



# **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 3.4**

November 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: 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	Highways
Housing	Health & Safety
Facilities Management	Council Commissioned Services
Voluntary & Community Sector	Schools & Educational Settings

### **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

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- 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

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
3.3	Jan 2020	Updates to actions and distribution list following feedback from partners	Nicola Ellis

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3.4	November 2020	Updates to actions and distribution list. Addition of COVID-19 related guidance, update to SITREP and action card holders, and update on the communications messages/toolkit.	Angharad Shambler/Jean Kiyori
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## 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 Solutions (Rough Sleeping 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](http://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](https://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:

<b>Level 0</b>	<b>Year-round planning</b> <i>All year</i>
<b>Level 1</b>	<b>Winter preparedness and action programme</b> <i>1 November – 31 March</i>
<b>Level 2</b>	<b>Severe winter weather is forecast – Alert and readiness</b> <i>Mean temperatures of 2°C and/or widespread ice and heavy snow are predicted within 48 hours with 60% confidence.</i>
<b>Level 3</b>	<b>Response to severe winter weather</b> <i>Severe winter weather is now occurring: mean temperature of 2°C or less and / or widespread ice and heavy snow.</i>
<b>Level 4</b>	<b>Major Incident – Emergency Response</b> <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:

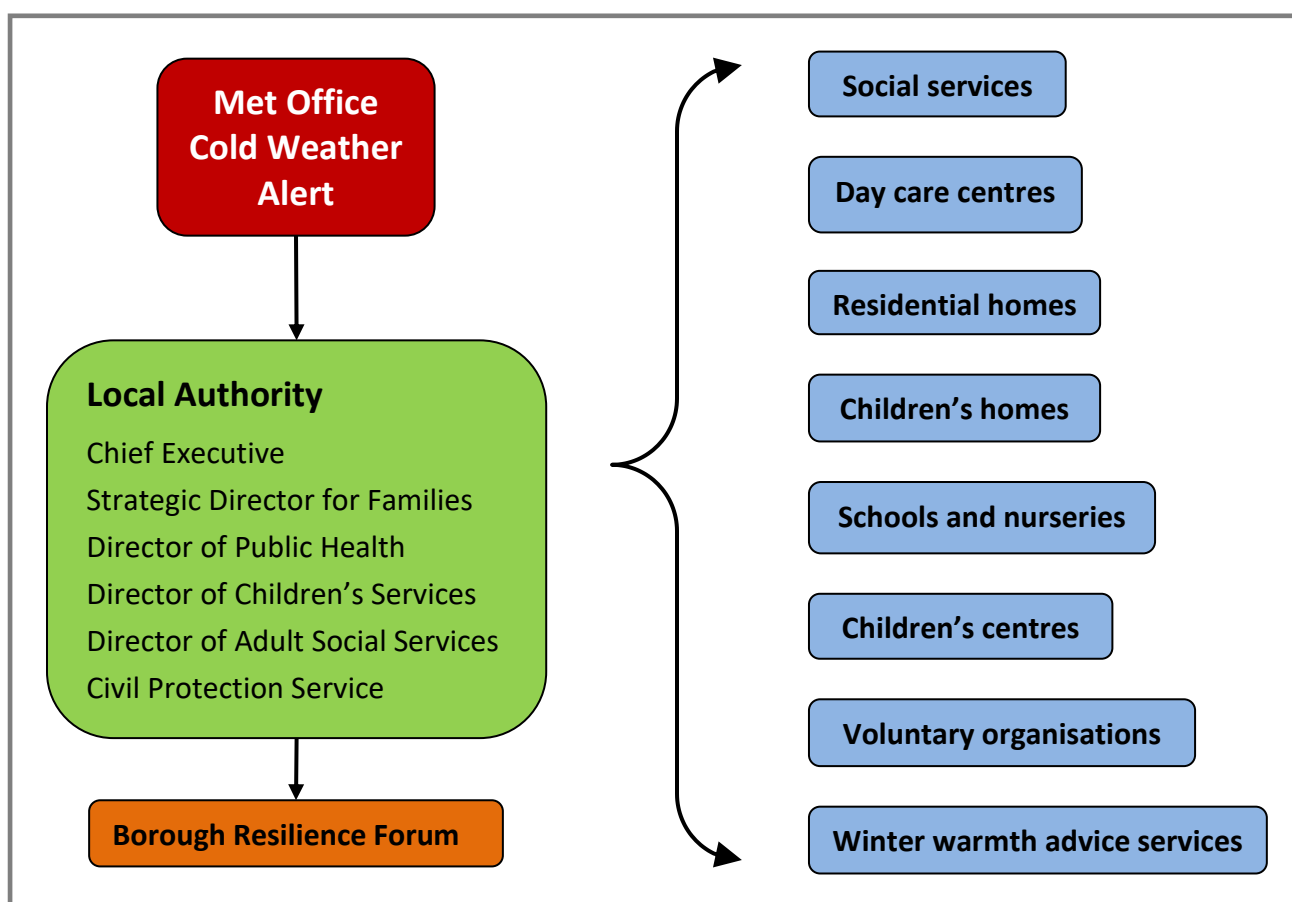


Figure 1: Cascade of Cold Weather Alerts

## 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. An initial team-brief meeting will be scheduled with Civil Protection Team, Director of Public Health and relevant PH colleagues, Director of Neighbourhoods and Corporate Communications colleagues to begin coordinating response and appropriate actions. Where required, this team will meet every few days.

## **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](#) and [Appendix 7](#)).

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 routes in 11 identified shopping areas and transport hubs across Waltham Forest. The Highways Service receives detailed daily weather reports and if low road surface temperatures are predicted and frost and ice is likely then a decision is made to carry out pre-cautionary gritting in these areas. Daily updates are sent to senior Council Officers on any actions taken as part of the Winter Service Plan. Following exceptional snow fall, the Highways Service also has access to 2 snow plough attachments to clear snow from the roads. The Neighbourhoods team are responsible for clearing pedestrian routes when heavy snow fall has occurred.

The Winter Service Plan is not linked to the Cold Weather Alerts but officers from the Highways Service are registered to receive them.

