- minimise the impact of severe cold weather on vulnerable service users
- minimise the impact of severe cold weather on staff and ‘critical services’
- warn and inform residents before and during a period of severe cold weather
- minimise the impact of severe cold weather on vulnerable residents not known to Council services

2.3 SCOPE

This plan is a guide to additional actions to be taken before and during a period of severe cold weather to reduce the immediate impact on local residents. These additional actions are triggered by the Met Office Cold Weather Alerts.

There are a number of Council services that have ‘business as usual’ arrangements in place for low temperatures, snow and ice. While these arrangements play a vital role in the Council’s response to cold weather, they are not linked to the Met Office Cold Weather Alerts and are implemented separately by the services responsible (in brackets):

- **NHS winter pressures** – Council support for efforts to minimise the winter ‘surge’ in demand for health services (Adult Social Care)
- **Winter maintenance service** – arrangements for maintaining our highways and pavements during cold weather (Highways)
- **Severe Weather Emergency Protocol (SWEP)** – arrangements for providing shelter to the homeless during cold weather (Housing Pathways Team)
- **Seasonal flu vaccination programme** – Council support to the multi-agency Immunisation Action Plan which includes seasonal flu vaccination of at risk groups (Public Health)

The plan is also linked to longer-term strategies developed by Public Health to reduce Excess Winter Deaths (EWDs) and by Housing to address fuel poverty. These strategies are outside the scope of this plan. For more information, see the Health and Wellbeing Board pages on the Council website: goo.gl/quHyz4.

This plan is not a Business Continuity Plan for cold weather; please refer to plans maintained by each service for details of continuity arrangements.

2.4 SUPPORTING DOCUMENTS

2.4.1 Guidance

Cold Weather Plan for England (Public Health England)

Available from: <https://www.gov.uk/government/publications/cold-weather-plan-cwp-for-england>

Workplace health, safety and welfare (Health and Safety Executive)

Available from: goo.gl/iE4GIY

2.4.2 Local plans

Corporate Emergency Management Plan (LBWF)

Available from: Civil Protection Service

Winter Maintenance Plan (LBWF)

Arrangements maintained by: Highways

Available from: <https://www.walthamforest.gov.uk/content/gritting-roads>

Severe Weather Emergency Protocol 2017-18 (SWEP) (LBWF)

Arrangements maintained by: Housing Pathways Team

Waltham Forest Immunisation Action Plan (Multi-agency)

Public Health are the lead for LBWF

2.5 TRIGGERS

Actions in this plan are linked to the Alert Levels of the Met Office Cold Weather Alert Service. This email alert system is run for the winter months (1 November – 31 March) and consists of the following Alert Levels:

Level 0	Year-round planning <i>All year</i>
Level 1	Winter preparedness and action programme <i>1 November – 31 March</i>
Level 2	Severe winter weather is forecast – Alert and readiness <i>Mean temperatures of 2°C and/or widespread ice and heavy snow are predicted within 48 hours with 60% confidence.</i>
Level 3	Response to severe winter weather <i>Severe winter weather is now occurring: mean temperature of 2°C or less and / or widespread ice and heavy snow.</i>
Level 4	Major Incident – Emergency Response <i>Central Government will declare a Level 4 alert in the event of severe or prolonged cold weather affecting sectors other than health.</i>

2.6 NOTIFICATION

Managers responsible for actions under the Cold Weather Plan need to receive the Cold Weather Alert emails 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.

2.7 MONITORING AND INFORMATION CASCADE

Following an increase in the Alert Level, the Civil Protection Service will confirm that key Council services have received the email notification and will seek assurances that appropriate actions have been taken.

The Civil Protection Service will also ensure that senior Council officers are kept updated. The diagram below shows who the Alert Level notifications need to be cascaded to:

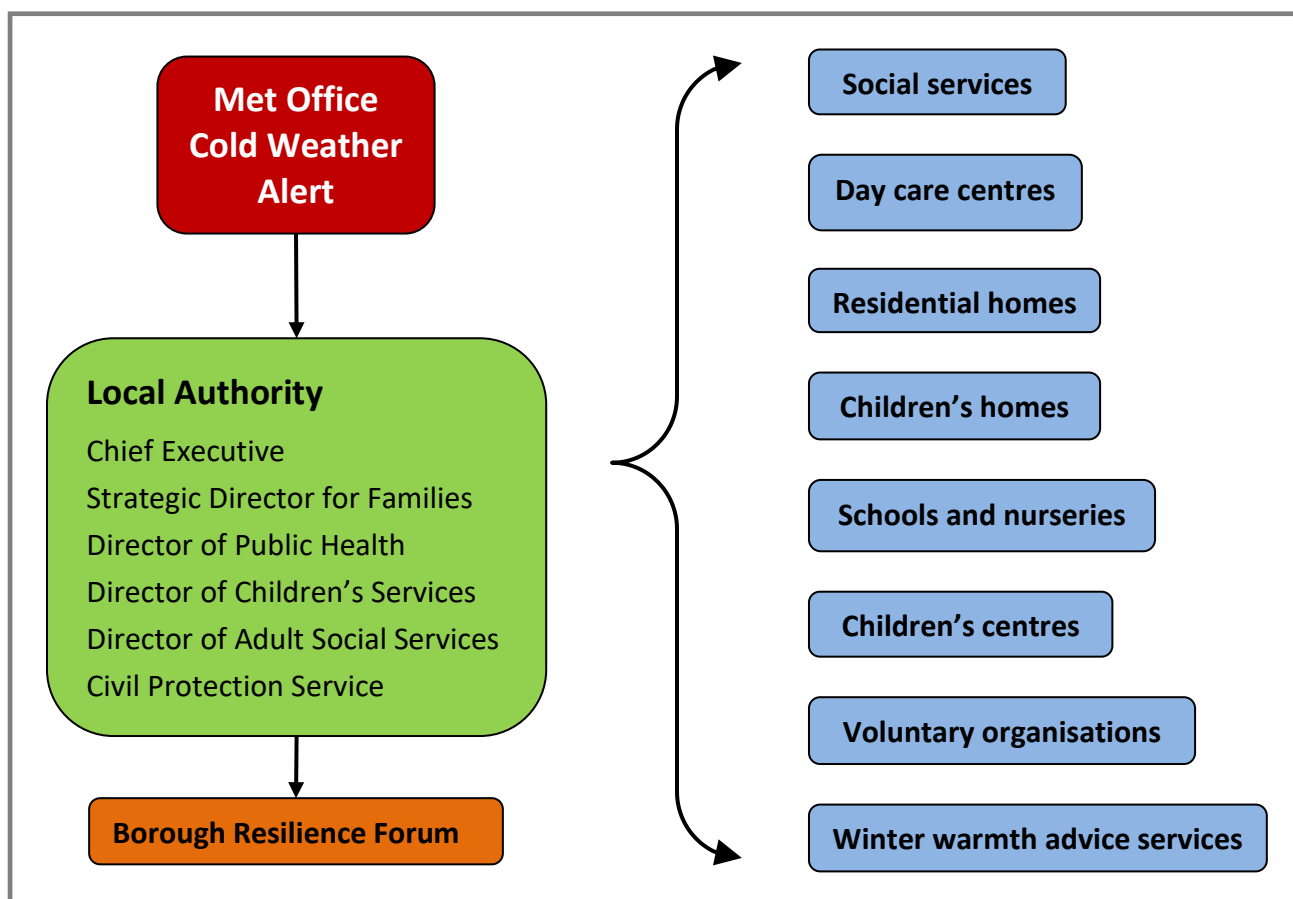


Figure 1: Cascade of Cold Weather Alerts

2.8 ACTIVATION

Once we are at Level 3, the Director of Public Health or nominated representative from the Public Health team will lead the Council response acting as the 'Silver Commander' supported by the Civil Protection Service. Director of Public Health may also wish to take control of Council response at Level 2 if level of risk is perceived to be high.

2.9 STAND-DOWN

The issuing of a lower Alert Level by the Met Office will prompt a reduction in the Council response.

SECTION 3: MANAGING OUR COLD WEATHER RESPONSE

3.1 CORPORATE EMERGENCY MANAGEMENT PLAN (CEMP)

The Council's *Corporate Emergency Management Plan* provides the framework for our response to a period of severe cold weather even if the emergency services are unlikely to declare a Major Incident simply because it is exceptionally cold.

Components of the CEMP can be utilised as required.

3.2 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 severe cold weather, the Director of Public Health will - if necessary - take the lead during our severe cold weather response and in effect, will act as the Council's 'Silver Commander' (see CEMP for more detailed description 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.

3.3 DELEGATED RESPONSIBILITIES

Following a Cold Weather Alert, specific Council services will need to take appropriate actions. These actions are described below. For clarity there is an 'Action Card' for each service at the back of this plan (see: [Appendix 5](#)).

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

3.4 CIVIL PROTECTION SERVICE

The Civil Protection Service will ensure that appropriate Council staff receive the Cold Weather Alert emails and will support the assurance process for the Director of Public Health. The following Civil Protection resources will support the Council response:

3.4.1 Borough Emergency Control Centre (BECC)

Depending on the severity of the cold weather, 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 is located at Laurel House on the Town Hall site and will be made available for this purpose.

3.4.2 Situation reporting

During a cold weather event, the Civil Protection Service may be required to report to the regional resilience structures on any impacts and the actions taken by the Borough. These reports will be shared with the Director of Public Health to give an idea of how well the Council is implementing this plan.

3.4.3 Working with local responders

The Civil Protection Service will confirm that local responders - particularly those from the health sector - are aware of any increase in the Alert Level and will seek assurances that they are taking appropriate actions.

