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# **Heatwave Plan**

## **for**

# **London Borough of Waltham Forest**

### **Purpose of the Heatwave Plan**

The purpose of this Heatwave Plan is to reduce illness and death during a heatwave by raising public awareness and by prompting Council services to take steps to reduce the impact of extreme heat on our most vulnerable residents.

## **Version 3.7**

June 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:** Jean Kiyori, Deputy Civil Protection Manager
- **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: TBC

Present: TBC

### 1.3 PARTICIPATING SERVICES

Director of Public Health	Civil Protection Service
Adult Social Care	Families Directorate
Corporate Communications	Facilities Management
Health and Safety Team	Other Council services as necessary
Events	

### 1.4 DOCUMENT CONTROL AND DISTRIBUTION

This document is marked: OFFICIAL.

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

### 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.

## 1.6 VERSION CONTROL / HISTORY

<b>Title: LBWF Heatwave Plan</b>			
<b>Location:</b> \\barking-dagenham.gov.uk\les\LES1\lescommon\Borough Emergency Control Centre\Emergency Plans\2.16 Severe Weather\Heatwave\LBWF\LBWF - Heatwave plan - V.3.3 - July 2018.docx			
<b>Author:</b>		<b>Owner:</b>	<b>Approving body:</b>
Lachlan Attwooll		Director of Public Health (complete) Civil Protection Service (in draft)	Director of Public Health
<b>Version</b>	<b>Date of Change</b>	<b>Amendments</b>	<b>Responsible Officer</b>
2014.0	Aug 2014	First draft – out for consultation	Lachlan Attwooll
2015.0	June 2015	Reviewed following publication of national plan.	Lachlan Attwooll
2.1	May 2016	Updated staff contacts, reviewed plan.	Lachlan Attwooll
2.2	Aug 2016	Updated alert recipient list Added PHE resources for public messaging	Lachlan Attwooll
3.0	May 2017	Review latest guidance and contact information	Pierre Rossouw
3.1	June 2017	Changes in personnel and other minor tweaks	Pierre Rossouw
3.2	June 2018	Updated staff contacts, reviewed plan. National plan <u>unchanged</u> .	Lachlan Attwooll
3.3	July 2018	Update staff names	Pierre Rossouw
3.4	May 2019	Added Heatwave Incident Situation Report and updated Heat Health Watch email alerts list	Jean Kiyori
3.5	May 2020	Updated Heatwave alert Distribution List and Heatwave Incident Situation Report	Jean Kiyori
3.6	June 2020	Updated in line with national guidance	Clare Ebberson / Laura Davidson

## 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 heatwave.*

### 2.2 OBJECTIVES

This plan outlines how the Council will:

- minimise the impact of a heatwave on vulnerable residents known to Council services
- minimise the impact of a heatwave on staff and ‘critical services’
- warn and inform residents before and during a heatwave
- minimise the impact of a heatwave on vulnerable residents not known to Council services

### 2.3 TRIGGERS

Actions in this plan are linked to the Alert Levels of the Met Office Heat Health Watch system. This email alert system is run for the summer months (1 June – 15 September) and consists of the following Alert Levels:

<b>Level 1 - Heatwave and summer preparedness</b> <i>1 June – 15 September</i>	This is the default state of vigilance during the summer.
<b>Level 2 - Heatwave is forecast – Alert and readiness</b> <i>60% risk of heatwave in the next 2-3 days</i>	Key Council services will prepare to reduce impact of a potential heatwave.
<b>Level 3 - Heatwave action</b> <i>Threshold temperatures reached* i.e. under heatwave conditions</i>	Key Council services will take actions to reduce impact of a heatwave
<b>Level 4 - National Emergency</b> <i>Central Government will declare a Level 4 alert in the event of severe or prolonged heatwave affecting sectors other than health</i>	Council will respond as for Level 3.

\*For the London region: the threshold temperatures for a heatwave are:

Daytime: **32°C**      Night time: **18°C**

### 2.4 NOTIFICATION

Managers responsible for actions under the Heatwave Plan need to receive the Heat Health Watch 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.

## 2.5 MONITORING AND INFORMATION CASCADE

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

The Civil Protection Service will also ensure that senior officers within the Council are kept updated.

## 2.6 STAND-DOWN

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

## 2.7 SCOPE

This plan is a guide to actions to be taken before and during a heatwave.

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

## 2.8 SUPPORTING DOCUMENTS

*Heatwave Plan for England (PHE)*

Available from: [goo.gl/SnqHGGu](https://www.gov.uk/guidance/heatwave-plan-for-england)

*Heatwave Plan for England: Advice for health and social care professionals (PHE)*

Available from: [goo.gl/TiolPX](https://www.gov.uk/guidance/heatwave-plan-for-england-advice-for-health-and-social-care-professionals)

*Heatwave Plan for England: Advice for care home managers and staff (PHE)*

Available from: [goo.gl/XTgfmb](https://www.gov.uk/guidance/heatwave-plan-for-england-advice-for-care-home-managers-and-staff)

*Looking after Schoolchildren and those in Early Years settings during heatwaves (PHE)*

Available from: [goo.gl/66mQck](https://www.gov.uk/guidance/looking-after-schoolchildren-and-those-in-early-years-settings-during-heatwaves)

*Workplace health, safety and welfare (HSE)*

Available from: [goo.gl/iE4GIY](https://www.hse.gov.uk/heatwaves)

*'Beat the heat'* (PHE) – resources for the public

Available from: [goo.gl/Mllcxm](https://www.gov.uk/guidance/beat-the-heat) (see resources at bottom of page)

*Corporate Emergency Management Plan (LBWF)*

Not available online. Please contact the Civil Protection Service.

## **SECTION 3: MANAGING OUR HEATWAVE RESPONSE**

### **3.1 CORPORATE EMERGENCY MANAGEMENT PLAN (CEMP)**

The Council's *Corporate Emergency Management Plan* provides the framework for our response to a heatwave even though a Major Incident is unlikely to be declared simply because it is exceptionally warm.

Useful 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 a heatwave, the Director of Public Health will take the lead during our heatwave response and in effect, will act as the Council's 'Silver Commander' (see CEMP for further discussion of this role).

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

### **3.3 DELEGATED RESPONSIBILITIES**

Specific services will need to take appropriate actions before and during a heatwave. These actions are described below, together with details of the officers responsible. For clarity there is an 'Action Card' for each service at the back of this document (see: [Appendix 4](#)).