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

##### **4.6.3 Severe Weather Emergency Protocol (SWEP)**

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

Responsible officers: Corporate Director- Housing Strategy & Options, *Rough Sleeping Co-ordinator*



#### **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.

#### **4.7 COLD WEATHER AND COVID-19**

COVID-19 is likely to amplify the risks of the cold weather. Fear of COVID-19 should not prevent action to tackle the risks from cold temperatures and winter weather. It is critical that actions to prevent health harms from cold temperatures and winter weather continue- including identifying and supporting those at risk, with necessary adaptations, in line with COVID-19 guidance to keep everyone safe. Most up to date COVID-19 guidance can be found here: <https://www.gov.uk/coronavirus>

The impact of COVID-19 could include:

- Potential increase in adverse outcomes amongst the same population groups with shared risk factors for both cold weather and COVID-19 i.e. age (65+ cold weather, 70+ COVID-19), underlying health condition (heart or respiratory), long term condition (diabetes), pregnancy. Factors that impact on one's ability to adapt to cold, such as individual's with severe mental illness, cognitive impairment, drug and alcohol dependencies and disability can also cause potential adverse outcomes.

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- Potential increases to cold temperatures due to socio-demographic factors i.e. fuel poverty, energy efficiency and use in the home
- Reduced access to warm public spaces for respite due to COVID-19 restrictions
- Increased demand on health and social care services to prevent both cold weather outcomes and COVID-19 related ill-health/harms

When delivering actions in their action cards, managers should consider how their usual cold weather plan 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 cold weather 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 cold weather and information for their setting and consider how this can be applied in their service.

Key recommendations:

1. Action card owners their partner organisations/commissioned services, including health and social care providers, should consider the Cold Weather Plan for England and satisfy themselves that the suggested actions and the cold weather alert service are understood across our locality, and potential additional need has been considered in surge capacity plans.
2. People at risk from cold weather may also be vulnerable to COVID-19 infection and vice versa. This can be due to concurrence of both clinical and environmental/socio-economic factors. Identify those at greatest risk this winter, taking into account intersecting risks. Ask about living in a cold home, and support vulnerable individuals to access existing resources to keep warm.
3. Cold weather actions and decisions should continue, whilst following national guidance on COVID-19 and related policies (e.g. social distancing and self-isolation advice).



## 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
<b>Advise health and social care providers</b>	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"> <li>• have arrangements in place to forward Cold Weather Alert emails to providers</li> <li>• encourage providers to have Cold Weather Plans in place</li> </ul>
<b>Consider personalised support to vulnerable</b>	Corporate Director of Adult Care & Quality Standards Director of Integrated Commissioning Head of Service Community Wellbeing and Independence	<ul style="list-style-type: none"> <li>• ask visiting staff to consider what support could be given to vulnerable individuals</li> </ul>

<b>ALERT LEVEL 1 – WINTER</b>		
Task	Responsible officer(s)	Details of actions
<b>Advise schools and children’s centres</b>	Director of Learning and System Leadership Director of Children’s Social Care Director of Wellbeing and Independence	<ul style="list-style-type: none"> <li>encourage all schools and children’s centres to be ready for cold weather</li> </ul>
<b>Ensure office temperatures remain ‘reasonable’</b>	Director of Customer Services and Business Support (delegated to facilities management) All managers	<ul style="list-style-type: none"> <li>check that plans for keeping office temperatures ‘reasonable’ are in place</li> </ul>
<b>Advise residents</b>	Assistant Director of Communications Civil Protection Director of Public Health	<ul style="list-style-type: none"> <li>check that template public health messages reflect the latest guidance</li> <li>communicate risk reduction messages to the public</li> </ul>
<b>Advise community and voluntary sector</b>	Assistant Director of Communications Director of Integrated Commissioning working with Community & Voluntary sector	<ul style="list-style-type: none"> <li>engage the community and voluntary sector to help those most at risk</li> </ul>
<b>Identification of vulnerable residents by multi-agency partners</b>	Civil Protection working with Adult Social Care and other Council teams	<ul style="list-style-type: none"> <li>confirm that multi-agency arrangements for identification of the vulnerable are up-to-date</li> </ul>

## 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
<b>Advise health and social care providers</b>	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"> <li>confirm that providers are aware of the Cold Weather Alert and taking appropriate steps to prepare</li> </ul>
<b>Consider personalised support to vulnerable</b>	Corporate Director of Adult Care & Quality Standards Director of Integrated Commissioning Head of Service Community Wellbeing and Independence	<ul style="list-style-type: none"> <li>prepare to distribute personalised support to vulnerable residents</li> </ul>
<b>Advise schools and children’s centres</b>	Director of Learning and System Leadership Director of Children’s Social Care Director of Wellbeing and Independence	<ul style="list-style-type: none"> <li>pass on Cold Weather Alert to schools and children’s centres</li> <li>offer advice on how schools can prepare for the cold weather</li> </ul>

**ALERT LEVEL 2 – SEVERE WINTER WEATHER IS FORECAST**

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

### 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
<b>Advise health and social care providers</b>	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"> <li>• seek assurances that providers are taking appropriate actions</li> </ul>
<b>Consider personalised support to vulnerable</b>	Corporate Director of Adult Care & Quality Standards Director of Integrated Commissioning Head of Service Community Wellbeing and Independence	<ul style="list-style-type: none"> <li>• distribute personalised support</li> </ul>
<b>Advise schools and children’s centres</b>	Director of Learning and System Leadership Director of Children’s Social Care Director of Wellbeing and Independence	<ul style="list-style-type: none"> <li>• warn all schools and children’s centres and urge them to take appropriate actions</li> </ul>

**ALERT LEVEL 3 - RESPONSE TO SEVERE WINTER WEATHER**

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

**ALERT LEVEL 3 - RESPONSE TO SEVERE WINTER WEATHER**

Task	Responsible officer(s)	Details of actions
<b>Identification of vulnerable residents by 'frontline' Council staff</b>	Adult Social Care All 'frontline services'	<ul style="list-style-type: none"><li>• 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</li><li>• information should be passed to Adult Social Care</li></ul>