3.5 DUTY COUNCIL SILVER

The Council maintains a rota of managers at Chief Officer level who take turns to act as the duty 'Council Silver' for Council. During a Major Incident, the 'Council Silver' makes tactical decisions for the Council.

As the emergency services are unlikely to declare a Major Incident for severe 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 Civil Protection Service will ask another Chief Officer to cover the rest of the on-call week.

The Civil Protection Service will ensure that the duty Council Silver is informed of the impacts of the cold weather and the Council's response to it.

SECTION 4: RESPONSE TASKS

4.1 COMMUNICATION OF THE COLD WEATHER ALERTS

The focus of the Council's Cold Weather Plan is communicating the alerts and providing advice to a range of groups including:

- 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 cold weather communications plan is attached in Appendix 6. All teams should familiarise themselves with the key communications relevant to their service users in response to cold weather alerts and assure themselves that their service users are aware of key public health messages.

4.2 PERSONALISED SUPPORT TO THE VULNERABLE

Staff who provide services to residents in their homes may be asked to consider what additional support could be given to reduce the impact of the cold weather, for example the provision of electric heaters or blankets.

Families will coordinate the appropriate support required in conjunction with the Corporate Centre.

4.3 IDENTIFICATION OF THE VULNERABLE BY MULTI-AGENCY PARTNERS

Some residents vulnerable to the impact of cold weather will not be known to the Council but may be known to other agencies working in the Borough. During cold weather, the Civil Protection Service will ask partner agencies to provide details of any such vulnerable people they are aware of. These details can then be provided to Adult Social Care for cross-referencing with their records to filter out duplicates. Adult Social Care will then decide what support is appropriate for these additional vulnerable people.

4.4 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 residents who may be vulnerable to the effects of cold weather but who are not known to Council services. During a prolonged period of cold weather, the Director of Public Health may ask for these 'frontline' services to keep an eye out for any residents that are struggling and to pass any information to Adult Social Care.

4.5 MONITORING OF COLD WEATHER-RELATED ILLNESS AND DEATHS

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

- cold weather-related calls to NHS 111
- cold weather-related emergency department attendances

- cold weather-related GP consultations

Borough-level figures may also be available.

PHE also monitors mortality rates across England and Wales to determine whether more people are dying than we would normally expect i.e. 'excess deaths'. Again, Borough-level figures may also be available.

4.6 '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 cold weather on residents. The Director of Public Health will seek assurances that these are working effectively.

These arrangements are summarised below:

4.6.1 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*

4.6.2 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 areas including the four town centres of Leyton, Leytonstone, Walthamstow and Chingford. The Highways Service carries out pre-cautionary gritting when the weather forecast suggests that frost or ice is likely. Following exceptional snow fall, Highways also has access to snow plough attachments to clear snow from the roads.

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 & Responsive Maintenance Manager*

4.6.3 Severe Weather Emergency Protocol (SWEP)

The Housing Pathways Team has arrangements to ensure that no one dies on the streets due to severe weather. The SWEP is triggered by 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.

Managers from the Housing Pathways Team are registered for the Met Office Cold Weather Alerts but the actions under the SWEP are not linked to these alerts.

Responsible officer: *Housing Pathways Team Leader*

4.6.4 Reducing the vulnerability of vulnerable residents

The Council makes efforts to improve the winter resilience of those most at risk:

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 Clinical Commissioning Group and Public Health England 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.

SECTION 5: COLD WEATHER ALERT LEVELS AND ACTIONS

5.1 ALERT LEVEL 1 – WINTER PREPAREDNESS AND ACTION PROGRAMME

5.1.1 Summary

This is the default state of vigilance during the winter. During this time, Council services may carry out awareness-raising and preparedness work.

5.1.2 Actions

The table below summarises the actions associated with Alert Level 1 i.e. the start of the Cold Weather Alert Service on 1 November.

ALERT LEVEL 1 – WINTER		
Task	Responsible officer(s)	Details of actions
Advise health and social care providers	Corporate Director of Adult Care & Quality Standards Director of Integrated Commissioning Head of Service Community Wellbeing and Independence Head of Service – Provider Services	<ul style="list-style-type: none"> • have arrangements in place to forward Cold Weather Alert emails to providers • encourage providers to have Cold Weather Plans in place
Consider personalised support to vulnerable	Corporate Director of Adult Care & Quality Standards Director of Integrated Commissioning Head of Service Community Wellbeing and Independence	<ul style="list-style-type: none"> • ask visiting staff to consider what support could be given to vulnerable individuals

ALERT LEVEL 1 – WINTER

Task	Responsible officer(s)	Details of actions
Advise schools and children’s centres	Director of Learning and System Leadership Director of Children’s Social Care Director of Wellbeing and Independence	<ul style="list-style-type: none"> encourage all schools and children’s centres to be ready for cold weather
Ensure office temperatures remain ‘reasonable’	Director of Customer Services and Business Support (delegated to facilities management) All managers	<ul style="list-style-type: none"> check that plans for keeping office temperatures ‘reasonable’ are in place
Advise residents	Assistant Director of Communications Civil Protection Director of Public Health	<ul style="list-style-type: none"> check that template public health messages reflect the latest guidance communicate risk reduction messages to the public
Advise community and voluntary sector	Assistant Director of Communications Director of Integrated Commissioning working with Community & Voluntary sector	<ul style="list-style-type: none"> engage the community and voluntary sector to help those most at risk
Identification of vulnerable residents by multi-agency partners	Civil Protection working with Adult Social Care and other Council teams	<ul style="list-style-type: none"> confirm that multi-agency arrangements for identification of the vulnerable are up-to-date

5.2 ALERT LEVEL 2 – SEVERE WINTER WEATHER IS FORECAST – ALERT AND READINESS

5.2.1 Summary

This Alert Level is triggered as soon as mean temperatures of 2°C and/or widespread ice and heavy snow are predicted within 48 hours, with 60% confidence. Focus of efforts is on communication of the raised Alert Level together with advice.

Services will consider more pro-active interventions.

5.2.2 Actions

The table below summarises the actions associated with Alert Level 2.

ALERT LEVEL 2 – SEVERE WINTER WEATHER IS FORECAST		
Task	Responsible officer(s)	Details of actions
Advise health and social care providers	Corporate Director of Adult Care & Quality Standards Director of Integrated Commissioning Head of Service Community Wellbeing and Independence Head of Service – Provider Services	<ul style="list-style-type: none"> confirm that providers are aware of the Cold Weather Alert and taking appropriate steps to prepare
Consider personalised support to vulnerable	Corporate Director of Adult Care & Quality Standards Director of Integrated Commissioning Head of Service Community Wellbeing and Independence	<ul style="list-style-type: none"> prepare to distribute personalised support to vulnerable residents
Advise schools and children’s centres	Director of Learning and System Leadership Director of Children’s Social Care Director of Wellbeing and Independence	<ul style="list-style-type: none"> pass on Cold Weather Alert to schools and children’s centres offer advice on how schools can prepare for the cold weather

ALERT LEVEL 2 – SEVERE WINTER WEATHER IS FORECAST

Task	Responsible officer(s)	Details of actions
Warn staff + give advice	Assistant Director of Communications Civil Protection All managers	<ul style="list-style-type: none"> inform staff of the cold weather forecast ensure staff know how to keep well during cold weather
Check working arrangements	All managers	<ul style="list-style-type: none"> review working arrangements in light of forecast – particularly ‘critical’ Council services
Ensure office temperatures remain ‘reasonable’	Director of Customer Services and Business Support (delegated to facilities management) All managers	<ul style="list-style-type: none"> check that plans for maintaining ‘reasonable’ temperatures are ready
Advise residents	Assistant Director of Communications Civil Protection Director of Public Health	<ul style="list-style-type: none"> communicate key public health messages to residents - see Appendix 2 Director of Public Health may wish to review messages
Advise community and voluntary sector	Assistant Director of Communications Director of Integrated Commissioning working with Community & Voluntary sector	<ul style="list-style-type: none"> communicate key public health messages to community and voluntary groups for onward distribution
Identification of vulnerable residents by partners	Civil Protection working with Adult Social Care and other Council teams	<ul style="list-style-type: none"> ask partner agencies to prepare to share information on vulnerable residents
Check BRF partners response	Civil Protection	<ul style="list-style-type: none"> ask partner agencies (particularly health) if they are able to cope
Identification of vulnerable residents by ‘frontline’ Council staff	Civil Protection Team Adult Social Care All ‘frontline services’	<ul style="list-style-type: none"> brief ‘frontline’ staff on cold weather impacts and their role in helping to identify vulnerable residents

5.3 ALERT LEVEL 3 – RESPONSE TO SEVERE WINTER WEATHER

5.3.1 Summary

Triggered when the Met Office confirms that threshold temperatures have been reached for one day and the following night for one or more regions, and the forecast for the next day is greater than 90% confidence that the day threshold will be met.

Council will continue to communicate key public health messages whilst devoting resources to more active interventions.