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 Heat Health Watch 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 heatwave, the Director of Public Health may want to meet with services that have responsibilities under the plan, to be assured that appropriate actions are being taken. The BECC will be made available for this purpose.

#### **3.4.2 Situation reporting**

During a heatwave, 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 also give the Director of Public Health 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 from the Health sector - are aware of any increase in the Alert Level and will seek assurances that they are taking appropriate actions to minimise the impact of a heatwave.



### **3.5 DUTY SILVER COMMANDER**

The Duty Silver Commander will not be required to coordinate the heatwave response but will remain available to respond to any other emergency or Major Incident. The Civil Protection Service will ensure that whichever Divisional Director is on call is kept informed of the impacts of the heatwave and our response to it.

## **SECTION 4: RESPONSE TASKS**

The focus of the Council's Heatwave Plan is the relatively straightforward task of communicating the alerts to those who need to know and providing advice. Other response tasks are not so straightforward:

### **4.1 PERSONALISED SUPPORT TO THE VULNERABLE**

Staff who provide services to residents in their homes will be asked to consider what support could be given to service users to reduce the impact of a heatwave, for example the provision of electric fans or water jugs.

Adult Social Care will decide if such support is appropriate and make any arrangements.

### **4.2 IDENTIFICATION OF THE VULNERABLE BY MULTI-AGENCY PARTNERS**

Some residents vulnerable to the impact of a heatwave will not be known to the Council but may be known to other agencies working in the Borough. During a heatwave, the Civil Protection Service will ask partner agencies to provide details of any vulnerable people they can identify. These details can then be cross-referenced with Council records to filter out duplicates (i.e. those residents who are already known to Council services). Adult Social Care will then decide what action to take.

### **4.3 IDENTIFICATION OF THE VULNERABLE BY 'FRONTLINE' COUNCIL SERVICES**

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

### **4.4 MONITORING OF HEAT-RELATED ILLNESS AND DEATHS**

During a prolonged heatwave, 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 heatwave-related illness at the national level:

- heat-related calls to NHS 111
- heat-related emergency department attendances
- heat-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.

### **4.5. HEATWAVES AND COVID-19**

COVID-19 amplifies the risks of hot weather. However, fear of COVID-19 should not prevent action to tackle the risks from hot weather and heatwaves It is critical that actions to

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prevent health harms from high temperatures continue, with necessary adaptations in line with coronavirus guidance to keep everyone safe. The impact of Covid-19 could include:

- Potential increase in adverse outcomes amongst the same population groups affected by both high temperatures and COVID-19 (older people, those with cardio-respiratory diseases)
- Increase in exposure to indoor overheating due to COVID-19 restrictions – lockdown, shielding, isolation as case/contact
- Reduced access to cool public spaces for respite due to COVID-19 restrictions
- Increased demand on health and social care services to prevent both heat and COVID19 related harms

When delivering actions in their action cards, managers should consider how their usual heatwave actions can be adapted to meet Covid-19 social distancing requirements, and consider any additional actions that may be needed in light of Covid-19 and heatwaves at the same time (e.g. additional demand on services or additional risk for already vulnerable groups).

All action card owners should familiarise themselves with information about how to mitigate harms from Covid-19 during heatwave and information for their setting and consider how this can be applied in their service.

## **SECTION 5: HEATWAVE ALERT LEVELS AND ACTIONS**

### **5.1 ALERT LEVEL 1 – HEATWAVE AND SUMMER PREPAREDNESS**

#### **5.1.1 Summary**

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

#### **5.1.2 Actions**

Actions at the different alert levels can be seen in the action cards in Appendix 4.

**APPENDICES**

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**APPENDIX 1: HEATWAVE EMAIL ALERTS**
**Waltham Forest Heatwave Distribution List 2020/21**

<b>Name and E-mail address</b>	<b>Job Title</b>	<b>Department</b>	<b>Role (Strategic or Operational)</b>
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Bernadette Josiah < <a href="mailto:Bernadette.Josiah@walthamforest.gov.uk">Bernadette.Josiah@walthamforest.gov.uk</a> >			
Brendan Wells < <a href="mailto:Brendan.Wells@walthamforest.gov.uk">Brendan.Wells@walthamforest.gov.uk</a> >	Head of Primary Schools	Families	Strategic
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Carole Haynes < <a href="mailto:Carole.Haynes@walthamforest.gov.uk">Carole.Haynes@walthamforest.gov.uk</a> >	Team Manager Housing Options & Preventions	Resident Services	Operational
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<a href="mailto:Corinne.Hurn@walthamforest.gov.uk">Corinne.Hurn@walthamforest.gov.uk</a>			
Daniel Phelps < <a href="mailto:Daniel.Phelps@walthamforest.gov.uk">Daniel.Phelps@walthamforest.gov.uk</a> >	Director of Wellbeing and Independence	Families	Strategic
Darren McAughtrie < <a href="mailto:Darren.McAughtrie@walthamforest.gov.uk">Darren.McAughtrie@walthamforest.gov.uk</a> >	Director of Adult Care & Quality Standards	Adult Social Care / Families	Strategic
Darren Newman < <a href="mailto:Darren.Newman@walthamforest.gov.uk">Darren.Newman@walthamforest.gov.uk</a> >	Integrated commissioning	Families	Strategic
Darren Welsh < <a href="mailto:Darren.Welsh@walthamforest.gov.uk">Darren.Welsh@walthamforest.gov.uk</a> >;	Director of Housing	Housing / Resident Services	Strategic

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John Clayton <John.Clayton@walthamforest.gov.uk>		Highways and Traffic Management	Operational
John Coker <John.Coker@walthamforest.gov.uk>	Head of Housing Improvement	Housing / Resident Services	Strategic
John Giffney <John.Giffney@walthamforest.gov.uk>;	Head of Service, Provider Services		Strategic
John Routledge <John.Routledge@walthamforest.gov.uk>;			