## **APPENDICES**



## APPENDIX 1: COLD WEATHER ALERT SERVICE

Waltham Forest Cold Weather Distribution List 2020/21

### DISTRIBUTION LIST:

Name and E-mail address	Job Title	Department	Role (Strategic or Operational)
Abigail Adieze Abigail.Adieze@walthamforest.gov.uk;		Families	Operational
Alam Khan <Alam.Khan@walthamforest.gov.uk>	Head of Mental Health and Learning Disabilities	Families	Strategic
Amana Gordon <Amana.Gordon:walthamforest.gov.uk>	Director of Children's Social Care	Children's Social Care / Families	Strategic
Angharad Shambler <Angharad.Shambler@walthamforest.gov.uk>	Public Health Strategist- Health Protection and Sexual Health	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
Cath Scholefield <Cath.Scholefield@walthamforest.gov.uk>;	Assistant Director, ASC Operations	Adult Social Care / Families	Strategic
Chris Warner <Chris.Warner@walthamforest.gov.uk	Public Lighting, Drainage and Responsive Maintenance Manager		Operational
Clare Ebberson Clare.Ebberson@walthamforest.gov.uk;	Consultant in Public Health	Families	Strategic
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Darren Welsh <Darren.Welsh@walthamforest.gov.uk>;	Director of Housing	Housing / Resident Services	Strategic
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Phil Munro <Phil.Munro@walthamforest.gov.uk>;	Environmental Health Enforcement Officer	Resident Services	Operational
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Xenia Bourlet <Xenia.Bourlet@walthamforest.gov.uk>	Personal Assistant to Mark Lobban	Families	Strategic

**HOW TO SIGN UP TO RECEIVE COLD WEATHER ALERTS:**

You can opt in/ ore request relevant colleagues to opt-in to receive Weather Alerts from the Met Office here:

<https://public.govdelivery.com/accounts/UKMETOFFICE/subscriber/new?qsp=PHE>. An example of an email alert can be seen below.

## EXAMPLE EMAIL NOTIFICATION

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](http://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**

*You can also use these to base public health advice for other press statements/social media.*

*Council/resident focused public health messages related to cold weather will be hosted on:*

<https://www.walthamforest.gov.uk/content/keeping-well-winter>

#### **Keeping your home warm, efficient and safe:**

Heating your home to at least 18C reduces the risk to health of someone wearing suitable winter clothing.

- Heating your home to at least 18C is particularly important if you have reduced mobility, are 65 and over, or have a health condition, such as heart or lung disease. Having room temperatures slightly over 18C could be good for your health.
- If you are under 65, active and wearing appropriate clothing, you may feel comfortable at room temperatures slightly lower than 18C.
- Overnight, people who are 65 and over or who have pre-existing health conditions, may find bedroom temperatures of at least 18C are good for their health; this may be less important if you are a healthy adult under 65 and have appropriate clothing and bedding.
- If you can't heat all the rooms you use, heat the living room during the day and your bedroom just before you go to sleep.
- Get your heating system and cooking appliances checked and keep your home well ventilated.
- If you have an electric blanket, use it as instructed and get it tested every three years. Never use a hot water bottle with an electric blanket.
- Do not use a gas cooker or oven to heat your home; it is inefficient and there is a risk of carbon monoxide poisoning which can kill.
- If you are not on mains gas or electricity make sure you have a supply of heating oil, LPG or solid fuel so you do not run out in winter.

#### **Look after yourself:**

- Keeping well will allow you to do more and keep your independence. Being cold isn't just uncomfortable it can be bad for your health. Sitting or sleeping in a cold room is not good for you and increases the risk of heart attacks, stroke and breathing problems. Don't let the cold catch you out - check the weather forecast and be ready for cold weather.
- Keep your bedroom windows closed on a winter's night; breathing cold air can increase the risk of chest infections.
- Exercise is good for you all year round and it can keep you warm in winter.

- Keep moving if you can, this will help keep you warm. Try not to sit for more than an hour – get up and walk around, make a hot drink and spread housework throughout the day.
- Wear a few layers of thin clothing rather than one thick layer; this will trap the heat better to keep you warm. Thin layers of clothes made from cotton, wool or fleecy fibres are particularly good for maintaining body heat.
- Wear shoes with a good grip to prevent slips and falls. Make sure you have spare medication in case you are unable to go out.
- 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 towards your five a day.
- Prepare for cold weather. Stock up on tinned and frozen foods, warm clothes and any medication so you don't have to go out too much when it's cold or icy.
- Power and utility companies have schemes which make at-risk groups a priority for reconnection following power cuts. Find out if you meet the criteria and if so, sign up. Visit <https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register-people-need> for more information

**Look after others:**

**Make sure you follow the COVID-19 social distancing guidance while looking out for others: wash hands regularly, wear a face covering in enclosed spaces and stay at least 2 metres apart.**

- All of the advice for looking after yourself can be used to plan how to help others.
- Check on frail or older neighbours or relatives, especially those living alone or who have serious illnesses to make sure they are safe, warm and well.
- Ask about living in a cold home and support vulnerable individuals to access existing resources to keep warm.
- Those with care responsibilities, whether that's for family members or on a professional or voluntary basis, should consult the Cold Weather Plan for England for a range of useful advice as well as ensuring that those at risk have homes heated to at least 18C and have plans in place to be able to check on others safely in advance of the cold weather (e.g. over the phone)
- In advance of winter, carers should be aware of how to refer to local housing and health services if further support is required. **Simple Energy Advice** provides free advice on energy efficiency & National grants to help with energy bills: **0800 444202 [www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk)**
- Charities, social and health care organisations should ensure that carers of those most at-risk are getting the support and advice they need to protect those who may be vulnerable to the ill-effects of cold weather.

**Keep the warmth in 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 and tuck behind radiators to help keep heat inside.
- Make sure your radiators are not obstructed by furniture or curtains.

**Get financial help:**

- There are grants, benefits and advice to help 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.
- For advice on energy bills and energy efficiency, contact Simple Energy Advice: 0800 444202 / <https://www.simpleenergyadvice.org.uk/>

**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](http://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](http://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”*

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

- **Keep Warm, Keep Well- Coping with cold weather and COVID-19**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/932952/keep\\_warm\\_keep\\_well\\_2020.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/932952/keep_warm_keep_well_2020.pdf)

- **Top Tips to Keep Warm and Well**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/465111/Top\\_tips\\_to\\_keep\\_warm\\_keep\\_well.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/465111/Top_tips_to_keep_warm_keep_well.pdf)

### **SOCIAL MEDIA**

#### **Official PHE winter comms twitter hashtag: #coldweather**

- #WeatherReady – Levels 0 and 1
- #WeatherAware – Levels 2, 3 and 4
- #StayWellThisWinter

#### **Cold Weather Alert System hashtags**

The met office will use the hashtags below in social media communications, which PHE will support with health advice. Partner organisations are encouraged to support these hashtags and weave the following health advice into their messages.