5.3.2 Actions

The table below summarises the actions associated with Alert Levels 3 and 4. **The same actions will be carried out for Alert Level 4 (a National Emergency).**

ALERT LEVEL 3 - RESPONSE TO SEVERE WINTER WEATHER		
Task	Responsible officer(s)	Details of actions
Advise health and social care providers	Corporate Director of Adult Care & Quality Standards Director of Integrated Commissioning Head of Service Community Wellbeing and Independence Head of Service – Provider Services	<ul style="list-style-type: none"> • seek assurances that providers are taking appropriate actions
Consider personalised support to vulnerable	Corporate Director of Adult Care & Quality Standards Director of Integrated Commissioning Head of Service Community Wellbeing and Independence	<ul style="list-style-type: none"> • distribute personalised support
Advise schools and children’s centres	Director of Learning and System Leadership Director of Children’s Social Care Director of Wellbeing and Independence	<ul style="list-style-type: none"> • warn all schools and children’s centres and urge them to take appropriate actions

ALERT LEVEL 3 - RESPONSE TO SEVERE WINTER WEATHER

Task	Responsible officer(s)	Details of actions
Warn staff + give advice	Civil Protection Assistant Director of Communications Head of HR	<ul style="list-style-type: none"> highlight cold weather risks to staff ensure staff know how to keep well during cold weather
Check working arrangements	All managers	<ul style="list-style-type: none"> review working arrangements to minimise impact – particularly ‘critical’ Council services
Ensure office temperatures remain ‘reasonable’	Director of Customer Services and Business Support (delegated to facilities management) All managers	<ul style="list-style-type: none"> implement plans to maintain ‘reasonable’ working conditions
Advise residents	Assistant Director of Communications Civil Protection Director of Public Health	<ul style="list-style-type: none"> continue to communicate key public messages to residents
Advise community and voluntary sector	Assistant Director of Communications Director of Integrated Commissioning working with Community & Voluntary sector	<ul style="list-style-type: none"> continue to communicate key public messages to community and voluntary groups
Identification of vulnerable residents by partners	Civil Protection	<ul style="list-style-type: none"> request information on vulnerable residents from partner agencies
Check BRF partners	Civil Protection	<ul style="list-style-type: none"> confirm that partner agencies (particularly health) are coping with bad weather

ALERT LEVEL 3 - RESPONSE TO SEVERE WINTER WEATHER

Task	Responsible officer(s)	Details of actions
Identification of vulnerable residents by 'frontline' Council staff	Adult Social Care All 'frontline services'	<ul style="list-style-type: none"> ask 'frontline' Council services to look out for indications that a resident may be vulnerable to cold weather impacts e.g. frail elderly woman living alone in a cold flat information should be passed to Adult Social Care

APPENDICES

APPENDIX 1: COLD WEATHER ALERT SERVICE

Waltham Forest Cold Weather Distribution List 2019/20

Name and E-mail address	Job Title	Department	Role (Strategic or Operational)
Alam Khan <Alam.Khan@walthamforest.gov.uk>	Head of Mental Health and Learning Disabilities	Families	Strategic
Andrew Poolton <Andrew.Poolton@walthamforest.gov.uk>	Interim Head of Digital	Corporate Development	Strategic
Bernadette Josiah <Bernadette.Josiah@walthamforest.gov.uk>			
Brendan Wells <Brendan.Wells@walthamforest.gov.uk>	Head of Primary Schools	Families	Strategic
Angela Ferdinand-Sergeant <Angela.Ferdinand-Sergeant@walthamforest.gov.uk>	Asset Policy Planning Manager	Economic Growth	Strategic
Becc <becc@lbbd.gov.uk>		Civil Protection, Tri Borough Team	Operational
Carol Frederick <Carol.Frederick@walthamforest.gov.uk>;	Extended Services Manager North		Operational
Carole Haynes <Carole.Haynes@walthamforest.gov.uk>	Team Manager Housing Options & Preventions	Resident Services	Operational
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EXAMPLE EMAIL

The following page shows a dummy Cold Weather Alert email. It is for a Level 3 Alert issued due to frosty nights and low daytime temperatures, key message is 'Severe Weather Action'. Recipients should now be implementing their Cold Weather Plans.

Cold Weather Alert

Tel: 0370 900 0100 www.metoffice.gov.uk



NHS (Ref: MO43)

Page 1 of 3

Forecast Issued on Wednesday, 25 January 2017 at 08:46

Cold Weather Alert

Level 3 - Cold Weather Action

<http://www.metoffice.gov.uk/public/weather/cold-weather-alert/#?tab=coldWeatherAlert>

There is a 90% probability of severe cold weather/icy conditions/heavy snow between 0900 on Wednesday 25 Jan and 0900 on Saturday 28 Jan in parts of England. This weather could increase the health risks to vulnerable patients and disrupt the delivery of services.

Please refer to the national Cold Weather Plan and your Trust's emergency plan for appropriate preventive action.

An update will be issued when the alert level changes in any region. Alerts are issued once a day by 0900 if required and are not subject to amendment in between standard issue times. Note that the details of the forecast weather are valid at the time of issue but may change over the period that an alert remains in force. These details will not be updated here unless the alert level also changes, the latest forecast details can be obtained at the following link:

<http://www.metoffice.gov.uk/public/weather/forecast/#?tab=map>

Regional Risk Assessments for occurrence of Cold Weather conditions between 0900 Local Time on Wednesday 25 Jan and 0900 Local Time on Saturday 28 Jan.

The areas that are likely to be affected are:

Region	Risk	Comments
North East England	90 %	Colder conditions will spread in from the south later on Wednesday into Thursday, bringing with it sharp overnight frosts and suppressed temperatures by day. It may take until Saturday for less cold air to arrive from the west.
North West England	80 %	Colder conditions will spread in from the south later on Wednesday into Thursday, bringing with it sharp overnight frosts and suppressed temperatures by day. Less cold air may begin to spread in from the west during Friday.
Yorkshire and the Humber	90 %	Colder conditions will spread in from the south later on Wednesday into Thursday, bringing with it sharp overnight frosts and suppressed temperatures by

APPENDIX 2: PUBLIC HEALTH MESSAGES

KEY PUBLIC HEALTH MESSAGES

Keep in the warmth by:

- fitting draught proofing to seal any gaps around windows and doors
- making sure you have loft insulation. And if you have cavity walls, make sure they are insulated too
- insulate your hot water cylinder and pipes
- draw your curtains at dusk to help keep heat generated inside your rooms
- make sure your radiators are not obstructed by furniture or curtains

Look after yourself:

- food is a vital source of energy and helps to keep your body warm so have plenty of hot food and drinks
- aim to include five daily portions of fruit and vegetables. Tinned and frozen vegetables count toward your five a day
- stock up on tinned and frozen foods so you don't have to go out too much
- when it's cold or icy
- exercise is good for you all year round and it can keep you warm in winter
- if possible, try to move around at least once an hour. But remember to speak to your GP before starting any exercise plans
- wear lots of thin layers – clothes made from cotton, wool or fleecy fibres are particularly good and maintain body heat
- wear good-fitting slippers with a good grip indoors and shoes with a good grip outside to prevent trips, slips and falls
- make sure you have spare medication in case you are unable to go out
- Check if you are eligible for inclusion on the priority services register operated by your power supplier (see UK Power Networks: goo.gl/Ndb2QN) and your water supplier (Thames Water: goo.gl/uttAk3).

Look after others:

- check on older neighbours or relatives, especially those living alone or who have serious illnesses to make sure they are safe, warm and well

Get financial support:

- there are grants, benefits and sources of advice to make your home more energy efficient, improve your heating or help with bills. It's worthwhile claiming all the benefits you are entitled to before winter sets in.

TEMPLATE MESSAGES

These are the core messages to be broadcast as official PHE warnings alongside national and regional weather forecasts. They may be expanded or otherwise refined in discussion with broadcasters and weather presenters.

Level 1: Winter preparedness and action

This is in force from 1 November to 31 March and indicates that actions should be taking place to protect health from cold weather, and that preparations should be in place to ensure service continuity in the event of severe winter weather. No warning is required, unless the situation worsens to warrant a level 2 alert. A spell of chilly weather might warrant a message along the lines of:

“If this does turn out to be a spell of severe cold weather, we’ll try to give you as much warning as possible. But in the meantime, if you want advice about protecting your health from the cold go to the winter health pages at NHS Choices (www.nhs.uk) or from your local chemist. If you are worried about your health or that of somebody you know, ring NHS 111.”

Level 2: Alert and readiness

The Met Office, in conjunction with PHE, is issuing the following cold weather warning for [regions identified]:

“Severe cold weather can be dangerous, especially for the very young or very old or those with chronic disease. Advice on how to reduce the risk either for yourself or somebody you know can be obtained from the winter health pages at NHS Choices (www.nhs.uk) or from your local chemist. If you are worried about your health or that of somebody you know, ring NHS 111.”

Level 3 and 4: Severe cold weather action / emergency

The Met Office, in conjunction with PHE, is issuing the following severe cold weather advice for [regions identified]:

“Make sure that you stay warm. If going outside, make sure you dress appropriately. If indoors, make sure that you keep your heating to the right temperature; heating your home to at least 18°C in winter poses minimal risk to your health when you are wearing suitable clothing. If there is anyone you know who might be at special risk, for example, an older person living on their own, make sure they know what to do to stay warm and are well stocked with food and medications. If you are worried about your health or that of somebody you know, ring NHS 111”

APPENDIX 3: RECOMMENDED INDOOR TEMPERATURES FOR HOMES IN WINTER

Heating homes to at least 18°C in winter poses minimal risk to the health of a sedentary person, wearing suitable clothing.