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Joy Thorpe <Joy.Thorpe@walthamforest.gov.uk>;	Procurement Manager	Finance and Governance	Strategic
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Martin Esom <Martin.Esom@walthamforest.gov.uk>;	Chief Executive	All	Strategic
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Media <Media@walthamforest.gov.uk>;	Media Team	Communications / Corporate Development	Strategic
Melanie Medley <Melanie.medley@walthamforest.gov.uk>	Director of Employee Engagement	Corporate Development	Strategic
Michael Rogers <Michael.Rogers@walthamforest.gov.uk>;	Envirocrime Enforcement Officer		Strategic
Paul Tickner <Paul.Tickner@walthamforest.gov.uk>;	Contract Monitoring Officer		Operational
Phil Munro <Phil.Munro@walthamforest.gov.uk>;	Environmental Health Enforcement Officer	Resident Services	Operational
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Ruth Madembo <Ruth.Madembo@walthamforest.gov.uk>	Children's social care	Children's Social Care / Families	Strategic
Russell Carter <Russell.Carter@walthamforest.gov.uk>;	Consultant in Public Health	Families	Strategic
Samina Syed <Samina.Syed@walthamforest.gov.uk>;			
Sandra King <Sandra.King@walthamforest.gov.uk>;			
Satbinder Sanghera <satbinder.sanghera@nhs.net>;			



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Sev Hassan <Sev.Hassan@walthamforest.gov.uk>;	Content and Digital Officer	Communications / Corporate Development	Operational
Sharron Stewart <Sharron.Stewart@walthamforest.gov.uk>; Stephen			
Stephen Murrant <Stephen.Murrant@walthamforest.gov.uk>;	Neighbourhood Area Manager		Operational
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Sumitra Gomer <Sumitra.Gomer@walthamforest.gov.uk>;			
Terry Finney <Terry.Finney@walthamforest.gov.uk>;	Contract Compliance Officer   Neighbourhoods	Resident Services	Operational
TFMclient <TFMclient@walthamforest.gov.uk>;			
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Tony Reed <Tony.Reed@walthamforest.gov.uk>;	Head of Service		
trevor.east@amey.co.uk;			Operational
Vala Valavan <Vala.valavan@walthamforest.gov.uk>	Director of Highways and Traffic Management	Resident Services	Strategic and Operational
WF CCG Comms <wfccg.communications@nhs.net>;	WF CCG Comms team	Communications / Corporate Development	Strategic
Xenia Bourlet <Xenia.Bourlet@walthamforest.gov.uk>	Personal Assistant to Mark Lobban	Families	Strategic

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## APPENDIX 2: PUBLIC HEALTH COMMUNICATION MESSAGES

### Heatwave Comms/Messages (for short notice circulation through Council Channels)

#### Level 1:

- There are actions you can take now to reduce the harm to health of hot weather. External shutters or shades are very effective at reducing indoor temperatures, internal blinds or curtains are less effective but cheaper and easier to install.
- In preparation for warmer weather, make sure where you live is protected. Shade or cover windows exposed to direct sunlight, open windows when it is cooler and overnight if safe to do so. Turn off the central heating, and lights and electrical equipment that aren't in use. Use electric fans if the temperature is below 35°C, but do not aim the fan directly at the body and do not use a fan if anyone in the home is unwell with symptoms of coronavirus (COVID-19). Check that fridges and freezers are working properly.
- If you have concerns about an uncomfortably hot home that is affecting your health or someone else's health, seek medical advice. You may be able to get help from the environmental health department within your local authority; they can do a home hazard assessment. Contact [environmentalhealth@walthamforest.gov.uk](mailto:environmentalhealth@walthamforest.gov.uk)

#### Level 2:

- Hot 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 [Heatwave Plan for England](#) page, from your doctor or local chemist, or ring [NHS 111](#).
- Keep cool in the heatwave by drinking more water, wearing loose, light coloured clothing and keeping in shaded and cooler areas as much as possible.
- Hot weather is forecast. Minimise travel if possible, stay in the shade whenever you can, drink more water than usual and apply suncream to yourself and children when going outside.

#### Level 3

- Look out for others, especially older people, young children and babies and those with underlying health conditions. Close curtains on rooms that face the sun to keep indoor spaces cooler and remember it may be cooler outdoors than indoors. Drink plenty of fluids and avoid excess alcohol, dress appropriately for the weather and slow down when it is hot.
- If you are spending time in shaded or cooler areas outside during the hot weather, remember to adhere to the current social distancing guidelines to minimise the risk of COVID-19
- During this heatwave, check in on neighbours, friends and people you know who may be more at risk. This includes older people, people with a lack of access to outdoor space, and people with health conditions.

#### Level 4

- We are experiencing severe/prolonged hot weather and there are steps you can take to look after your health. Cool your skin with water/ice, slow down and reduce your travel, drink plenty of water and avoid excess alcohol.
- During this heatwave, be on the lookout for signs of heat-related illness in yourself and others, including nausea, headaches, dizziness or exhaustion. Call NHS 111 or contact your GP if you are concerned about the risk to yourself or your family. In an emergency dial 999.

### Met Office Heat-Health Watch

The Heat-Health Watch Service is designed to help healthcare professionals manage through periods of extreme temperature. The service acts as an early warning system forewarning of periods of high temperatures, which may affect the health of the UK public.

The Heat-Health Watch Service operates in England from 1 June to 15 September each year, in association with Public Health England. This is the period when temperature thresholds are most likely to be reached. However, should thresholds for an alert be reached outside of this period, an extraordinary heat-health alert will be issued and stakeholders are advised to take the usual public health actions.

The Met Office forecasts day-time and night-time maximum temperatures, which are monitored regionally. When certain heat thresholds are passed, a warning is issued and sent to relevant health professionals and people working in social care as well as displayed on our website. This enables health professionals to take action to minimise the impact of the heat on people's health.

For more information or to sign up for alerts please [contact Met Office Health Team](#).