- **#WeatherReady** to support activity relating to the cross-Government campaign urging the public to prepare themselves for winter and cope with severe weather, i.e. get your flu jab, check your heating, ensure houses are properly insulated/ boilers serviced etc.
- **#WeatherAware** for 'weather warning' alerts levels 2 to 4  
This hashtag will be used for severe weather warning content. This is about being alert and taking **action** – i.e. wear more layers and non-slip shoes if you go out, clear pavements, responding to weather alerts etc.
- **#StayWellThisWinter** is the hashtag which is being used as the 'brand' of a number of associated winter campaigns and initiatives.

### Suggested Social Media Responses for Alerts

*Below are suggested baseline winter health messages per cold weather alert level you can post, adapt and tailor to your own communications.*

- Useful twitter handles: @cabinetofficeuk, @MetOffice, @PHE\_uk, @DHSCgovuk, @LGAcomms, @NHSEngland.
- Useful to flag NHS keep warm keep well webpage including tips to prevent winter health illnesses: <https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>  
as well as PHE's Keep Warm Keep Well leaflet, available at:  
<https://www.gov.uk/government/collections/cold-weather-plan-for-england>

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

### Level 1 Twitter

- Heating your home to at least 18C reduces the risk to health of someone wearing suitable winter clothing. #WeatherReady
- 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> #WeatherReady
- For info on assistance for older people (winter fuel payments & cold weather payments) see <https://www.gov.uk/cold-weather-payment/overview> #WeatherReady
- Contact your landlord about ways to improve the energy efficiency of your home & staying warm in winter #WeatherReady
- Get your boilers, heaters & cookers regularly serviced by a registered engineer to prevent carbon monoxide poisoning #WeatherReady

- If cold weather is forecast stock up on tinned and frozen foods, warm clothes and any medication #WeatherReady
- If you have a chimney or flue, ensure it is regularly checked for blockages and swept if needed #WeatherReady
- Look out for vulnerable people ,prepare emergency contact numbers & protect water pipes from freezing by insulating them - follow social distancing guidance for Covid-19 #WeatherReady
- Tips to prevent illnesses associated with #coldweather from @NHS <https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>
- Check the @MetOffice weather forecast before heading out. Be #WeatherReady for the cold, dress warmly, look out for vulnerable people & remember to follow Covid-19 social distancing guidance.

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

### Level 2 Twitter

- @PHE\_UK says be #WeatherAware and look out for vulnerable people but keep safe from Covid-19. Stay tuned to @MetOffice forecasts as cold temps predicted
- Have plans in place to check on others safely in advance of the cold weather (e.g. by phone)
- Heating your home to at least 18C reduces the risk to health of someone wearing suitable winter clothing. #WeatherAware Keeping curtains closed and tucked behind radiators helps to trap heat. Keep homes heated to at least 18C #WeatherAware
- When indoors, try not to sit still for more than an hour. Get up and stretch your legs #WeatherAware
- During #coldweather make sure you're stocked up with food and medicine to minimise the need to leave home #WeatherAware
- Keeping warm keeps you well: have regular hot meals & drinks, wear a few layers of thin clothing rather than 1 thick layer #WeatherAware
- Check @MetOffice forecasts, wear thin clothing layers rather than 1 thick one and soles with good grip if heading out #WeatherAware
- @MetOffice forecasts snow and ice this week. Top tips to clear snow and ice from pavements here #WeatherAware
- Limit time outdoors if you're at a higher risk of cold-related illness or falls #WeatherAware
- Get help if you need it. Call your GP, pharmacist, carer or health professional for advice #WeatherAware

### Level 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 if you can't do this yourself, and try

to keep your home heated to at least 18C if you can. **Follow COVID-19 guidance, remember: Hands, Face, Space.**

Encourage those who may find it more difficult to cope in cold weather to request help through volunteer networks, for example the [Royal Voluntary Service website](#)

Advice on keeping warm is available from  
<http://www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx>

<b>Level 3</b>  <b>#weatheraware</b>	<b>Response to severe winter weather – Severe weather action</b> <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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**Level 3 Twitter:**

- .@MetOffice says #coldweather across areas of **INSERT AREA AND TIME**. Keep yourself warm and look out for others, whilst following Covid-19 guidelines #WeatherAware
- Heating your home to at least 18C reduces the risk to health of someone wearing suitable winter clothing. #WeatherAware .@MetOffice issued #coldweather alerts across **INSERT PLACE**. Dress warmly, keep active and clear icy pavements if possible. #WeatherAware
- Throughout #winter, have plenty of warm food and drinks to keep you warm & safely check on vulnerable people #WeatherAware
- When indoors, try not to sit still for more than an hour. Get up and stretch your legs #WeatherAware
- IF APPROPRIATE With #ice & snow outside – if you can, clear your drive & paths to prevent accidents #WeatherAware
- .@MetOffice forecasts #coldweather in **INSERT AREA AND TIME** Be #WeatherAware before going out, dress warmly, wear shoes with good grip

**Level 3 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 - **follow COVID-19 guidance, remember: Hands, Face, Space.** . If you can, clear your drive & pathways of snow or ice to prevent accidents and keep your home heated to at least 18C.