DAYTIME RECOMMENDATIONS:

- the 18°C threshold is particularly important for people 65 years and over or with pre-existing medical conditions; having temperatures slightly above this threshold may be beneficial for health
- the 18°C threshold also applies to healthy people (1 – 64 years) *; if they are wearing appropriate clothing and are active, they may wish to heat their homes to slightly less than 18°C

OVERNIGHT RECOMMENDATIONS

- maintaining the 18°C threshold overnight may be beneficial to protect the health of those 65 years and over or with pre-existing medical conditions; they should continue to use sufficient bedding, clothing and thermal blankets, or heating aids as appropriate
- overnight, the 18°C threshold may be less important for healthy people (1–64) * if they have sufficient bedding, clothing and use thermal blankets or heating aids as appropriate

*There is an existing recommendation to reduce sudden infant death syndrome (SIDS). The advice is to keep rooms where infants sleep heated to between 16 to 20 °C.

APPENDIX 4: GROUPS MOST VULNERABLE TO COLD WEATHER

WHO IS MOST AT RISK?

The impact of cold weather on health is predictable and mostly preventable. Direct effects of winter weather include an increase in incidence of:

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

Indirect effects of cold include mental health illnesses such as depression, and carbon monoxide poisoning from poorly maintained or poorly ventilated boilers, cooking and heating appliances and heating.

For the purposes of this plan, key groups considered to be particularly at-risk in the event of severe cold weather are summarised below:

- older people (over 75 years old)
- otherwise “frail” older people
- children under the age of five
- Pregnant women (in view of potential impact of cold on foetus)
- people with pre-existing chronic medical conditions such as heart disease, stroke or TIA, asthma, chronic obstructive pulmonary disease or diabetes
- people with mental ill-health that reduces individual’s ability to self-care (including dementia)
- people with learning difficulties
- people assessed as being at risk of, or having had, recurrent falls
- people who are housebound or otherwise low mobility
- people living in deprived circumstances
- people living in houses with mould
- people who are fuel poor
- elderly people who live alone and do not have additional social services support
- homeless or people sleeping rough
- other marginalised groups

Appendix 5: COLD WEATHER SITUATION REPORT - SITREP

Note: Please complete all fields. If there is nothing to report, or the information request is not applicable, please insert NIL or N/A.

Name (completed by):		Date:	
Job Title and Team		Time:	
Telephone number:			
What impact/potential impact is the cold weather having on your services and service users?			
What impact/potential impact is the cold weather having on other service providers?			
What actions have you/your team taken to reduce the negative impact of cold weather on residents or services? Please include any actions taken from your action card (see Appendix 7).			
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 cold weather? Please include any taken from your action cards or the cold weather comms plan (Appendices 6 and 7)			

APPENDIX 6 – COLD WEATHER COMMUNICATIONS PLAN

LBWF Cold Weather Communications Plan 2019/20

DRAFT

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SECTION 7: INTRODUCTION

The Met Office Cold Weather alerts operate from November 1 to March 31.

- **#winterready** to support activity relating to the cross Government campaign urging the public to prepare themselves for winter_i.e. have flu jabs, ensure houses are properly insulated/ boilers serviced etc.
- **#weatheraware** for ‘weather warning’ alerts levels 2 to 4
This phase is about **preparing to take action** and **action** – wearing more layers and non-slip shoes if you go out, clearing pavements, take action for weather alerts etc.
- **#staywellthiswinter** is the hashtag which is being used as the ‘brand’ of a number of associated winter campaigns and initiatives.

The Met Office Cold Weather Alert System:

Level 0 #winterready	Year-round planning All year
Level 1 #winterready	Winter preparedness and action programme 1 November – 31 March
Level 2 #weatheraware	Severe winter weather is forecast - Alert and readiness Mean temperature of 2°C and/or widespread ice and heavy snow are predicted within 48 hours, with 60% confidence.
Level 3 #weatheraware	Response to severe winter weather – Severe weather action Severe winter weather is now occurring: mean temperature of 2°C or less and/or widespread ice and heavy snow.
Level 4 #weatheraware	Major incident – Emergency response Central Government will declare a Level 4 alert in the event of severe or prolonged cold weather affecting sectors other than health

- Useful twitter handles: @cabinetofficeuk, @MetOffice, @PHE_uk, @DHgovuk, @LGacomms, @NHSEngland, @NHSChoices.

SECTION 8: LEVEL 1 COMMUNICATIONS

Level 1 #winterready	Winter action programme <i>1 November – 31 March</i>
---------------------------------------	--

8.1 TWITTER

- Older people may be entitled to winter fuel payments and cold weather payments – to find out more visit <https://www.gov.uk/winter-fuel-payment> #winterready
- #Winterready older people are entitled to help with energy bill payments over winter – to find out more visit <https://www.gov.uk/winter-fuel-payment/eligibility>
- For info on assistance for older people (cold weather payments) see <https://www.gov.uk/cold-weather-payment/overview> #winterready
- Get your boilers, heaters & cookers regularly serviced by a registered engineer to prevent carbon monoxide poisoning #winterready
- If you have a chimney or flue, ensure it is regularly checked for blockages and swept if needed #winterready
- Look out for vulnerable people, prepare emergency contact numbers & protect water pipes from freezing by insulating them #winterready
- Heating homes to at least 18C poses minimal risk to the health of someone wearing suitable clothing #winterready
- Tips to prevent illnesses associated with #coldweather from @NHSChoices <http://www.nhs.uk/LiveWell/Winterhealth/Pages/Winterhealthhome.aspx>
- Check the @MetOffice weather forecast before heading out. Be #winterready for the cold, dress warmly & look out for vulnerable people

8.2 FLU MESSAGES FOR TWITTER – SHARED NOVEMBER TO JANUARY

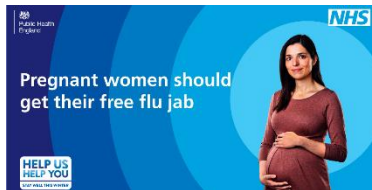
- The best time to have a #fluvaccine is in the autumn. Check nhs.uk/fluvaccine to see if you qualify for a free jab #StayWellThisWinter



- Have you had your flu vaccine? If you're 65 or over, you're eligible for a free #flu jab. Book with your GP or pharmacist #StayWellThisWinter



- A free #flu jab in pregnancy doesn't just protect you. Your baby will also be protected against flu for the first few months of life. Ask your GP today #StayWellThisWinter



- Flu can be horrible and sometimes serious for little ones. The free nasal spray is the best way to protect them from #flu. If your child is 2 or 3, ask your GP #StayWellThisWinter



- Children are 'super-spreaders' of #flu. Vaccinating children protects them against catching flu and also protects more vulnerable members of the community. #StayWellThisWinter
- If you have an underlying health condition you could qualify for a free #flu jab. Visit nhs.uk/flu vaccine for details. #StayWellThisWinter
- If you are the main carer of an older or disabled person you may be eligible for the free flu jab, speak to your GP or pharmacist. #StayWellThisWinter
- It's not too late to have your #flu jab. Check nhs.uk/flu vaccine to see if you qualify for a free jab #StayWellThisWinter
- Aside from having your flu vaccine, the best way to prevent the spread of flu is to practice good hand hygiene. Catch coughs and sneezes in a tissue, throw the tissue away and wash your hands. #StayWellThisWinter
- If you think you have #flu, stay home and rest until you feel better. Call NHS 111 if you have an underlying health condition or feel really unwell.
- To #StayWellThisWinter be prepared, keep warm, stay active indoors and don't forget to catch it, bin it, kill it.

8.3 FACEBOOK

Get ready for winter

As winter approaches you and those around you may increasingly come into contact with infections such as flu and stomach bugs (e.g. norovirus). These can be very infectious and

can cause severe illness. Every winter also brings the possibility of snow and ice. Extreme bad weather can cause injury, worsen illness, and cause widespread and prolonged disruption to services. So now is the time to get #winterready.

- Visit [nhs.uk/flu-vaccine](https://www.nhs.uk/flu-vaccine) to see if you qualify for a free flu jab. Vaccination can be provided from your GP or [local pharmacy](#).
- The best way to prevent the spread of illness is with good hand hygiene. Remember to 'catch it, bin it, kill it'.
- Read the [keep warm, keep well leaflet](#) for great advice on how to stay warm and healthy this winter
- Get your wardrobe #winterready – remember layers of thin clothes are better than one thick layer and shoes with good grip will prevent slips
- Check if you are eligible for financial support to help with heating your home – visit the Waltham Forest [keeping safe at home](#) webpage for more details
- Check on frail or older neighbours or relatives who might need your help to stay safe, warm and well during winter

For further information on any of the above please visit the Waltham Forest [keeping safe at home](#) webpage.

8.4 INTERNAL STAFF COMMUNICATION

Get ready for winter

As winter approaches you and those around you may increasingly come into contact with infections such as flu and stomach bugs (e.g. norovirus). These can be very infectious and can cause severe illness. Every winter also brings the possibility of snow and ice. Extreme bad weather can cause injury, worsen illness, and cause widespread and prolonged disruption to services. So now is the time to get #winterready.

- Visit [nhs.uk/flu-vaccine](https://www.nhs.uk/flu-vaccine) to see if you or those close to you qualify for a free flu jab. Vaccination can be provided from your GP or [local pharmacy](#).
- The best way to prevent the spread of illness is with good hand hygiene. Remember to 'catch it, bin it, kill it'.
- Read the [keep warm, keep well leaflet](#) for great advice on how to stay warm and healthy this winter
- Get your wardrobe #winterready – remember layers of thin clothes are better than one thick layer and shoes with good grip will prevent slips
- Check if you are eligible for financial support to help with heating your home – visit the Waltham Forest [keeping safe at home](#) webpage for more details
- Check on frail or older neighbours or relatives who might need your help to help them stay safe, warm and well during winter

For further information on any of the above please visit the Waltham Forest [keeping safe at home](#) webpage.