- Useful twitter handles: @MetOffice, @PHE\_uk, @DHgovuk, @LGAcomms, @NHSEngland, @NHSChoices.
- Agreed hashtags to be included here: #heatwave #LBWF

### **PUBLIC HEALTH ENGLAND RESOURCES TO SHARE WITH PUBLIC/SERVICE USERS**

- **Beat the Heat – Coping with heat and COVID-19 (Poster):**  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/888247/Beat\\_the\\_Heat\\_2020.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/888247/Beat_the_Heat_2020.pdf) •
- **Beat the Heat – Coping with heat and COVID-19 (Leaflet):**  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/888252/Beat-the-Heat\\_Leaflet\\_Coping\\_with\\_heat\\_and\\_COVID-19.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/888252/Beat-the-Heat_Leaflet_Coping_with_heat_and_COVID-19.pdf)
- **Beat the Heat – Keep residents safe and well during COVID-19:**  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/888249/Heat\\_flier\\_Residents\\_2020.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/888249/Heat_flier_Residents_2020.pdf)
- **Specific advice and guidance on coronavirus (COVID-19):**  
<https://www.gov.uk/coronavirus> Resources 26 Heatwave and summer preparedness 2020

## **APPENDIX 3: GROUPS MOST VULNERABLE TO EXTREME HEAT**

### **WHO IS MOST AT RISK?**

The heat can affect anyone, but some people run a greater risk of serious harm. These include:

- Older people, especially those over 75.
- Babies and young children.
- Pregnant women
- People with serious mental health problems.
- People on certain medication (for example, medications that control electrolyte balance, thermoregulation or cardiac function, including anticholinergics, vasoconstrictors, antihistamines, drugs that reduce renal function, diuretics, psychoactive drugs and antihypertensives)
- People with a serious chronic condition, particularly breathing or heart problems.
- People who already have a high temperature from an infection.
- People who misuse alcohol or take illicit drugs.
- People with mobility problems.
- People who are physically active, like manual workers and athletes.

**APPENDIX 4: ACTION CARDS**

**ACTION CARD 1 – PUBLIC HEALTH****RESPONSIBLE OFFICER(S)**

Director of Public Health

## Responsibilities

- Lead the Council's response
- Seek assurances that Council services are taking the actions outlined in this plan
- Seek assurances that local health providers are prepared for heatwave impacts
- Monitor the impact of any heatwave on the Borough
- Provide strategic guidance to Directors and Chief Executive (if severity of heatwave requires it)

**ACTIONS**

<b>Alert Level</b>	<b>Actions to be taken</b>
<p style="text-align: center;"><b>Level 1</b> Heatwave season</p>	<ul style="list-style-type: none"> <li>• Ask Civil Protection Service to check that all appropriate officers are signed up for the Heat Health Watch Alerts</li> <li>• Ask Civil Protection Service to ensure the Heatwave plan is up to date with national guidance and ensure template public health messages reflect the latest national guidance</li> <li>• Ensure current public health messages for heatwaves are reflected in Council's business continuity plan.</li> <li>• Ask Civil Protection Service to re-distribute this plan to all Council officers responsible for its implementation and ensure they are aware of actions they need to take</li> <li>• Provide advice to relevant leads and services as per action cards below</li> <li>• Ask Civil Protection Service to ensure that comms have copies of public health messages relevant to different levels of Heat alert and are aware of when to send these out and to whom</li> </ul>
<p style="text-align: center;"><b>Level 2</b> Heatwave is forecast</p>	<ul style="list-style-type: none"> <li>• Consider if Director of Public Health needs to lead as Silver Commander</li> <li>• Seek assurances that Council services are prepared to implement plan</li> <li>• Discuss with Adult Social Care the possibility of personalised support</li> <li>• Ask Civil Protection Service to ensure comms are prepared to issue public health messages to the public and other groups</li> <li>• Seek assurances that frontline workers including in health and social care, care homes and hospitals are aware of how to support service users to stay cool and provide advice. This could be through STP networks, Health and Wellbeing Board dissemination or Health Protection Forum, newsletters or other appropriate channels</li> <li>• Seek assurances that local health providers are prepared for heatwave. For example, checking they are aware of their action card and have taken steps including briefing/training staff.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Consider whether ‘frontline’ services should be asked to help to identify vulnerable residents and which services would be best placed to do this</li> </ul>
<p><b>Level 3</b> Heatwave conditions</p>	<ul style="list-style-type: none"> <li>• Act as Silver Commander, advised by Civil Protection Service</li> <li>• Seek assurances that Council services are implementing this plan</li> <li>• If appropriate, ask ‘frontline’ services to identify vulnerable residents</li> <li>• Provide strategic guidance to Directors and Chief Executive</li> <li>• Seek assurances that local health providers are responding appropriately</li> <li>• Support organisations to reduce unnecessary travel</li> <li>• Provide advice on measures that may be required to reduce harm from excess heat at public events and advise cancellation if needed</li> <li>• Monitor heat-related morbidity and mortality in the borough.</li> </ul>
<p><b>Level 4</b> National emergency</p>	<p>As for Level 3</p>

**ACTION CARD 2 – CIVIL PROTECTION SERVICE****RESPONSIBLE OFFICER(S)**

Senior Civil Protection Officer

**RESPONSIBILITIES**

- Ensure that Heatwave plan is up-to-date and that key Council services are aware of their role
- Ensure that key staff receive Heat Health Watch alerts
- Ensure that residents and event organisers receive heatwave warnings and advice
- Coordinate identification of vulnerable persons with other agencies

**ACTIONS**

Alert Level	Actions to be taken
<p style="text-align: center;"><b>Level 1</b> Heatwave season</p>	<ul style="list-style-type: none"> <li>• Ensure that Heatwave plan is up-to-date</li> <li>• Ensure the hot weather distribution list is up to date and includes representatives from all services listed in the action cards</li> <li>• Distribute latest copy of plan to all appropriate Council staff and partners and ensure they are aware of their actions around hot weather</li> <li>• Ensure that appropriate Council staff receive Heat Health Watch alerts</li> <li>• Confirm that multi-agency arrangements for identification of the vulnerable are up-to-date</li> <li>• Ensure that hot weather considerations are included within Council business continuity plans</li> </ul>
<p style="text-align: center;"><b>Level 2</b> Heatwave is forecast</p>	<ul style="list-style-type: none"> <li>• Ask Council services to confirm they are implementing plan</li> <li>• Check that organisers of public events are aware of forecast and prepared</li> <li>• Ensure that staff are warned and given advice</li> <li>• Ask partner agencies to prepare to share information on vulnerable</li> <li>• Discuss with DPH and Adult Social Care the need for ‘frontline’ staff to help identify vulnerable individuals who may need additional support</li> <li>• When level 3 is forecast, arrange a meeting with action card leads to assess readiness for level 3 and ensure actions are being taken forwards as appropriate</li> </ul>
<p style="text-align: center;"><b>Level 3</b> Heatwave conditions</p>	<ul style="list-style-type: none"> <li>• Ask Council services to confirm they are implementing plan</li> <li>• Check that organisers of public events have taken appropriate actions</li> <li>• Request information on vulnerable residents from partner agencies</li> </ul>
<p style="text-align: center;"><b>Level 4</b> National emergency</p>	As for Level 3



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**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 heatwaves is effective.