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>

<b>Level 4</b>	<b>Major incident – Emergency response</b>
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**#weatheraware**

*Central Government will declare a Level 4 alert in the event of severe or prolonged cold weather affecting sectors other than health*

**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>

**Level 4 Twitter**

**Public messages:**

- @MetOffice issued Level 4 #coldweather alert – More info on @cabinetofficeuk website #WeatherAware
- Heating your home to at least 18C reduces the risk to health of someone wearing suitable winter clothing. #WeatherAware IF APPROPRIATE With #ice & heavy snow across the country – if you can clear your drive & pathways prevent accidents #WeatherAware–
- @MetOffice says #coldweather across areas of **INSERT AREA AND TIME** keep yourself warm and look out for others #WeatherAware
- @MetOffice forecasts severe #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 drinks to keep you warm & check on vulnerable people #WeatherAware Stay safe from Covid-19, follow social distancing guidance.
- @MetOffice issued Level 4 #coldweather alerts across **INSERT AREA**. Dress warmly, keep active and clear icy pavements if possible. #WeatherAware

**Level 4 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) Follow COVID-19 guidance, remember: Hands, Face, Space.**

### **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/COVID-19
- 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

You can complete the SITREP form online via this link:

[https://forms.office.com/Pages/ResponsePage.aspx?id=cCGo2FW2sEaHoQQQuZYGBP\\_jAuA8SCbNGk\\_pqV9tGLLxURUZUNjZMRFM0OURPNIBNR1BLQVU3UEVITS4u](https://forms.office.com/Pages/ResponsePage.aspx?id=cCGo2FW2sEaHoQQQuZYGBP_jAuA8SCbNGk_pqV9tGLLxURUZUNjZMRFM0OURPNIBNR1BLQVU3UEVITS4u)

This online form will be circulated following a level 2 or 3 alert by the Deputy Civil Protection Manager.

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

<b>Name (completed by):</b>		<b>Date:</b>	
<b>Job Title and Team</b>		<b>Time:</b>	
<b>Email Address/Telephone number:</b>			
<b>Discuss the impact/potential impact the cold weather is having on council services and service users/residents?</b>			
<b>If appropriate, discuss the impact/potential impact is the cold weather having on other service providers i.e. services you commission or partner with?</b>			
<b>Have you activated the Council's Cold Weather Plan? [Y/N]</b> <b>What actions have you/your team taken to reduce the negative impact of cold weather on residents or services?</b> <b>Please include any actions taken from your action card, and any additional actions taken.</b>			
<b>Are you considering seeking mutual help? (Yes/ No)</b>	If yes, please describe what help is being sought and from whom		
<b>What actions have you/your team taken to communicate with service</b>			



**users about the cold weather?**

**Please include any taken from your action cards or the cold weather comms plan.**

## **APPENDIX 6 – COLD WEATHER COMMUNICATIONS TOOL**

### **PHE Cold Weather Communications Plan 2020/21**



200928 PHE Cold  
Weather Comms Tool

The Cold Weather Comms Plan can be found here:

DRAFT

**APPENDIX 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)
<p><b>Level 1</b> Winter</p>	<ul style="list-style-type: none"> <li>• Ask Civil Protection Service to check that appropriate Council officers are signed up for the Cold Weather Alerts</li> <li>• Ask Civil Protection Service to check that template public health messages reflect the latest national guidance</li> <li>• Ask Civil Protection Service to re-distribute this plan to all Council officers responsible for its implementation</li> </ul>
<p><b>Level 2</b> Severe cold weather 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>• Consider whether 'frontline' services should be asked to help to identify vulnerable residents</li> <li>• Seek assurances that public health commissioned services are activating their cold weather plans and advice i.e. Change Grow Live</li> <li>• Seek assurances that public health commissioned services are reviewing actions, and risk assessments/business continuity plans to include responses to any further Implications on resident's health due to COVID-19 risk alongside cold weather, and how to mitigate these</li> </ul>
<p><b>Level 3 + Level 4</b> Severe cold weather / National emergency</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> </ul>

## 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)
<b>Level 1</b> Winter	<ul style="list-style-type: none"> <li>• Ensure that Cold Weather plan is up to date</li> <li>• Distribute latest copy of plan to all appropriate Council staff</li> <li>• Ensure that template public health messages reflect the latest national guidance</li> <li>• Ensure that appropriate Council staff are signed up to and receive Cold Weather Alerts</li> <li>• Confirm that multi-agency arrangements for the identification of the vulnerable are up to date</li> </ul>
<b>Level 2</b> Severe cold weather is forecast	<ul style="list-style-type: none"> <li>• Ask Council services to confirm they are prepared to implement plan</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</li> </ul>
<b>Level 3 + Level 4</b> Severe cold weather / National emergency	<ul style="list-style-type: none"> <li>• Ask Council services to confirm they are implementing plan</li> <li>• Request information on vulnerable residents from partner agencies</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 severe cold weather is effective.

### ACTION CARD 3 – ADULT’S SOCIAL CARE

**RESPONSIBLE OFFICER(S)**

Corporate Director of Adult Care & Quality Standards

**RESPONSIBILITIES**

- Ensure Council’s adult 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 Council’s adult 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)
<p><b>Level 1</b> Winter</p>	<p>For adult’s social care:</p> <ul style="list-style-type: none"> <li>• Ensure key social care staff are receiving cold weather alerts</li> <li>• Ensure social care staff are aware of the cold weather plan and their roles and responsibilities in response to cold weather alerts</li> <li>• Ensure social care business continuity plans include consideration of severe cold weather and are up to date</li> <li>• Ensure social care staff are aware of public health messages around cold weather 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 warm and supported to get help, if needed</li> <li>• Also see commissioners action card for commissioned adult social care services</li> <li>• Review information about the impact of Covid-19 and cold weather implications 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> Severe cold weather is forecast</p>	<ul style="list-style-type: none"> <li>• Ensure front line social care staff are disseminating public health messages around cold 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 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> </ul>
<p><b>Level 3 + Level 4</b> Severe cold weather / 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 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 Council’s children social care services and staff (excl. commissioned services) are aware of the cold weather plan and actions they can take to mitigate the impact on service users
- Ensure Council’s children social care services and staff (excl. commissioned services) 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)
<b>Level 1</b> Winter	For children’s social care: <ul style="list-style-type: none"> <li>• Ensure key social care staff are receiving cold weather alerts</li> <li>• Ensure social care staff are aware of the cold weather plan and their roles and responsibilities in response to cold weather alerts</li> <li>• Ensure social care business continuity plans include consideration of severe cold weather and are up to date</li> <li>• Ensure social care staff are aware of public health messages around cold weather and how they can support service users to stay warm</li> <li>• 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</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 cold weather implications on health and how to mitigate these, and consider how these actions can be applied in your service and business continuity plan</li> </ul>
<b>Level 2</b> Severe cold weather is forecast	<ul style="list-style-type: none"> <li>• Ensure front line social care staff are disseminating public health messages around cold 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 warm and supported to get help, if needed</li> </ul>

**Level 3 + Level 4**  
Severe cold weather /  
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 severe cold weather is effective.