8.5 EMAIL TO PARENT NEWSLETTER RECIPIENTS

As winter approaches you and your child/ren may increasingly come into contact with infections such as flu and stomach bugs (e.g. norovirus). These can be very infectious and can cause severe illness. Every winter also brings the possibility of snow and ice. Extreme bad weather can cause injury, worsen illness, and cause widespread and prolonged disruption to services. So now is the time to get #winterready.

- Visit [nhs.uk/flu-vaccine](https://www.nhs.uk/flu-vaccine) to see if you and your child/ren qualify for a free flu jab.
 - Children in primary school will receive their flu vaccine nasal spray in school.
 - If children are in an at-risk group, or aged 2-3 years they can visit their GP for their vaccination.
 - Eligible adults can receive their flu vaccine from their GP or [local pharmacy](#).
- The best way to prevent the spread of illness is with good hand hygiene. Remember to 'catch it, bin it, kill it'.
- Read the [keep warm, keep well leaflet](#) for great advice on how to stay warm and healthy this winter
- Get your wardrobes #winterready – remember layers of thin clothes are better than one thick layer and shoes with good grip will prevent slips
- Check if you are eligible for financial support to help with heating your home – visit the Waltham Forest [keeping safe at home](#) webpage for more details
- Check on frail or older neighbours or relatives who might need your help to help them stay safe, warm and well during winter

For further information on any of the above visit the Waltham Forest [keeping safe at home](#) webpage.

8.6 COMMUNICATIONS TO ALL SCHOOL AND NURSERY SETTINGS

As winter approaches pupils and staff in nurseries and schools may increasingly come into contact with infections such as flu and stomach bugs (e.g. norovirus). These can be very infectious and cause outbreaks. Every winter also brings the possibility of snow and ice. Extreme bad weather can cause widespread and prolonged disruption. Schools are often affected, and it can be difficult to maintain an education service.

In preparation schools and nursery settings are encouraged to be winter ready by taking the following actions:

Protect the health of pupils and staff

- Encourage pupils and staff to receive a flu vaccination where eligible.
- Reinforce general education for pupils and staff about regular hand washing, catching sneezes in tissues and disposing of them promptly ('catch it, bin it, kill it')
- Regularly remind parents to exclude their child from school if they have symptoms of flu like illness or diarrhoea and/or vomiting or any other infectious disease.
- Keep a list of children who are at higher risk of developing serious illness from flu.

- Report outbreaks (2 or more cases of linked illness) promptly to your local health protection team 7 days a week. North East and North Central London - 020 3837 7084
- For winter readiness information for schools and nurseries [click here](#)

Prepare for cold weather

- Sign up to the [Met Office email alert service](#)
- Ensure boilers and heating systems are maintained and pipes are appropriately insulated
- Inspect windows and exterior doors for draughts, and draught-proof as needed
- Undertake risk assessments of sites and issue specific instructions based on them
- Identify the outdoor areas used by pedestrians most likely to be affected by ice, e.g. building entrances, walkways, sloped areas and areas constantly in the shade or wet
- Consider covering walkways e.g. by an arbour high enough for people to walk through
- Ensure that school staff / volunteers who assist with salting/gritting know what steps to take
- Acquire protective clothing, shovels etc. for those clearing snow/ice
- Ensure salt / sand / grit stocks are plentiful and order more if needed
- Confirm contacts for staff, parents and carers and set up the arrangements for communication in case site closure becomes a possibility during extreme weather
- Ensure all information needed in advance is to hand, including contacts (name, telephone numbers) for those who will collect children if parents are not available
- Estimate who among staff will be able to get in safely for the beginning of the day and how the school will be managed in those circumstances
- Ensure the school has an incident management team for severe weather – amend your business continuity plan if necessary.

Taking these actions and preparing for extreme weather now will support with service continuity should there be any outbreaks of infectious illness or extreme cold weather over the coming winter.

8.7 COMMUNICATIONS TO ALL CARE PROVIDERS

Winter is a busy time for UK health and social care services. Cold weather can have a serious impact on the health of many people, particularly older or vulnerable people, and is responsible for many deaths and illnesses each year.

Influenza is a particular risk, and other infectious diseases, such as Norovirus — the winter vomiting bug — put health and social care organisations under great strain. Health problems such as heart attacks, strokes, lung illnesses, flu and other diseases are made worse in the winter, and an increase in accident rates also puts pressure on the NHS, particularly A&E

departments. People slip and fall in the snow or ice, sometimes suffering serious injuries, and power cuts, severe snowfall and floods can also bring misery and disruption. So now is the time to get #winterready.

Protect the health of staff and residents

- Ensure residents and staff are immunised against flu
- Eligible groups can receive a free flu jab from their GP or local pharmacy to those at increased risk from the effects of flu.
 - Free flu jabs are available to Health and social care staff, employed by a registered residential care/nursing home or registered domiciliary care provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza. Vulnerable means those patients/clients in a clinical risk group for flu or who are aged 65 years and over.
 - Care staff are advised to book an appointment in advance to confirm that this service is being offered and to confirm what ID is required to confirm eligibility (e.g. staff ID badge or letter from their employer confirming their employment in the Care Home)
- Ensure residents aged 65+ are immunised against pneumococcal disease, and residents are immunised against shingles when they reach 70 years
- Complete the care home planning checklists for flu and norovirus
- The best way to prevent the spread of illness is with good infection control practices.
- Have a stockpile of personal protective equipment (PPE)
- Remember to 'catch it, bin it, kill it'.

Recognise outbreaks

- Report any outbreaks to the North East and North Central London health protection team on 020 3837 7084 (option 1)

Get residents and the site winter ready

- Read the keep warm, keep well leaflet for great advice on how to keep residents warm and healthy this winter
- Get wardrobes #winterready – remember layers of thin clothes are better than one thick layer and shoes with good grip will prevent slips
- Sign up to the Met Office email alert service
- Ensure boilers and heating systems are maintained and pipes are appropriately insulated
- Inspect windows and exterior doors for draughts, and draught-proof as needed
- Undertake risk assessments of sites and issue specific instructions based on them
- Identify the outdoor areas used by pedestrians most likely to be affected by ice, e.g. building entrances, walkways, sloped areas and areas constantly in the shade or wet
- Consider covering walkways e.g. by an arbour high enough for people to walk through
- Ensure that staff who assist with salting/gritting know what steps to take
- Acquire protective clothing, shovels etc. for those clearing snow/ice
- Ensure salt / sand / grit stocks are plentiful and order more if needed

- Confirm contacts for staff and residents family and friends, and set up the arrangements for communication during extreme weather
- Estimate who among staff will be able to get in safely for the beginning of the day and how the home will be managed in those circumstances – amend your business continuity plan if necessary.

Taking these actions and preparing for extreme weather now will support with service continuity should there be any outbreaks of infectious illness or extreme cold weather over the coming winter.

8.8 COMMUNICATIONS TO THE COMMUNITY AND VOLUNTARY SECTOR

As winter approaches community and voluntary sector staff may increasingly come into contact with infections such as flu and stomach bugs (e.g. norovirus). These can be very infectious and can cause severe illness. Every winter also brings the possibility of snow and ice. Extreme bad weather can cause injury, worsen illness, and cause widespread and prolonged disruption to services. So now is the time to get #winterready.

Community and voluntary organisations should:

- Sign up to the [Met Office email alert service](#)
- Test the community emergency plan to ensure that roles and responsibilities and actions are clear
- Encourage [eligible and at-risk groups](#) to get flu jab
- Read the [keep warm, keep well leaflet](#) for great advice on how to support people to keep warm and healthy this winter
- Set up rotas of willing volunteers to keep the community safe during inclement weather and to check on vulnerable people and neighbours
- Support the provision of appropriate advice about the health risks of cold weather/ cold housing especially with vulnerable people
- Ensure that there is a business continuity plan for severe winter weather to ensure support can continue to be given to vulnerable people
- Actively engage vulnerable people known to be at risk and check on welfare regularly and support them to seek help if necessary: help most vulnerable people to get financial support
- Check on older neighbours or relatives, especially those living alone or who have serious illnesses to make sure they are safe, warm and well

Taking these actions and preparing for extreme weather now will support with service continuity should there be any extreme cold weather over the coming winter.

8.9 COMMUNICATIONS TO BOROUGH RESILIENCE FORUM PARTNERS

Dear Borough Resilience Forum Partners

The Cold Weather Plan for England is a framework intended to protect the population from harm to health from cold weather. It aims to prevent the major avoidable effects on health during periods of cold weather in England by alerting people to the negative health effects of cold weather and enabling them to prepare and respond appropriately. Local authorities, PHE and NHS England have a duty to plan and co-operate with partner organisations to ensure that both in planning and response they work together around risks, including preparation for cold weather, snow and ice.

The Met Office cold weather alert service comprises 5 levels (Levels 0-4), from year-round planning for cold weather, through winter and severe cold weather action, to a major national emergency. Each alert level aims to trigger a series of appropriate actions which are detailed the PHE Cold Weather Plan.

There are 5 key messages that are recommended to all local areas:

1. All local organisations should consider the Cold Weather Plan for England and assure themselves that the suggested actions and Cold Weather Alerts are understood across the system, and that local plans are adapted as appropriate to the local context.
2. NHS and local authority commissioners and those providing services should assure themselves that the distribution of Cold Weather Alerts will reach those that need to take action.
3. NHS and local authority commissioners should assure themselves that providers and stakeholders will take appropriate action according to the Cold Weather Alert level in place and their professional judgement.
4. Opportunities should be taken for closer partnership working with the voluntary and community sector to help reduce vulnerability and to support the planning and response to cold weather.
5. Long-term planning and commissioning to reduce cold-related harm both within and outside the home is considered core business by health and wellbeing boards and should be included in joint strategic needs assessments and joint health and wellbeing strategies.