**ACTION CARD 3 – ADULT SOCIAL CARE**

**RESPONSIBLE OFFICER(S)**

Director, Adult Social Care

**RESPONSIBILITIES**

- ensure that health and social care providers receive Heat Health Watch alerts
- seek assurances that local health and social care providers are taking appropriate actions in response to Heat Health Watch alerts
- consider taking additional steps to reduce impact of heatwave on vulnerable residents

**ACTIONS**

Alert Level	Actions to be taken
<p><b>Level 1</b> Heatwave season</p>	<p>For adult’s social care:</p> <ul style="list-style-type: none"> <li>• Ensure key social care staff are receiving Heat Health Watch alerts</li> <li>• Ensure social care staff are aware of the Heatwave plan and their roles and responsibilities in response to heatwave alerts</li> <li>• Ensure social care business continuity plans include consideration of heatwaves and are up to date and have been shared with staff</li> <li>• Ensure social care staff are aware of public health messages around heatwaves and how they can support service users to stay warm</li> <li>• Consider plans for how vulnerable adult social care users can be identified and welfare checks carried out to ensure they are safe and well during a heatwave and supported to get help, if needed</li> <li>• Share any new heatwave planning guidance with providers including the action card for care and residential homes (below)</li> <li>• Consider whether Council intends to provide targeted support to vulnerable individuals during a heatwave e.g. electric fans, water jugs</li> <li>• Review information about the impact of Covid-19 and heatwaves on health and how to mitigate these, and consider how these actions can be applied in your service and business continuity plan</li> </ul> <p>Also see commissioners action card for commissioned adult social care services.</p>
<p><b>Level 2</b> Heatwave is forecast</p>	<ul style="list-style-type: none"> <li>• Ensure front line social care staff are disseminating public health messages around hot weather and how people can stay cool to service users</li> <li>• Ensure business continuity plans are enacted, where appropriate</li> <li>• Consider how vulnerable adult social care users can be identified and welfare checks carried out to ensure they stay cool and supported to get help, if needed</li> </ul>

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<b>Level 3 + Level 4</b> Heatwave conditions	<ul style="list-style-type: none"><li>• Continue actions as per level 2</li><li>• Follow national guidance as per media advice</li></ul>
<b>Level 4</b> National emergency	<ul style="list-style-type: none"><li>• Continue actions as per level 2</li><li>• Follow national guidance as per media advice</li></ul>

**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 heatwaves is effective.

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**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 heatwave 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 hot weather on service users

**ACTIONS**

Alert Level	Actions to be taken
<p style="text-align: center;"><b>Level 1</b> Heatwave season</p>	<p>For children’s social care:</p> <ul style="list-style-type: none"> <li>• Ensure key social care staff are receiving hot weather alerts</li> <li>• Ensure social care staff are aware of the heatwave plan and their roles and responsibilities in response to heat health alerts</li> <li>• Ensure social care business continuity plans include consideration of severe hot weather and are up to date and shared with staff</li> <li>• Ensure social care staff are aware of public health messages around hot weather and how they can support service users to stay cool</li> <li>• Consider plans for how vulnerable child social care users can be identified and welfare checks carried out to ensure they are cool and supported to get help, if needed</li> <li>• Also see commissioners action card for commissioned children’s social care services</li> <li>• Review information about the impact of Covid-19 and heatwaves on health and how to mitigate these, and consider how these actions can be applied in your service and business continuity plan</li> </ul>
<p style="text-align: center;"><b>Level 2</b> Heatwave is forecast</p>	<ul style="list-style-type: none"> <li>• Ensure front line social care staff are disseminating public health messages around hot weather and how people can stay warm to service users</li> <li>• Ensure business continuity plans are enacted, where appropriate</li> <li>• Consider how vulnerable social care users can be identified and welfare checks carried out to ensure they are cool and supported to get help, if needed</li> </ul>
<p style="text-align: center;"><b>Level 3</b> Heatwave conditions</p>	<ul style="list-style-type: none"> <li>• Continue actions as per level 2</li> <li>• Follow national guidance as per media advice</li> </ul>

**Level 4**  
National emergency

- 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 heatwaves 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 cool 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 hot weather) as the hot weather alerts change

**ACTIONS**

Alert Level	Actions to be taken
<p style="text-align: center;"><b>Level 1</b> Heatwave season</p>	<ul style="list-style-type: none"> <li>• Check that template public health communication messages reflect the latest guidance (advised by civil protection and public health)</li> <li>• Ensure the hot weather pages of the Council website are up to date</li> <li>• Issue proactive “Stay well in the hot weather” messages to the public through the Council’s communications channels</li> <li>• Disseminate proactive public health heatwave weather messages to professionals and the voluntary sector</li> </ul>
<p style="text-align: center;"><b>Level 2</b> Heatwave is forecast</p>	<ul style="list-style-type: none"> <li>• Continue to provide public health hot weather messages to the public (see the national Heatwave plan) through the Council’s communications channels. This should include making people aware that a heatwave is forecast, how they can keep well in hot weather and any specific messages relevant to level 2.</li> <li>• Continue to provide public health hot weather messages to professionals, the voluntary sector and staff, through the Council’s communications channels. This should include making people aware that a heatwave is forecast and any specific messages relevant to level 2</li> </ul>
<p style="text-align: center;"><b>Level 3</b> Heatwave conditions</p>	<ul style="list-style-type: none"> <li>• Continue actions as per level 2</li> <li>• Follow national guidance as per media advice</li> </ul>
<p style="text-align: center;"><b>Level 4</b> National emergency</p>	<ul style="list-style-type: none"> <li>• Continue actions as per level 2</li> <li>• Follow national guidance as per media advice</li> </ul>

**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 heatwaves is effective.

**ACTION CARD 6 – CARE HOMES & RESIDENTIAL HOMES**

**RESPONSIBLE OFFICER(S)**

Service Managers for individual care homes

Head of Provider Services

**RESPONSIBILITIES**

- Lead the response for your individual service
- Take the actions outlined in this plan to minimize risk
- Ensure your business model and contingency plans take account of heatwave impacts
- Ensure key information is shared with staff to support staff confidence in and preparedness for heatwave impacts
- Monitor the impact of any heatwave on your service and provide updates to the Council where needed