## ACTION CARD 5 – CORPORATE COMMUNICATIONS

### RESPONSIBLE OFFICER(S)

Director of Communications

Assistant Director of Communications

### 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)
<b>Level 1</b> Winter	<ul style="list-style-type: none"> <li>• Check that template public health communication messages reflect the latest guidance (advised by civil protection)</li> <li>• Ensure the stay well this winter pages of the Council website are up to date</li> <li>• Issue proactive “Stay well this winter” messages to the public through the Council’s communications channels</li> <li>• Disseminate proactive public health cold weather messages to professionals and the voluntary sector</li> <li>• Disseminate proactive public health cold weather messages which include COVID-19 protective messaging to staff/residents</li> </ul>
<b>Level 2</b> Severe cold weather is forecast	<ul style="list-style-type: none"> <li>• Continue to provide public health cold weather messages to the public (see pages 29 and 40 of this 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.</li> <li>• 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</li> <li>• Continue to provide public health cold weather messages with COVID-19 protective messages through the council’s communication channels.</li> </ul>
<b>Level 3 + Level 4</b> Severe cold weather / 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 severe cold weather is effective.

## ACTION CARD 6 – HEALTH AND SAFETY (INCL. FACILITIES MANAGEMENT)

### RESPONSIBLE OFFICER(S)

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

Head of Health & Safety

### RESPONSIBILITIES

- Keep office temperatures ‘reasonable’

### ACTIONS

Alert Level	Actions to be taken (or considered)
<p style="text-align: center;"><b>Level 1</b> Winter</p>	<ul style="list-style-type: none"> <li>• Check plans for keeping office temperatures ‘reasonable’ during severe cold weather are in place and managers are aware of them</li> <li>• Develop communications to disseminate to all managers / staff about maintaining reasonable office temperatures (and keeping warm) to be used during severe cold weather, whilst also ensuring COVID-19 social distancing guidance is being followed</li> <li>• Ensure that HR are aware of and approve these plans and communications</li> </ul>
<p style="text-align: center;"><b>Level 2</b> Severe cold weather is forecast</p>	<ul style="list-style-type: none"> <li>• Check that plans for maintaining ‘reasonable’ office temperatures are ready to be disseminated to all relevant teams / managers</li> </ul>
<p style="text-align: center;"><b>Level 3 + Level 4</b> Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> <li>• Implement plans to maintain ‘reasonable’ working temperatures in office buildings</li> <li>• Disseminate communications to all managers / staff about maintaining reasonable office temperatures (and keeping warm) during severe cold weather</li> <li>• Respond to staff complaints that office temperatures are too low</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 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
- An added focus on protecting the vulnerable residents or those which are in sheltered housing accommodation.

**ACTIONS**

Alert Level	Actions to be taken (or considered)
<p style="text-align: center;"><b>Level 1</b> Winter</p>	<ul style="list-style-type: none"> <li>• Ensure consideration of cold weather has been included as part of routine housing business continuity plans and is up to date</li> <li>• Review information about the impact of Covid-19 and cold weather implications on health and how to mitigate these, and consider how these actions can be applied in your service and business continuity plan</li> <li>• Be assured that commissioned housing providers have included consideration of cold weather as part of their routine business continuity plans</li> <li>• Ensure that winter communications to Waltham Forest residents include advice about how to keep their homes warm during winter, and relaying COVID-19 protective communications</li> <li>• Ensure that housing staff are aware of public health messages for service users to minimize the impact of cold weather (see messages in Appendix 2 and Appendix 6 of the cold weather plan)</li> <li>• Ensure that partnership plans are in place for emergency shelter of homeless people during periods of extreme cold weather, whilst also following COVID-19 guidance on restrictions and social distancing</li> <li>• 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.</li> </ul> <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 style="text-align: center;"><b>Level 2</b> Severe cold weather is forecast</p>	<ul style="list-style-type: none"> <li>• Ensure housing staff are aware of the cold weather alert</li> <li>• Ensure that housing staff are communicating messages to service users about how to keep their homes warm and mitigate the impact of cold weather</li> </ul>

	<ul style="list-style-type: none"><li>• Activate business continuity arrangements and emergency plans as required</li><li>• Activate plans for providing emergency shelter for homeless people as required</li><li>• 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</li></ul>
<b>Level 3 + Level 4</b> Severe cold weather / National emergency	<ul style="list-style-type: none"><li>• Continue to implement actions as per level 2 alert</li><li>• Ensure continuity arrangements are being enacted as appropriate (including by commissioned housing services)</li></ul>

## ACTION CARD 8 – COUNCIL COMMISSIONED SERVICES

### RESPONSIBLE OFFICER(S)

Director of Integrated Commissioning

Head of Service – Provider Services

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)
<b>Level 1</b> Winter	<ul style="list-style-type: none"> <li>• 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</li> <li>• Be assured that commissioned services / providers are aware of how to sign up to receive cold weather alerts</li> <li>• 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)</li> <li>• Be assured that commissioned services / providers have been made aware of the expectation that frontline staff should be aware of the cold weather plan and public health advice for cold weather</li> <li>• Be assured that commissioned services / providers have included consideration of cold weather as part of their routine business continuity plans</li> <li>• Be assured that key 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)</li> <li>• Review information about the impact of Covid-19 and cold weather implications on health and how to mitigate these, and consider how these actions can be applied in commissioned services and their business continuity plans</li> </ul>
<b>Level 2</b> Severe cold weather is forecast	<ul style="list-style-type: none"> <li>• Be assured that commissioned services / providers are aware that severe cold weather is forecast</li> </ul>