SECTION 9: LEVEL 2 COMMUNICATIONS

Level 2	Severe winter weather is forecast - Alert and readiness <i>Mean temperature of 2°C and/or widespread ice and heavy snow are predicted within 48 hours, with 60% confidence.</i>
#weatheraware	

9.1 TWITTER

- Cold temps are predicted. Be #weatheraware and look out for vulnerable people. Vulnerable people may not always be obvious. Look out for anyone aged under 5, over 65, pregnant women, people with chronic illness & homeless.
- @MetOffice forecasts snow and ice this week. Top tips to clear snow and ice from pavements here <https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/your-home/clearing-paths-and-driveways> #weatheraware
- During #coldweather make sure your medicine cabinet is stocked up in case you're unable to leave home and help your older neighbours to do the same #weatheraware
- Keeping warm keeps you well: have regular hot meals & drinks, wear a few layers of thin clothing rather than 1 thick layer. For more tips visit nhs.uk/keepwarmkeepwell #weatheraware
- Check @MetOffice forecasts, wear thin clothing layers rather than 1 thick one and soles with good grip if heading out #weatheraware
- Limit time outdoors if you're at a higher risk of cold-related illness or falls #weatheraware
- Keeping curtains closed and tucked behind radiators helps to trap heat. Keep homes heated to at least 18C #weatheraware
- Look out for vulnerable people, prepare emergency contact numbers & protect water pipes from freezing by insulating them #winterready
- Heating homes to at least 18C reduces the risk to the health of someone wearing suitable clothing #winterready
- When indoors, try not to sit still for more than an hour. Get up and stretch your legs. For more tips visit nhs.uk/keepwarmkeepwell #weatheraware

Communications will need to keep track of Met Office weather alerts.

9.2 FACEBOOK

Severe weather is forecast across England

Cold weather (or heavy snow and ice IF APPROPRIATE) is predicted to be widespread. Keep wrapped up warm and check on older people and neighbours. Talk to neighbours and friends about clearing snow and ice in front of your house and public walkways nearby. Try to keep your home heated to at least 18C if you can.

For more advice on keeping warm this winter visit nhs.uk/keepwarmkeepwell

9.3 INTERNAL STAFF COMMUNICATION

Cold weather (or heavy snow and ice IF APPROPRIATE) is predicted to be widespread within the next few days. If your role is based outside, please take as many precautions as you can to keep warm and keep well. It is important that appropriate risk assessed personal protective clothing/equipment (PPE) is worn at all times if your role requires it. Speak to your line manager for further advice.

Where appropriate, staff are encouraged to wear several layers of clothes rather than 1 thick layer. Staff are reminded to dress appropriately for your day, bringing something more formal to wear if you have meetings with external stakeholders or partners. Flexible working can also be discussed with your line manager to avoid unnecessary travelling in the cold conditions. When travelling, give yourself more time to get around and wear shoes with good grip to prevent trips and falls.

Having a hot meal and regular hot drinks will help with keeping warm. To reduce the chance of becoming unwell – Catch it. Bin it. Kill it. Always cover your nose and mouth with a tissue when you cough or sneeze, throw away used tissues as soon as possible, and wash your hands regularly with soap and water. Staff should also try to get up and stretch their legs throughout the day. For more advice on how to keep warm and keep well in this cold weather visit <https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>

9.4 EMAIL TO PARENT NEWSLETTER RECIPIENTS

Dear Parents

Cold weather (or heavy snow and ice IF APPROPRIATE) is predicted to be widespread within the next few days. We are writing to advise you of steps to take to keep warm and keep well during this weather.

It is not too late for your child to receive their flu vaccination. Children are ‘super-spreaders’ of flu, and vaccination protects them against catching flu and also protects more vulnerable members of the community from catching flu. Children aged 2 & 3 years can receive their flu vaccination from their GP, and children up to age 10 can receive this at school (catch up clinics are regularly run in the community).

Young children are particularly vulnerable to extremes in temperature. Children can be kept warm and well by:

- Heating your home to at least 18C or slightly warmer if required,
- Dressing your child in layers of clothing during the day, rather than 1 thick layer, and wearing a hat, scarf and gloves when outdoors
- Ensuring that children’s shoes have good grip

- Keeping children active when indoors
- Providing children with hot meals and warm drinks
- Encourage children to cover their nose and mouth with a tissue when coughing or sneezing, throw away used tissues as soon as possible, and encourage children to wash their hands regularly with soap and water.
- Not delaying getting treatment for colds and sore throats. Your local pharmacist can provide advice on treatment so that children can recover quickly.

For more advice on how to keep warm and keep well in this cold weather, visit <https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/> and follow @wfcouncil on twitter for updates on the cold weather and local services.

9.5 COMMUNICATIONS TO ALL SCHOOL AND NURSERY SETTINGS

Cold weather (or heavy snow and ice IF APPROPRIATE) is predicted to be widespread within the next few days. We are writing to advise you of steps to take to keep warm and keep well during this weather.

When severe weather is forecast

- Keep up to date with the local weather forecast as prevention is key. Take action whenever freezing temperatures are forecast. Keep up to date with the Met Office alert service
- Review the policy/procedure in place to prevent any icy surface forming and/or keep pedestrians off the slippery surface.
- Use grit, or similar, on areas prone to be slippery in frosty/icy conditions. Gritting should be carried out when frost, ice or snow is forecast or when walkways are likely to be damp or wet and the ground temperatures are at, or below, freezing.
- Remind staff of the school's plans in relation to cold/extreme weather and the expectation that the school will remain open
- Ensure that staff/parents are reminded of the process for receiving information about school opening hours and the arrangements for severe weather
- Ensure that someone can get into school to respond to any queries and inform parents of any changes to school opening hours, if required
- Consider leaving heating on a low setting overnight
- Where curtains or blinds are fitted these should be closed at night to retain heat
- Doors between areas of differing temperatures should be kept closed as much as possible
- Radiators should be kept clear of obstructions to enable a proper circulation of warmed air

On the day/s of severe weather

- Make the decision to stay open, open for limited hours, or close etc. as early as possible; log in to the emergency school closures system as needed
- Notify parents, pupils and staff by text, phone etc as previously agreed
- Undertake risk assessments as appropriate
- Divert pedestrians to less slippery walkways and barrier off existing ones. If warning cones are used, remember to remove them once the hazard has passed or they will eventually be ignored
- Ensure that you comply with health and safety laws.

Following severe weather

- Review your business continuity plan and revise in preparation for next year

Useful links

- [Met Office website](#) and the [Met Office email alert service](#)
- <https://www.gov.uk/government/publications/exam-system-contingency-plan-england-wales-and-northern-ireland/what-schools-and-colleges-should-do-if-exams-or-other-assessments-are-seriously-disrupted>

9.6 COMMUNICATIONS TO ALL CARE PROVIDERS

Cold weather (or heavy snow and ice IF APPROPRIATE) is predicted to be widespread within the next few days. We are writing to advise you of steps care providers should take to keep staff and residents safe, warm and well during this weather.

The care providers should:

- Continue level 1 actions
- Encourage staff and residents to get their flu jab
- Communicate alerts to staff
- Ensure locally agreed plans are implemented, especially those to protect vulnerable service users
- Activate business continuity arrangements as required
- Plan for surge in demand
- Consider prioritising those most vulnerable and provide advice as appropriate
- Check room temperatures and ensure urgent referral if necessary.

At Level 3 when severe weather is occurring, providers are advised to:

- continue level 2 actions
- implement emergency and business continuity plans
- Expect a surge in demand in near future and prioritise the most vulnerable service users.

In cold weather, staff should advise service users to:

- keep their heating turned on
- draw curtains and keep bedroom windows closed at night
- never cover heaters and fires, such as with drying clothes
- never block air vents if they have wood-burning, coal or gas heaters
- dress in plenty of layers of warm clothing
- eat healthily and have regular hot drinks
- keep a list of emergency numbers handy
- ask friends or family to drop in.

Where necessary, home care workers might also need to liaise with a vulnerable person's GP or with local charities and community support groups.

For further information, the latest Cold Weather Plan for England can be downloaded from the GOV.UK website.

SECTION 10: LEVEL 3 COMMUNICATIONS

Level 3 #weatheraware	Response to severe winter weather – Severe weather action <i>Severe winter weather is now occurring: mean temperature of 2°C or less and/or widespread ice and heavy snow</i>
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10.1 TWITTER

- **IF APPROPRIATE** With #ice & snow outside – if you can, clear your drive & paths to prevent accidents #weatheraware
- @MetOffice says #coldweather continues across areas of **INSERT AREA AND TIME**. Keep yourself warm and look out for others #weatheraware
- @MetOffice forecasts #coldweather in **INSERT AREA AND TIME** Be #weatheraware before going out, dress warmly, wear shoes with good grip
- Throughout #winter, have plenty of warm food and drink to keep you warm & check on vulnerable people #weatheraware
- @MetOffice issued Level 3 #coldweather alerts across **INSERT PLACE**. Dress warmly and clear icy pavements if possible. #weatheraware
- Heating homes to at least 18C reduces the risk to the health of someone wearing suitable clothing #winterready
- When indoors, try not to sit still for more than an hour. Get up, keep active and stretch your legs #weatheraware
- With #ice and snow outside trips, slips and falls are more likely. Give yourself more time to get around and wear shoes with good grip. #StayWellThisWinter

10.2 FACEBOOK

Severe winter weather

The Met Office is urging caution during winter weather conditions.