**ACTIONS**

Alert Level	Actions to be taken (or considered)
<p><b>Level 1</b> Heatwave season</p>	<ul style="list-style-type: none"> <li>• Ensure frontline staff are aware of the hot weather plan and public health advice for hot weather. This could be through staff bulletins/newsletters, team meetings, a training session etc.</li> <li>• Ensure your service is signed up for the Heat Health Watch Alerts (contact Civil Protection Service if you are not sure)</li> <li>• Ensure you have an up to date copy of the local heatwave plan and are aware of your responsibilities in relation to hot weather alerts – speak to your commissioning lead if unsure.</li> <li>• Remain aware of public health messages that can support front line professionals and service users to mitigate the impact of hot weather on service users (these messages can be found in the local and national heatwave plan)</li> <li>• Check your business continuity plans and ensure it includes consideration of heatwave risks in light of current guidance. Ensure they are up to date.</li> <li>• Ensure there are measures in place to support your vulnerable service users – e.g. providing brief advice on measures individuals or carers can take including minimizing time outside, ensuring adequate ventilation, ensuring fridges/freezers are working, etc.</li> <li>• Check that you have an adequate supply of fans, water sprays and working thermometers .</li> <li>• Ensure that you have a sufficient supply of ice and water, but also oral rehydration salts, orange juice and bananas to help maintain electrolyte balance for those on diuretics.</li> <li>• Ensuring frontline staff are confident with advising on heatwave messages to vulnerable service users (e.g. through spot checks, training, supervision with managers, etc)</li> </ul>



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	<ul style="list-style-type: none"> <li>• Consider plans for how particularly vulnerable residents can be identified and additional checks carried out to ensure they are keeping cool and supported to get help, if needed (e.g. over 75s; those with chronic and severe illness, including heart conditions, diabetes, respiratory or renal insufficiency, Parkinson’s disease, or severe mental illness; those on medications that potentially affect renal function, sweating, thermoregulation or electrolyte balance; those who are unable to adapt their behaviour to keep cool, including those with Alzheimer’s, disabilities, or who are bed bound)</li> <li>• Review and complete the <u>PHE ‘Beat the heat’ care home preparedness checklist</u> for your service and act on the findings</li> </ul>
<p><b>Level 2</b> Heatwave is forecast</p>	<ul style="list-style-type: none"> <li>• Ensure staff know how to recognize signs of heatstroke and heat related illness, including nausea, drowsiness and headache. You could do this through regular briefings, staff bulletins or supervisions/1to1 with frontline staff.</li> <li>• Ensure the most vulnerable service users are identified (e.g. those listed in level 1) and can receive appropriate support and advice.</li> <li>• Where necessary, care plans should be reviewed and adapted in light of any additional risk posed by heatwave.</li> <li>• Ensure front line care home staff are disseminating public health messages around hot weather and how people can stay cool to service users and relatives/carers, where needed.</li> <li>• Identify cool areas in the care home and make staff aware of these – move residents if necessary and safe to do so</li> <li>• Review the full guidance on keeping buildings and rooms cool (e.g. opening windows at night, using shade and natural ventilation) and take actions relevant to your premises. Note that fans should only be used in single rooms for residents who do not have COVID-19 and have not been a close contact of a confirmed case.</li> <li>• Ensure business continuity plans are enacted, where appropriate</li> <li>• 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</li> <li>• arrange for cold drinks to be distributed regularly to residents in the event of a heatwave</li> <li>• Discuss with the Council Adult Social Care team the possibility of personalised support if required</li> </ul>
<p><b>Level 3</b> Heatwave conditions</p>	<ul style="list-style-type: none"> <li>• Continue implementation of business continuity plan</li> <li>• Continue/maintain actions throughout the heatwave, including keeping rooms and buildings cool, more frequent checks on residents if required, ensuring sufficient fluid intake for residents, cool and loose clothing etc.</li> <li>• Monitor heat-related morbidity and mortality of service users and report any trends or issues to your commissioning lead</li> </ul>

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	<ul style="list-style-type: none"><li>• Seek regular feedback from frontline staff and service users about their confidence in and ability to follow advice and measures to reduce risk</li><li>• Ensure that advice is maintained during heatwave conditions respectively regarding behaviours to protect health during hot weather (e.g. fluid intake, reducing excessive sun exposure, staying in shade)</li><li>• Liaise with relevant agencies who also have interaction with your service users to ensure vulnerable individuals continue to receive messages and that other agencies are aware of how to best support people. For example,</li><li>• Support frontline care home staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas.</li><li>• Remind staff that face masks should be changed when they get damp- staff may need to change their masks more often in hot weather</li></ul>
<p><b>Level 4</b> National emergency</p>	<p>As for Level 3. Additional or more frequent updates to commissioners may be required</p>

**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 heatwaves is effective.

**ACTION CARD 7 – COUNCIL COMMISSIONED SERVICES**

**RESPONSIBLE OFFICER(S)**

Director of Integrated Commissioning

Head of Provider Services

Managers with Commissioned Services

Service Manager for Commissioned Service (with support from your Commissioner)

**RESPONSIBILITIES**

- Lead the response for your individual service
- Take the actions outlined in this plan to minimize risk
- Ensure your business model and contingency plans take account of heatwave impacts
- Ensure key information is shared with staff to support staff confidence in and preparedness for heatwave impacts
- Monitor the impact of any heatwave on your service and provide updates to the Council where needed

**ACTIONS**

Alert Level	Actions to be taken (or considered)
<p style="text-align: center;"><b>Level 1</b> Heatwave season</p>	<ul style="list-style-type: none"> <li>• Commissioner: Ensure commissioned service are aware of the heatwave plan and seek assurance they have the below arrangements in place</li> <li>• Review information about the impact of Covid-19 and heatwaves on health and how to mitigate these, and consider how these actions can be applied in your service and business continuity plan</li> <li>• Service manager for commissioned service:                             <ul style="list-style-type: none"> <li>• Ensure frontline staff are aware of the hot weather plan and public health advice for hot weather. This could be through staff bulletins/newsletters, team meetings, a training session etc.</li> <li>• Ensure your service is signed up for the Heat Health Watch Alerts (contact Civil Protection Service if you are not sure)</li> <li>• Ensure you have an up to date copy of the local heatwave plan and are aware of your responsibilities in relation to hot weather alerts – speak to your commissioning lead if unsure.</li> <li>• Remain aware of public health messages that can support front line professionals and service users to mitigate the impact of hot weather on service users (these messages can be found in the local and national heatwave plan)</li> <li>• Check your business continuity plans and ensure it includes consideration of heatwave risks in light of current guidance. Ensure they are up to date.</li> <li>• Ensure there are measures in place to support your vulnerable service users – e.g. providing brief advice on measures individuals or carers can</li> </ul> </li> </ul>