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

## ACTION CARD 9 – VOLUNTARY AND COMMUNITY SECTOR

### RESPONSIBLE OFFICER(S)

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)
<b>Level 1</b> Winter	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• Explore opportunities to set up rotas of volunteers to keep the community safe during inclement weather and to check on vulnerable people and neighbours</li> <li>• Review arrangements for snow angels (residents who help clear snow and ice from paths) are in place and up to date</li> <li>• Explore opportunities for the voluntary and community sector to support in checking on the welfare of vulnerable people during cold weather, especially those vulnerable to COVID-19 and provide public health messages to residents about how to stay warm</li> <li>• Consider including the role of the voluntary and community sector in business continuity plans for responding to the cold weather and consider which services are most vulnerable to severe weather to anticipate any winter surges and make sure plans are in place</li> <li>• Review information about the impact of Covid-19 and cold weather implications on health and how to mitigate these, and consider how these actions can be applied in the services and their business continuity plans</li> </ul>
<b>Level 2</b> Severe cold weather is forecast	<ul style="list-style-type: none"> <li>• Activate community emergency plans as appropriate</li> <li>• Activate plans for snow angels as appropriate</li> <li>• Work with communications and the voluntary and community sector to disseminate public health messages to vulnerable people to help them stay warm i.e. specifically information about food access for the extremely vulnerable, local food bank information and other responder services.</li> </ul>



	<ul style="list-style-type: none"><li>• 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 i.e. mobilizing connecting communities/stay safe champions to support.</li><li>• Ensure that VCS organisations and staff are prompted to signpost vulnerable clients onwards (e.g. for energy efficiency measures, benefits or related advice).</li></ul>
<b>Level 3 + Level 4</b> Severe cold weather / National emergency	<ul style="list-style-type: none"><li>• Central government will declare a level 4 alert in the event of severe or prolonged cold weather affecting sectors other than health</li><li>• Continue actions as per level 3 unless advised to the contrary</li><li>• Implementation of national emergency response arrangements by central government</li><li>• Follow key public health and weather alert messages as broadcast on the media and ensure the voluntary and community sector are aware of these</li></ul>

## ACTION CARD 10 – SCHOOLS AND EDUCATIONAL SETTINGS

### 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)
<b>Level 1</b> Winter	<ul style="list-style-type: none"> <li>• Ensure schools are aware of how to sign up to Cold Weather Alerts and are receiving these</li> <li>• Encourage all schools to plan for severe cold weather as part of their business continuity plans and out of school plans</li> <li>• Share any new cold weather planning guidance with schools</li> <li>• Ensure schools are aware of public health messages about how to stay well during cold weather, whilst also promoting COVID-19 protective behaviours</li> <li>• Review information about the impact of Covid-19 and cold weather implications on health and how to mitigate these, and consider how these actions can be applied in your service and business continuity plan</li> </ul>
<b>Level 2</b> Severe cold weather is forecast	<ul style="list-style-type: none"> <li>• Ensure schools are aware of Cold Weather Alerts</li> <li>• Offer advice on how schools can prepare and how they can keep staff and pupils well during cold weather</li> </ul>
<b>Level 3 + Level 4</b> Severe cold weather / National emergency	<ul style="list-style-type: none"> <li>• Ensure schools are aware of Cold Weather Alerts and urge them to take appropriate actions</li> <li>• Request all schools revise trip plans to take account of cold weather</li> <li>• Make schools aware of any national communications in relation to cold weather</li> </ul>

## ACTION CARD 11 – HOMELESS PEOPLE/RESIDENTS IN TEMPORARY ACCOMODATION

### RESPONSIBLE OFFICER(S)

Divisional Director- Housing Solutions

Rough sleeping coordinator

### RESPONSIBILITIES

- Ensure Severe Weather Emergency Protocol (SWEP) is reviewed and ready to activate
- Where required, to activate the SWEP, identify and support homeless people to find shelter/accommodation in severe weather conditions

### ACTIONS

Alert Level	Actions to be taken (or considered)
<b>Level 1</b> Winter	<ul style="list-style-type: none"> <li>• Liaise with providers of emergency shelter for homeless people to agree plans for severe weather and ensure capacity to scale-up provision, this includes COVID-19 related temporary accommodation i.e. Homeless Hotels</li> <li>• Liaise with providers of daytime provisions i.e. day-time shelters to manage health risks related to the cold weather. Review and map existing day services and their opening times, as well as identifying any services that could extend their SWEP into daytime if required.</li> <li>• Planning of SWEP with relevant partners i.e. LA housing teams, outreach workers, day centers, policy and community safety, faith community groups and homelessness charities (St Mungo’s).</li> <li>• Work with registered providers to find accommodation for those accepting SWEP</li> <li>• Consider how people will travel to SWEP or other emergency provision and ensure distances and travel costs are not a barrier for accessing the service</li> <li>• Review information about the impact of Covid-19 and cold weather implications on this population and the emergency provision that is provided</li> </ul>
<b>Level 2</b> Severe cold weather is forecast	<ul style="list-style-type: none"> <li>• SWEP is ready to be activated, and a SWEP a designated coordinator for single point of contact is identified</li> <li>• Keep updated about who is sleeping rough and their support needs and accommodation preferences</li> <li>• Monitor temperatures and communicate with partners to ensure provision can be implemented quickly</li> <li>• Confirm SWEP options with partners</li> <li>• Ensure that organisations/staff that may come into contact with people sleeping rough (especially out of hours) are aware of provisions and referral routes</li> </ul>

**Level 3 + Level 4**  
Severe cold weather /  
National emergency

- SWEP is activated, and night shelter has beds available
- Ensure key partners are undertaking appropriate action in response to alerts as part of the SWEP, as well as regular communications and updated with partner agencies
- Encourage partnership working between police and outreach services in order to identify and support individuals in need, and make them aware of the SWEP offers
- Encourage multi-agency communication daily between partners in order to coordinate SWEP to increase accessibility of provision- this could be daily email and phone calls about activation and options available

**ACTION CARD 12 – HIGHWAYS AND TRAFFIC MANAGEMENT**

**RESPONSIBLE OFFICER(S)**

Director of Highways and Traffic Management

**RESPONSIBILITIES**

- Ensure road safety in severe weather conditions

**ACTIONS**

Alert Level	Actions to be taken (or considered)
<p><b>Level 1</b> Winter</p>	<ul style="list-style-type: none"> <li>• Apply the Council’s approved Winter Service Plan and if necessary, work with partner agencies (e.g. transport for London) to ensure road/pavement gritting preparations are in place to provide access to critical services, roads including hills, segregated cycling routes and pedestrian hotspots at transport hubs</li> </ul>
<p><b>Level 2</b> Severe cold weather is forecast</p>	<ul style="list-style-type: none"> <li>• Apply the Councils approved Winter Service Plan and if necessary, work with partner agencies (e.g. transport for London) to ensure road/pavement gritting arrangements are carried out to provide access to critical services, road, segregated cycling routes and pedestrian hotspots at transport hubs</li> </ul>
<p><b>Level 3 + Level 4</b> Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> <li>• All level 2 priorities maintained during these levels</li> </ul>