Dress warmly, wear shoes with good grip if heading outside, and look out for vulnerable people. If able clear your drive & pathways of snow or ice to prevent accidents and keep your home heated to at least 18C if you can.

Ensure you have plenty of warm food and drinks to keep you warm. More info on <http://www.nhs.uk/LiveWell/Winterhealth/Pages/Winterhealthhome.aspx>

10.3 INTERNAL STAFF COMMUNICATION

Cold weather (**or heavy snow and ice IF APPROPRIATE**) is expected to continue. Staff are reminded to:

- Wear personal protective clothing/equipment (PPE) if required

- Wear several layers of light clothes rather than 1 thick layer
- Discuss flexible working with your line manager to avoid unnecessary travelling
- Give yourself more time to get around when travelling, and wear shoes with good grip to prevent trips and falls
- Have a hot meal and regular hot drinks to help keep warm
- Where appropriate – Catch it. Bin it. Kill it.
- Get up and stretch your legs throughout the day
-

For more advice on how to keep warm and keep well in this cold weather, you can get more information from <https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>

SECTION 11: LEVEL 4 COMMUNICATIONS

Level 4 #weatheraware	Major incident – Emergency response <i>Central Government will declare a Level 4 alert in the event of severe or prolonged cold weather affecting sectors other than health</i>
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During a level 4 incident, all of the messages from Level 3 still apply; however, further messages are likely to follow from Central Government and the Cabinet Office. Please keep an eye on Cabinet Office’s website and social media channels for these.

Cabinet Office updates:

- Visit website: <https://www.gov.uk/government/organisations/cabinet-office>
- Follow their twitter feed: <https://twitter.com/cabinetofficeuk>

11.1 TWITTER

Public messages:

- @MetOffice issued Level 4 #coldweather alert – More info on @cabinetofficeuk website #weatheraware
- **IF APPROPRIATE** With #ice & heavy snow across the country – if you can, clear your drive & pathways to prevent accidents #weatheraware
- @MetOffice says #coldweather across areas of **INSERT AREA AND TIME** keep yourself warm and look out for others #weatheraware
- @MetOffice forecasts #coldweather in **INSERT AREA AND TIME**. Be #weatheraware before going out, dress warmly, wear shoes with good grip
- Throughout #winter, have plenty of warm food and drink to keep you warm & check on vulnerable people #weatheraware
- @MetOffice issued Level 4 #coldweather alerts across **INSERT AREA**. Dress warmly, keep active indoors and clear icy pavements if possible. #weatheraware
- Heating homes to at least 18C poses minimal risk to the health of someone wearing suitable clothing #winterready

May need to consider tweets on any power cuts, issues with water supply, service provision (health & social care, school closures) and issues with transportation.

11.2 FACEBOOK

Severe cold weather – emergency response

Central Government has declared a major ‘Level 4’ cold weather incident due to the harsh weather conditions affecting England.

Take care and refer to the Cabinet Office’s website for further instructions

<https://www.gov.uk/government/organisations/cabinet-office>

Dress warmly, have plenty of warm food and drinks to keep warm and look out for vulnerable people. **(Insert advice/links relevant at the time)**

DRAFT

PENDIX 7: ACTION CARDS

ACTION CARD 1 – PUBLIC HEALTH

RESPONSIBLE OFFICER(S)

Director of Public Health
Public Health Consultants

RESPONSIBILITIES

- Lead the Council’s response
- Seek assurances that Council services are taking the actions outlined in this plan
- Monitor the impact of any period of severe cold weather on the Borough
- Provide strategic guidance to Directors and Chief Executive (if severity of cold weather requires it)

ACTIONS

Alert Level	Actions to be taken (or considered)
Level 1 Winter	<ul style="list-style-type: none"> • Ask Civil Protection Service to check that appropriate Council officers are signed up for the Cold Weather Alerts • Ask Civil Protection Service to check that template public health messages reflect the latest national guidance • Ask Civil Protection Service to re-distribute this plan to all Council officers responsible for its implementation
Level 2 Severe cold weather is forecast	<ul style="list-style-type: none"> • Consider if Director of Public Health needs to lead as Silver Commander • Seek assurances that Council services are prepared to implement plan • Discuss with Adult Social Care the possibility of personalised support • Consider whether ‘frontline’ services should be asked to help to identify vulnerable residents
Level 3 + Level 4 Severe cold weather / National emergency	<ul style="list-style-type: none"> • Act as Silver Commander, advised by Civil Protection Service • Seek assurances that Council services are implementing this plan • If appropriate, ask ‘frontline’ services to identify vulnerable residents • Provide strategic guidance to Directors and Chief Executive

ACTION CARD 2– CIVIL PROTECTION SERVICE

RESPONSIBLE OFFICER(S)

Civil Protection Manager
Duty Emergency Planning Officer

RESPONSIBILITIES

- Ensure that Cold Weather Plan is up-to-date
- Confirm that key Council services are aware of their responsibilities under this plan
- Ensure that key staff receive the Cold Weather Alerts
- Ensure that residents receive Cold Weather Alerts and advice
- Coordinate identification of vulnerable persons with other agencies

ACTIONS

Alert Level	Actions to be taken (or considered)
Level 1 Winter	<ul style="list-style-type: none"> • Ensure that Cold Weather plan is up-to-date • Distribute latest copy of plan to all appropriate Council staff • Ensure that template public health messages reflect the latest national guidance • Ensure that appropriate Council staff are signed up to and receive Cold Weather Alerts • Confirm that multi-agency arrangements for the identification of the vulnerable are up-to-date
Level 2 Severe cold weather is forecast	<ul style="list-style-type: none"> • Ask Council services to confirm they are prepared to implement plan • Ensure that staff are warned and given advice • Ask partner agencies to prepare to share information on vulnerable • Discuss with DPH and Adult Social Care the need for ‘frontline’ staff to help identify vulnerable
Level 3 + Level 4 Severe cold weather / National emergency	<ul style="list-style-type: none"> • Ask Council services to confirm they are implementing plan • Request information on vulnerable residents from partner agencies

Note: The Director of Public Health will seek assurances that appropriate actions are being taken to protect the health of residents and that the Council’s response to severe cold weather is effective.

ACTION CARD 3 – ADULT’S SOCIAL CARE

RESPONSIBLE OFFICER(S)

Corporate Director of Adult Care & Quality Standards

RESPONSIBILITIES

- Ensure adult’s social care services and staff are aware of the cold weather plan and actions they can take to mitigate the impact on service users
- Ensure adult’s social care services and staff are prepared to implement plans to mitigate the impact of severe cold weather on service users

ACTIONS

Alert Level	Actions to be taken (or considered)
Level 1 Winter	For adult’s social care: <ul style="list-style-type: none"> • Ensure key social care staff are receiving cold weather alerts • Ensure social care staff are aware of the cold weather plan and their roles and responsibilities in response to cold weather alerts • Ensure social care business continuity plans include consideration of severe cold weather and are up to date • Ensure social care staff are aware of public health messages around cold weather and how they can support service users to stay warm • Consider plans for how vulnerable adult social care users can be identified and welfare checks carried out to ensure they are warm and supported to get help, if needed • Also see commissioners action card for commissioned adult social care services
Level 2 Severe cold weather is forecast	<ul style="list-style-type: none"> • Ensure front line social care staff are disseminating public health messages around cold weather and how people can stay warm to service users • Ensure business continuity plans are enacted, where appropriate • Consider how vulnerable adult social care users can be identified and welfare checks carried out to ensure they are warm and supported to get help, if needed
Level 3 + Level 4 Severe cold weather / National emergency	<ul style="list-style-type: none"> • Continue actions as per level 2 • Follow national guidance as per media advice

Note: The Director of Public Health will seek assurances that appropriate actions are being taken to protect the health of residents and that the Council’s response to severe cold weather is effective.

ACTION CARD 4 – CHILDREN’S SOCIAL CARE

RESPONSIBLE OFFICER(S)

Director of Children’s Social Care
Director of Wellbeing and Independence

RESPONSIBILITIES

- Ensure children’s social care services and staff are aware of the cold weather plan and actions they can take to mitigate the impact on service users
- Ensure children’s social care services and staff are prepared to implement plans to mitigate the impact of severe cold weather on service users

ACTIONS

Alert Level	Actions to be taken (or considered)
Level 1 Winter	For children’s social care: <ul style="list-style-type: none"> • Ensure key social care staff are receiving cold weather alerts • Ensure social care staff are aware of the cold weather plan and their roles and responsibilities in response to cold weather alerts • Ensure social care business continuity plans include consideration of severe cold weather and are up to date • Ensure social care staff are aware of public health messages around cold weather and how they can support service users to stay warm • Consider plans for how vulnerable child social care users can be identified and welfare checks carried out to ensure they are warm and supported to get help, if needed • Also see commissioners action card for commissioned children’s social care services
Level 2 Severe cold weather is forecast	<ul style="list-style-type: none"> • Ensure front line social care staff are disseminating public health messages around cold weather and how people can stay warm to service users • Ensure business continuity plans are enacted, where appropriate • Consider how vulnerable social care users can be identified and welfare checks carried out to ensure they are warm and supported to get help, if needed
Level 3 + Level 4 Severe cold weather / National emergency	<ul style="list-style-type: none"> • Continue actions as per level 2 • Follow national guidance as per media advice

Note: The Director of Public Health will seek assurances that appropriate actions are being taken to protect the health of residents and that the Council’s response to severe cold weather is effective.