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	<p>take including minimizing time outside, ensuring adequate ventilation, ensuring fridges/freezers are working, etc.</p> <ul style="list-style-type: none"> <li>• Ensuring frontline staff are confident with advising on heatwave messages to vulnerable service users (e.g. through spot checks, training, supervision with managers, etc)</li> </ul>
<p><b>Level 2</b> Heatwave is forecast</p>	<ul style="list-style-type: none"> <li>• Implement the plan, led by service manager. For example, while staff should have been made aware of risks and actions at Level 1, in Level 2 you should ensure staff are routinely carrying out these actions and maintaining awareness.</li> <li>• Where requested, provide assurances to commissioners about how you are implementing the plan. This could include sharing the relevant section of your business continuity plan or guidance documents you have shared with staff and service users</li> <li>• Discuss with your commissioning lead any concerns you foresee in your ability to implement the plan and any support you may require.</li> <li>• Consider which of your service users may be most at risk from heatwave harms and ensure they receive specific advice for their needs (for example, dependent on their type of accommodation, age etc). It may be necessary to implement more regular check ups/assessments with these service users to ensure they are aware of the advice and taking relevant measures to support their own health.</li> <li>• Ensure your frontline staff are disseminating public health messages around hot weather and keeping cool to service users. You could do this through spot checks/audits, regular supervisions or peer assessments, for example.</li> <li>• Ensure business continuity plans are enacted, where appropriate.</li> </ul>
<p><b>Level 3</b> Heatwave conditions</p>	<ul style="list-style-type: none"> <li>• Monitor heat-related morbidity and mortality of service users and report any trends or issues to your commissioning lead</li> <li>• Seek regular feedback from frontline staff and service users about their confidence in and ability to follow advice and measures to reduce risk</li> <li>• Ensure that advice is maintained during heatwave conditions respectively regarding behaviours to protect health during hot weather (e.g. fluid intake, reducing excessive sun exposure, avoiding diving into cold water)</li> <li>• Liaise with relevant agencies who also have interaction with your service users to ensure vulnerable individuals continue to receive messages and that other agencies are aware of how to best support people. For example, working with housing providers to encourage wardens/caretakers to keep an eye out for vulnerable tenants during heatwaves.</li> <li>• Support staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas.</li> </ul>

**Level 4**  
National emergency

- As for level 3. Additional or more frequent updates to commissioners may be required

**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 heatwaves is effective.

**ACTION CARD 8 – SCHOOLS AND EDUCATIONAL SETTINGS**

**RESPONSIBLE OFFICER(S)**

Director of Learning  
Headteachers/Governors

**RESPONSIBILITIES**

- Director of Learning: Ensure that information and advice is shared with schools/educational settings to enable them to prepare for Heatwaves and be assured they have adequate arrangements in place to prepare and respond to Heatwaves
- Headteacher/Governors:
- Lead the response for your school/organisation
- Take the actions outlined in this plan to minimize risk
- Ensure your business model and contingency plans take account of heatwave impacts
- Ensure key information is shared with staff to support staff confidence in and preparedness for heatwave impacts
- Monitor the impact of any heatwave on your service and provide updates to the Council where needed

**ACTIONS**

Alert Level	Actions to be taken (or considered)
<p><b>Level 1</b> Heatwave season</p>	<ul style="list-style-type: none"> <li>• Director of Learning: Ensure that information and advice is shared with schools/educational settings to enable them to prepare for Heatwaves and be assured they have adequate arrangements in place to prepare and respond to Heatwaves</li> <li>• Headteacher/Governors:</li> <li>• Ensure staff are aware of the hot weather plan and public health advice for hot weather. This could be through staff bulletins/newsletters, team meetings, a training session etc.</li> <li>• Ensure your school or organisation is signed up for the Heat Health Watch Alerts (contact Civil Protection Service if you are not sure)</li> <li>• Ensure you have an up to date copy of the local heatwave plan and are aware of your responsibilities in relation to hot weather alerts – speak to your contact at the Council if you are unsure.</li> <li>• Check your business continuity plans and ensure it includes consideration of heatwave risks in light of current guidance. Ensure they are up to date.</li> <li>• Ensuring school staff frontline staff are confident with advising on heatwave messages to young people (e.g. through training, staff bulletins, etc)</li> <li>• Liaise with facilities/estates team to identify measures that may need to be taken to keep buildings cool (see more below)</li> </ul>