## APPENDIX 8: COLD WEATHER ACTION CARD HOLDERS CONTACT DETAILS/EMAIL DISTRIBUTION LIST

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

ACTION CARD	LEAD ACTION CARD OWNER	SUB-ACTION CARD OWNERS
1 – PUBLIC HEALTH (page 44)	DIRECTOR OF PUBLIC HEALTH – <b>JOE MCDONNELL</b>	CONSULTANT IN PUBLIC HEALTH- <b>CLARE EBBERSON</b> , PUBLIC HEALTH STRATEGIST- <b>ANGHARAD SHAMBLER</b>
2 – CIVIL PROTECTION SERVICE (page 45)	CIVIL PROTECTION MANAGER – <b>MANDY BEACHER</b>	DEPUTY CIVIL PROTECTION MANAGER- <b>JEAN KIYORI</b>
3 – ADULT SOCIAL CARE (page 46)	DIRECTOR ADULT SOCIAL CARE – <b>DARREN MCAUGHTRIE</b>	ASSISTANT DIRECTOR OF ASC OPERATIONS- <b>CATH SCHOLEFIELD</b> DIVISIONAL DIRECTOR ADULTS SOCIAL CARE – <b>MAUREEN MCELENEY</b>
4 – CHILDREN'S SOCIAL CARE (page 48)	DIRECTOR CHILDREN'S SOCIAL CARE – <b>AMANA GORDON</b>	DIRECTOR WELLBEING AND INDEPENDENCE – <b>DANIEL PHELPS</b> HEAD OF EARLY HELP DELIVERY- <b>CAROL FREDERICK</b>
5 – CORPORATE COMMUNICATIONS (page 50)	DIRECTOR OF COMMS- <b>DEBBIE PORTER</b>	ASSISTANT DIRECTOR OF COMMUNICATIONS – <b>EDDIE TOWNSEND</b> SENIOR PR & DIGITAL OFFICER – <b>NICK DOVEY</b> TRANSFORMATION AND INTERNAL COMMUNICATIONS MANAGER- <b>CHARLENE YOUNG</b>
6–HEALTH AND SAFETY (INCL. FACILITIES MANAGEMENT) (page 52)	DIRECTOR OF WELLBEING / HEAD OF HEALTH AND SAFETY – <b>HELEN SIDWELL</b>	HEAD OF HEALTH & SAFETY- <b>DAVID GARIOCH</b> DIRECTOR OF CUSTOMER SERVICE & BUSINESS SUPPORT- <b>LOUISE DUFFIELD</b>

7- HOUSING (page 53) (incl. Sheltered Housing/Vulnerable Adults)	DIVISIONAL DIRECTOR HOUSING OPERATIONS- <b>JANE MARTIN</b>	DEPUTY STRATEGIC DIRECTOR- <b>DARREN WELSH</b> DIVISIONAL DIRECTOR OF HOUSING ASSETS- <b>SUMITRA GOMER</b>
8 - COUNCIL COMMISSIONED SERVICES (page 55)	DIRECTOR OF INTEGRATED COMMISSIONING – <b>MARK LOBBAN</b>	HEAD OF PROVIDER SERVICES- <b>DARREN NEWMAN</b> HEAD OF INTEGRATED COMMISSIONING (OLDER PEOPLE, COMMUNITY HEALTH, and WELLBEING SERVICES) – <b>CONRAD EYDMANN</b> INTEGRATED COMMISSIONING MANAGER – <b>DEBBIE RICHARDS</b> HEAD OF INTEGRATED COMMISSIONING (CHILDRENS AND LEARNING DISABILITY)- <b>ANNA SAUNDERS</b>
9- VOLUNTARY AND COMMUNITY SECTOR (page 57)	DIRECTOR OF SERVICE COMMUNITY WELLBEING AND INDEPENDENCE- <b>HARRY PEACOCK</b>	ASSISTANT DIRECTOR- STRATEGY & DESIGN- CORPORATE DEVELOPMENT – <b>JONATHAN LLOYD (VOLUNTEER SNOW ANGELS AND COMMUNITY NETWORKS)</b> COMMUNITY PARTICIPATION MANAGER- <b>YVONNE CAMPBELL</b> COMMUNICATION & ENGAGEMENT MANAGER- <b>MARTIN SZYBUT (STAY SAFE CHAMPIONS)</b>
10 – SCHOOLS AND EDUCATIONAL SETTINGS (page 59)	DIRECTOR OF LEARNING – <b>DAVID KILGALLON</b>	CHILDREN’S SERVICES: HEAD OF HUMAN RESOURCES – <b>GERRY KEMBLE</b> HEAD OF EDUCATION BUSINESS EFFECTIVENESS- <b>LINDSAY JACKSON</b> HEAD OF EARLY YEARS, CHILDCARE AND BUSINESS DEVELOPMENT – <b>EVE MCLOUGHLIN</b> PLACE DEVELOPMENT AND PREMISES MANAGER- <b>KEVIN MURPHY</b>

		OUT OF SCHOOL AND POSITIVES ACTIVITY OFFICER- <b>FERN EDWARDS</b>
11- HOMELESS PEOPLE/RESIDENTS IN TEMPORARY ACCOMODATION (page 60)	DIVISIONAL DIRECTOR- HOUSING SOLUTIONS- <b>MODESTER ANUCHA</b>	ROUGH SLEEPING COORDINATOR- <b>PAULINE JONES</b>
12- HIGHWAYS AND TRAFFIC MANAGEMENT (page 62)	DIRECTOR OF HIGHWAYS AND TRAFFIC MANAGEMENT – <b>VALA VALAVAN</b>	HEAD OF HIGHWAY NETWORK MANAGEMENT- <b>DECLAN LYNCH</b> PUBLIC LIGHTING AND RESPONSIBE MAINTENANCE MANAGER- <b>CHRIS WARNER</b>