ACTION CARD 5 – CORPORATE COMMUNICATIONS

RESPONSIBLE OFFICER(S)

Assistant Director of Communications

Duty Communications Officer

RESPONSIBILITIES

- Ensure local residents, professionals and the voluntary and community sector are aware of ways they can stay warm and well during severe weather and other key public health messages
- Ensure local people, professionals and the voluntary sector continue to be aware of key public health messages (and how they can stay safe and well during cold weather) as the cold weather alerts change

ACTIONS

Alert Level	Actions to be taken (or considered)
Level 1 Winter	<ul style="list-style-type: none"> • Check that template public health communication messages reflect the latest guidance (advised by civil protection) • Ensure the stay well this winter pages of the Council website are up to date • Issue proactive “Stay well this winter” messages to the public through the Council’s communications channels • Disseminate proactive public health cold weather messages to professionals and the voluntary sector
Level 2 Severe cold weather is forecast	<ul style="list-style-type: none"> • Continue to provide public health cold weather messages to the public (see page X of the cold weather plan) through the Council’s communications channels. This should include making people aware that severe cold weather is forecast, how they can keep well in cold weather and any specific messages relevant to level 2. • Continue to provide public health cold weather messages to professionals, the voluntary sector and staff, through the Council’s communications channels. This should include making people aware that severe cold weather is forecast and any specific messages relevant to level 2
Level 3 + Level 4 Severe cold weather / National emergency	<ul style="list-style-type: none"> • Continue actions as per level 2 • Follow national guidance as per media advice

Note: The Director of Public Health will seek assurances that appropriate actions are being taken to protect the health of residents and that the Council’s response to severe cold weather is effective.

ACTION CARD 6 – FACILITIES MANAGEMENT

RESPONSIBLE OFFICER(S)

Director of Customer Services and Business Support (delegated to facilities management)

RESPONSIBILITIES

- Keep office temperatures ‘reasonable’

ACTIONS

Alert Level	Actions to be taken (or considered)
Level 1 Winter	<ul style="list-style-type: none"> • Check plans for keeping office temperatures ‘reasonable’ during severe cold weather are in place and managers are aware of them • Develop communications to disseminate to all managers / staff about maintaining reasonable office temperatures (and keeping warm) to be used during severe cold weather • Ensure that HR are aware of and approve these plans and communications
Level 2 Severe cold weather is forecast	<ul style="list-style-type: none"> • Check that plans for maintaining ‘reasonable’ office temperatures are ready to be disseminated to all relevant teams / managers
Level 3 + Level 4 Severe cold weather / National emergency	<ul style="list-style-type: none"> • Implement plans to maintain ‘reasonable’ working temperatures in office buildings • Disseminate communications to all managers / staff about maintaining reasonable office temperatures (and keeping warm) during severe cold weather • Respond to staff complaints that office temperatures are too low

Note: The Director of Public Health will seek assurances that appropriate actions are being taken to protect the health of residents and that the Council’s response to severe cold weather is effective.

ACTION CARD 7 – HOUSING

RESPONSIBLE OFFICER(S)

Head of Housing Improvement

RESPONSIBILITIES

- Protect Waltham Forest residents and their homes from the effects of cold weather and thus reduce excess winter illness and death and the burden on health and social care

ACTIONS

Alert Level	Actions to be taken (or considered)
<p>Level 1 Winter</p>	<ul style="list-style-type: none"> • Ensure consideration of cold weather has been included as part of routine housing business continuity plans and is up to date • Be assured that commissioned housing providers have included consideration of cold weather as part of their routine business continuity plans • Ensure that winter communications to Waltham Forest residents include advice about how to keep their homes warm during winter • Ensure that housing staff are aware of public health messages for service users to minimise the impact of cold weather (see messages on page X of the cold weather plan) • Ensure that partnership plans are in place for emergency shelter of homeless people during periods of extreme cold weather • Where LBWF is responsible for housing, ensure that plans are in place to support homes to maintain a “reasonable” temperature during severe cold weather. Ensure staff are aware of these plans. <p><i>Nb. This could include checking room temperatures where disabled or vulnerable service users spend most of their time. Homes should be heated to at least 18° C to minimize risk to health</i></p>
<p>Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none"> • Ensure housing staff are aware of the cold weather alert • Ensure that housing staff are communicating messages to service users about how to keep their homes warm and mitigate the impact of cold weather • Activate business continuity arrangements and emergency plans as required • Activate plans for providing emergency shelter for homeless people as required • Activate plans to support those living in LBWF housing to maintain their homes at “reasonable temperatures during cold weather, as appropriate, including ensuring vulnerable people are managing to heat their home and stay warm

<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> • Continue to implement actions as per level 2 alert • Ensure continuity arrangements are being enacted as appropriate (including by commissioned housing services)
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ACTION CARD 8 - COMMISSIONERS

RESPONSIBLE OFFICER(S)

Director of Integrated Commissioning

Head of Service – Provider Services

Director of Highways and Traffic Management

All managers with responsibility 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.

ACTIONS

Alert Level	Actions to be taken (or considered)
<p>Level 1 Winter</p>	<ul style="list-style-type: none"> • Ensure commissioned services / providers have an up to date copy of the cold weather plan and are aware of their responsibilities in relation to cold weather alerts • Be assured that commissioned services / providers are signed up to receive cold weather alerts • Be assured that commissioned services / providers are aware of public health messages that can support front line professionals and service users to mitigate the impact of cold weather on service users (these messages can be found in the cold weather plan) • Be assured that commissioned services / providers have made frontline staff aware of the cold weather plan and public health advice for cold weather • Be assured that commissioned services / providers have included consideration of cold weather as part of their routine business continuity plans • Be assured that commissioned services / providers are aware of arrangements for signposting vulnerable residents for support during cold weather (E.g. for energy efficiency measures, benefits or related advice)

<p>Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none"> • Be assured that commissioned services / providers are aware that severe cold weather is forecast • Be assured that commissioned services / providers have communicated to staff that severe cold weather is forecast, including making them aware of public health messages and actions they can take to mitigate the impact on service users • Be assured that commissioned services / providers have considered activating their business continuity arrangements and emergency plans as required • Commissioners of roads / transport to ensure road/ pavement gritting preparations are in place to allow access to critical services and pedestrian hotspots
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> • Be assured that commissioned services / providers are undertaking actions in response to alerts to mitigate the impact of cold weather on service users, including business continuity arrangements • Support local commissioned services / providers or community organisations to mobilise community emergency plans as appropriate • Commissioners of roads / transport to continue to ensure road/ pavement gritting preparations are in place to allow access to critical services and pedestrian hotspots • Central government will declare level 4 alert in the event of severe or prolonged cold weather affecting other sectors.

ACTION CARD 9 – VOLUNTARY AND COMMUNITY SECTOR

RESPONSIBLE OFFICER(S)

Director of Integrated Commissioning
Director of Wellbeing and Independence

RESPONSIBILITIES

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

ACTIONS

Alert Level	Actions to be taken (or considered)
<p>Level 1 Winter</p>	<ul style="list-style-type: none"> • Work with communications to ensure the voluntary and community sector are aware of cold weather alerts, the cold weather plan, and public health messages to help people stay warm

	<ul style="list-style-type: none"> • Explore opportunities to develop a community emergency plan to ensure that the role of the community and voluntary sector in response to cold weather is clear • Explore opportunities to set up rotas of volunteers to keep the community safe during inclement weather and to check on vulnerable people and neighbours • Review arrangements for snow angels (residents who help clear snow and ice from paths) are in place and up to date • Explore opportunities for the voluntary and community sector to support in checking on the welfare of vulnerable people during cold weather and provide public health messages to residents about how to stay warm • Consider including the role of the voluntary and community sector in business continuity plans for responding to the cold weather
<p>Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none"> • Activate community emergency plans as appropriate • Activate plans for snow angels as appropriate • Work with communications and the voluntary and community sector to disseminate public health messages to vulnerable people to help them stay warm • Work with the voluntary and community sector to implement ways of undertaking welfare checks on vulnerable residents to ensure they are able to keep warm and/or access further support, where required
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> • Central government will declare a level 4 alert in the event of severe or prolonged cold weather affecting sectors other than health • Continue actions as per level 3 unless advised to the contrary • Implementation of national emergency response arrangements by central government • Follow key public health and weather alert messages as broadcast on the media and ensure the voluntary and community sector are aware of these

ACTION CARD 10 – EDUCATION

RESPONSIBLE OFFICER(S)

Director of Learning and System Leadership

RESPONSIBILITIES

- Ensure schools are aware of how staff and pupils can stay well during severe cold weather
- Advise schools of how best to prepare and respond to severe cold weather (alongside schools' own business continuity plans)

ACTIONS

Alert Level	Actions to be taken (or considered)
<p style="text-align: center;">Level 1 Winter</p>	<ul style="list-style-type: none"> • Ensure schools are aware of how to sign up to Cold Weather Alerts and are receiving these • Encourage all schools to plan for severe cold weather as part of their business continuity plans and out of school plans • Share any new cold weather planning guidance with schools • Ensure schools are aware of public health messages about how to stay well during cold weather
<p style="text-align: center;">Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none"> • Ensure schools are aware of Cold Weather Alerts • Offer advice on how schools can prepare and how they can keep staff and pupils well during cold weather
<p style="text-align: center;">Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> • Ensure schools are aware of Cold Weather Alerts and urge them to take appropriate actions • Request all schools revise trip plans to take account of cold weather • Make schools aware of any national communications in relation to cold weather