<p style="text-align: center;"><b>Level 2</b> Heatwave is forecast</p>	<ul style="list-style-type: none"> <li>• Director of Learning: Ensure that schools/educational settings are aware that a heatwave is forecast and be assured they are making adequate arrangements to respond to Heatwaves</li> <li>• Headteacher/Governors: <ul style="list-style-type: none"> <li>• Ensure there is sufficient training and awareness so that teachers, assistants, school nurses and all child carers can look out for signs of heat stress, heat exhaustion and heatstroke (e.g. nausea, dizziness, headaches, dehydration)</li> <li>• Recognise that some groups of children and young people are more vulnerable (e.g. those who are overweight, taking medication, under four years of age, those with disabilities or complex health needs and identify any particularly at risk children.</li> </ul> </li> <li>• The school nurse, community health practitioner, family health visitor or the child’s specialist health professional may be able to advise on the particular needs of the individual child. Support staff should be made aware of the risks and how to manage them.</li> <li>• Implement the heatwave plan, led by school nurse, headteacher or designated heatwave lead. For example, while staff should have been made aware of risks and actions at Level 1, in Level 2 you should ensure staff are routinely carrying out these actions and maintaining awareness.</li> <li>• Discuss with the Council’s Education team any concerns you foresee in your ability to implement the plan and any support you may require.</li> <li>• Liaise with facilities manager/team to identify actions to keep buildings cool (for example, ventilation, installing blinds for shade, moving classes to cooler rooms where needed)</li> <li>• Ensure staff are disseminating health messages to children (around drinking water, staying in the shade, recognizing symptoms of heat related illness)</li> <li>• Ensure business continuity plans are enacted, where appropriate.</li> </ul>
<p style="text-align: center;"><b>Level 3</b> Heatwave conditions</p>	<ul style="list-style-type: none"> <li>• Director of Learning: Be assured that schools/educational settings are taking adequate action to respond to the heatwave and reduce risk in educational settings</li> <li>• Headteacher/Governors: <ul style="list-style-type: none"> <li>• Teachers, assistants, school nurses and all child carers should look out for signs of heat stress, heat exhaustion and heatstroke.</li> <li>• Ensure that on very hot days (in excess of 30°C) children do not take part in vigorous physical activity</li> <li>• Encourage children playing outdoors to stay in the shade as much as possible</li> <li>• Provide children and parents/carers with advice e.g. wearing loose, light-coloured clothing, applying sunscreen and drinking more water than usual</li> <li>• Ensure there are adequate supplies of cold drinking water and ice.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure facilities staff are taking appropriate measures. For example, windows and other ventilation openings should be opened during the cool of early morning or preferably overnight to allow stored heat to escape from the building (check insurance conditions and the need for security if windows are to be left open overnight); use of outdoor sun awnings if available, or indoor blinds, but do not let solar shading devices block ventilation openings or windows; keep the use of electric lighting and other electrical appliances to a minimum during heatwaves.</li> <li>• Seek regular feedback from staff and service about their confidence in and ability to follow advice and measures to reduce risk</li> <li>• Ensure that advice is maintained during heatwave conditions to children and young people regarding behaviours to protect health during hot weather (e.g. fluid intake, reducing excessive sun exposure)</li> <li>• Support staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas.</li> <li>• Monitor temperatures and be prepared to close school when conditions are too hot. The thresholds for this can be found in <u><a href="#">PHE guidance: Looking after children and those in early years settings during heatwaves: guidance for teachers and professionals.</a></u></li> </ul>
<p><b>Level 4</b> National emergency</p>	<ul style="list-style-type: none"> <li>• Director of Learning: Be assured that schools/educational settings are taking adequate action to respond to the heatwave emergency and reduce risk in educational settings</li> <li>• As for level 3. Additional or more frequent updates to the Council’s education team may be required</li> </ul>



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**ACTION CARD 9 – EVENTS**

**RESPONSIBLE OFFICER(S)**

Head of Parks & Leisure  
Individual Events Organisers  
Events Manager (Communications and Communities)

**RESPONSIBILITIES**

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

**ACTIONS**

Alert Level	Actions to be taken (or considered)
<p style="text-align: center;"><b>Level 1</b> Heatwave season</p>	<ul style="list-style-type: none"> <li>• Confirm that staff are signed up for the Heat Health Watch Alerts</li> </ul>
<p style="text-align: center;"><b>Level 2</b> Heatwave is forecast</p>	<ul style="list-style-type: none"> <li>• Confirm that event organisers are aware of forecast and are prepared to take actions (such as first aid support, free water and supplies of ice, cool and shaded areas at the event)</li> <li>• Advise event organisers to take appropriate actions to minimise impact. This may include cancelling or rescheduling events that are due to take place during heatwave</li> </ul>
<p style="text-align: center;"><b>Level 3</b> Heatwave conditions</p>	<ul style="list-style-type: none"> <li>• Check that event organisers are ready to take appropriate actions</li> </ul>
<p style="text-align: center;"><b>Level 4</b> National emergency</p>	As for Level 3.

**Note:** The Director of Public Health may seek assurances that appropriate actions are being taken to protect the health of residents and that the Council’s response to a heatwave is effective.

**ACTION CARD 10 – FACILITIES MANAGEMENT + HEALTH & SAFETY****RESPONSIBLE OFFICER(S)**

Head of Facilities Management

Head of Health and Safety / Director of Wellbeing

**RESPONSIBILITIES**

- Ensure office facilities and home working arrangements for staff support them to stay cool and well during hot weather
- Ensure office locations remain at a reasonable temperature

**ACTIONS**

Alert Level	Actions to be taken (or considered)
<b>Level 1</b> Heatwave season	<ul style="list-style-type: none"> <li>• Check plans for supporting staff to stay cool and well during heatwaves (including arrangements/advice for home working) are in place</li> <li>• Check plans for keeping office temperatures ‘reasonable’ during a heatwave and ensure these are up to date and reflect current public health guidance</li> </ul>
<b>Level 2</b> Heatwave is forecast	<ul style="list-style-type: none"> <li>• Check that local plans for maintaining ‘reasonable’ temperatures are ready for use</li> <li>• Share plans with staff and advice for maintaining safe and cool environment (including the actions in level 3)</li> <li>• Seek advice from public health if unsure</li> </ul>
<b>Level 3</b> Heatwave conditions	<ul style="list-style-type: none"> <li>• Implement plans to maintain ‘reasonable’ working conditions e.g. monitoring temperatures.</li> <li>• Check that any south facing windows, which let in most sunlight, can be shaded, preferably with curtains with pale, reflective linings; metal venetian blinds and curtains with dark linings absorb heat and may make things worse</li> <li>• Where possible, consider using outside shutters, overhead external shade and using reflective paint, planting trees or leafy plants to provide shade and cool the air around the building – and indoor plants also help keep the environment cool</li> <li>• Respond to staff complaints that office temperatures are too high.</li> <li>• Liaise with comms and public health to share key messages to staff e.g. where ventilation is broken and advising on staff moves to other buildings or to working from home if necessary</li> </ul>
<b>Level 4</b> National emergency	As for Level 3.

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**Note:** the Director of Public Health may seek assurances that appropriate actions are being taken to protect the health of residents and that the Council’s response to a heatwave is effective (Please see Appendix 5).

### Appendix 5: HEATWAVE INCIDENT 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.

<b>Name (completed by):</b>		<b>Date:</b>	
<b>Job Title and Team</b>		<b>Time:</b>	
<b>Telephone number:</b>			
<b>What impact/potential impact is the hot weather having on your services and service users?</b>			
<b>What impact/potential impact is the hot weather having on other service providers?</b>			
<b>What actions have you/your team taken to reduce the negative impact of hot weather on residents or services?</b>			

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<b>Please include any actions taken from your action card</b>	
<b>Are you considering seeking mutual help?</b> (Yes/ No)	If yes, please describe what help is being sought and from whom
<b>What actions have you/your team taken to communicate with service users about the hot weather?</b>  <b>Please include any taken from your action cards or the hot weather comms plan</b>	