

OFFICIAL



Cold Weather Plan for London Borough of Waltham Forest

Purpose of the Cold Weather Plan

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

Version 3.6

November 2022

Developed jointly by the Civil Protection Service
and the London Borough of Waltham Forest

This version will be approved by:

Joe McDonnell

Date:

Director of Public Health

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1. AUTHORITY AND APPROVAL

1.1 PLAN DEVELOPMENT AND OWNERSHIP:

- **Lead development officer:** Edward Stagg, Public Health Strategist (Civil Protection/Health Protection)
- **Ownership in draft:** Public Health
- **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:

Present:

1.3 PARTICIPATING SERVICES

Public Health	Events
Adult Social Care	Children's Services
Corporate Communications	Highways
Housing	Health & Safety
Facilities Management	Council Commissioned Services
Voluntary & Community Sector	Schools & Educational Settings
Highways & Traffic Management	Rough Sleepers Outreach Team

1.4 DOCUMENT CONTROL AND DISTRIBUTION

This document is marked: OFFICIAL.

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

1.5 REVIEW AND AMENDMENTS

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

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

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

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

1.6 VERSION CONTROL / HISTORY

Title: LBWF Cold Weather Plan			
Location: O:\Public Health\New Public Health\Health Protection and Emergency Planning\Emergency plans\Winter Plans\Cold Weather Plan			
Author:		Owner:	Approving body:
Ed Stagg		Director of Public Health (complete) Public Health responsible officer(s) (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

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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
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
3.5	December 2021	Replaced Public Health England (PHE) by UK Health Security Agency (UKHSA) Added new UKHSA Communication Toolkit 2021 Updates to distribution list and action card holders Transfer of responsibilities from Civil Protection to Public Health	Jean Kiyori/Ed Stagg
3.6	November 2022	Full update of plan, action cards and action card holders, public health messages and inclusion of links to winter spaces and cost of living booklet	Ed Stagg

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)
- **Winter warm spaces** – Provision of indoor, warm spaces where residents can go to access information, advice services or simply relax in a warm environment (Communities)

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

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

2.4 SUPPORTING DOCUMENTS

2.4.1 Guidance

Cold Weather Plan for England (UK Health Security Agency)

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

Cold Weather Plan for England (*Easy-read version*) (UK Health Security Agency)

Available from:

<https://khub.net/documents/135939561/174099487/Cold+Weather+Plan+-+easy-read.pdf/56c015c2-54c8-ae2e-6590-a0cc77f339bb?t=1635339814267>

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

Available from: goo.gl/iE4GIY

Recording from 'Cold Weather Plan for England and Winter 2022-23 Preparedness: Stakeholder Webinar' (UKHSA)

Available from: [Stakeholder Webinar](#) (Opens in Microsoft Teams)

2.4.2 Local plans

Corporate Emergency Management Plan (LBWF)

Available from: https://foresthub.walthamforest.gov.uk/sites/default/files/lbwf_-_corporate_emergency_management_plan_mb_approved_12_june_2018.pdf

Winter Service Plan (LBWF)

Arrangements maintained by: Highways

Available from: <https://www.walthamforest.gov.uk/parking-roads-and-travel/roads-and-pavements/gritting-roads>

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

Arrangements maintained by: Housing Pathways Team

Waltham Forest Immunisation Action Plan (Multi-agency)

Public Health are the lead for LBWF

2.5 TRIGGERS

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

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

2.6 NOTIFICATION

Managers responsible for actions under the Cold Weather Plan need to receive the Cold Weather Alert emails directly to ensure a timely response. See [Appendix 1](#) to find out how to register, to see which Council officers are currently signed up and to see an example of an email alert.

2.7 MONITORING AND INFORMATION CASCADE

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

The Public Health responsible officer(s) will also ensure that senior Council officers are kept updated.

The diagram below shows who the Alert Level notifications need to be cascaded to:

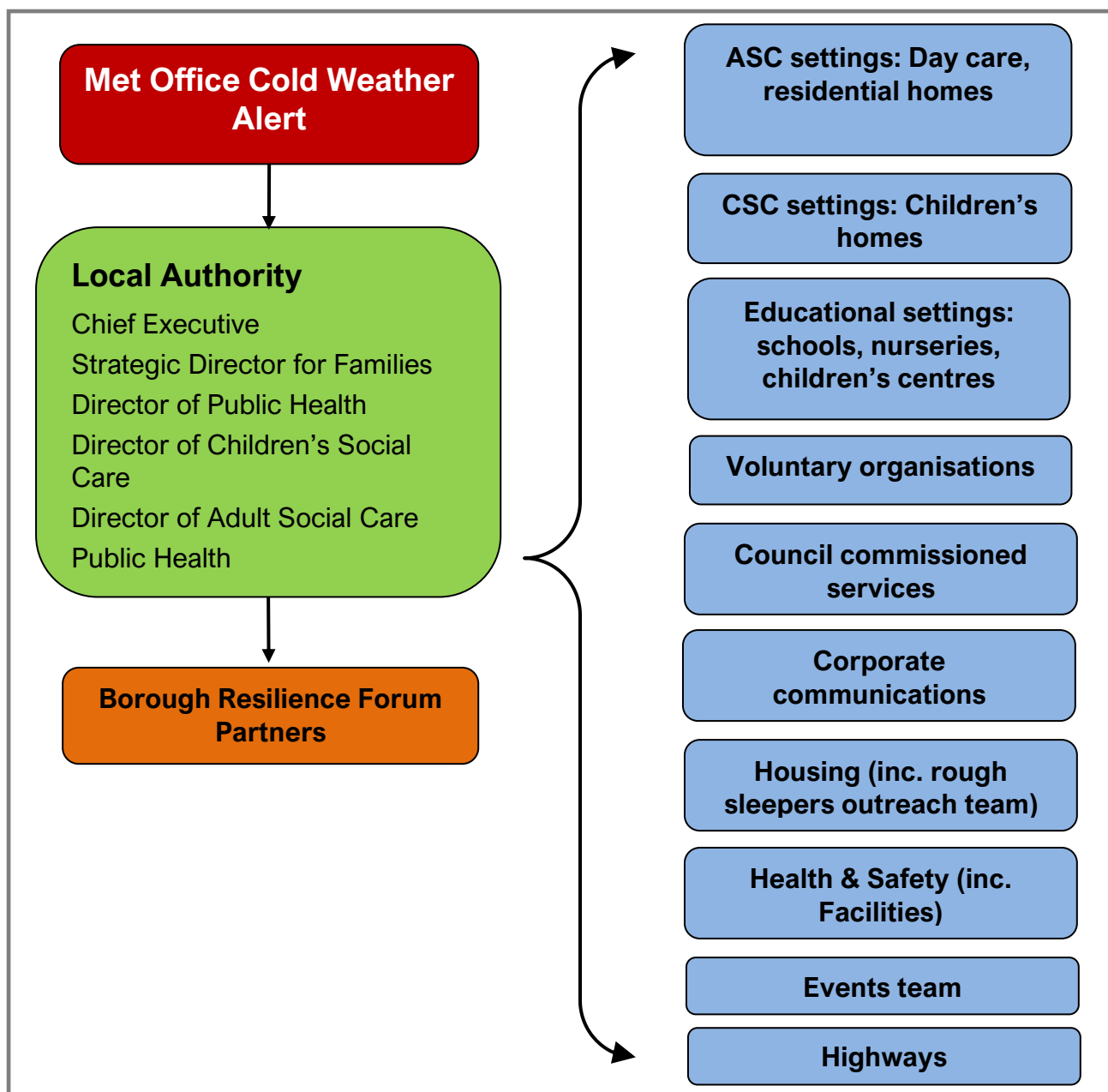


Figure 1: Cascade of Cold Weather Alerts

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 Public Health responsible officer(s). The Director of Public Health may also wish to take control of Council response at Level 2 if the level of risk is perceived to be high or there is more than 80% likelihood a reaching Level 3. An initial 'activation' meeting will be scheduled with the Director of Public Health and relevant PH colleagues, Director of Neighbourhoods and Corporate Communications colleagues to begin coordinating response and appropriate actions. Where required i.e. increased length of forecasted cold weather, this team will meet every few days as instructed by the Director of Public Health. Where required, additional colleagues may be invited to meetings i.e. lead/deputy action card holders.

The diagram below shows the escalation level and meetings required:

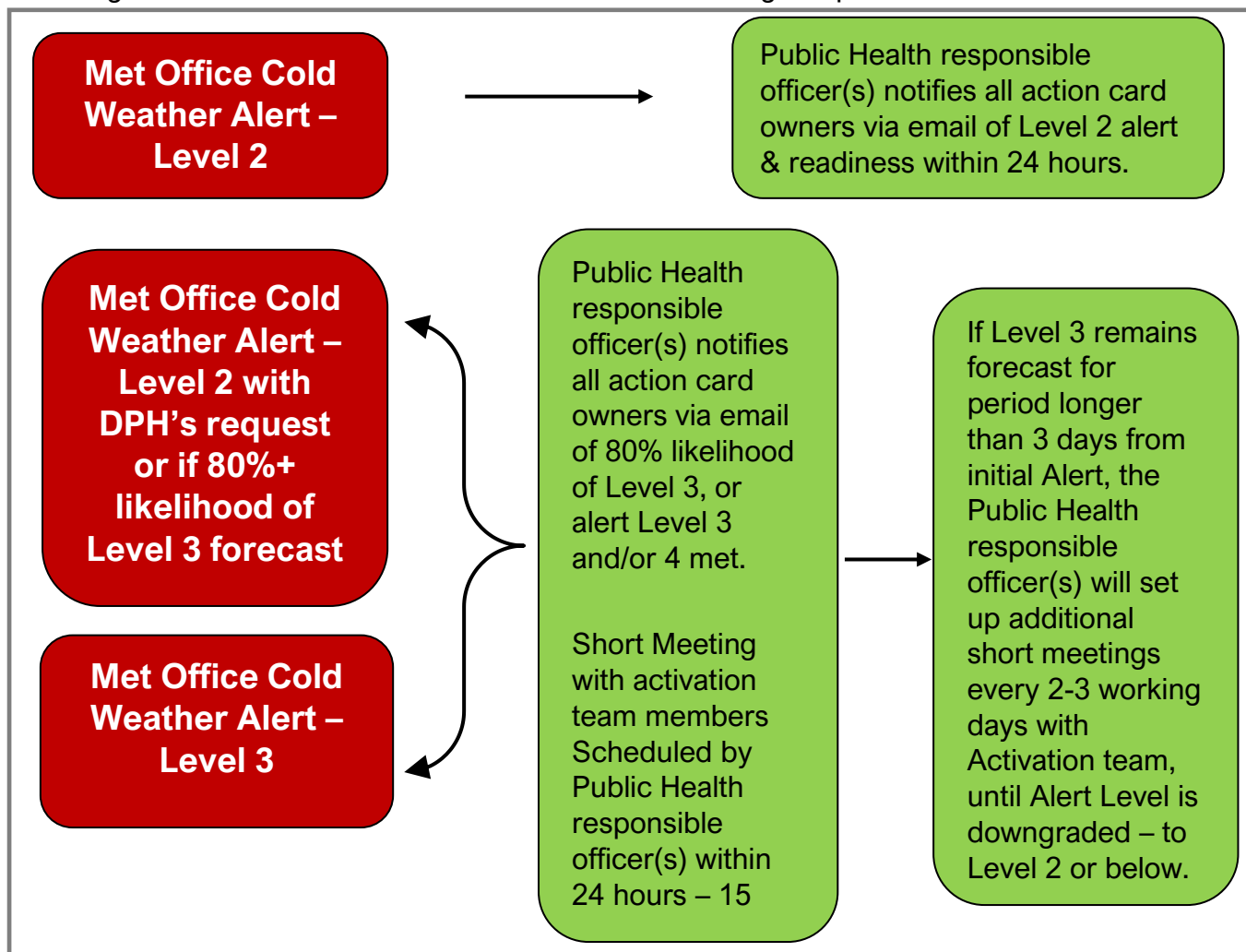


Figure 2: Escalation level and meetings required

2.9 STAND-DOWN

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

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 7](#)).

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

3.4 PUBLIC HEALTH

The Public Health responsible officer(s) 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 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 on the ground floor of the Walthamstow Town Hall site and will be made available for this purpose. The Director of Public Health may also choose to hold this meeting remotely.

3.4.2 Situation reporting

During a cold weather event, the Public Health responsible officer(s) may be required to report to the regional resilience structures on any impacts and the actions taken by the Borough. These reports will be shared with the Director of Public Health to give an idea of how well the Council is implementing this plan. More information about situation reports can be found in [appendix 6](#).

3.4.3 Working with local responders

The Public Health responsible officer(s) will confirm that local responders - particularly those from the health sector (NHSE, NEL ICB, Adult Social Care, Children's Social Care) - are aware of any increase in the Alert Level and will seek assurances that they are taking appropriate actions.

3.5 DUTY COUNCIL SILVER

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 Contingency Planning team will ask another Chief Officer to cover the rest of the on-call week. The Public Health responsible officer(s) will ensure that the duty Council Silver is informed of the impacts of the cold weather and the Council's response to it.

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)

All teams with action cards should familiarise themselves with the key communications ([appendix 2](#)) relevant to their service users in response to cold weather alerts and ensure 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. Adult Social Care, Children's Social Care and Commissioning will decide if such support is appropriate and make any arrangements.

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 Public Health responsible officer(s) 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 and Children's Social Care for cross-referencing with their records to filter out duplicates. Adult Social Care and Children's 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

the UK Health Security Agency (UKHSA) 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.

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

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: Divisional Director- Housing Solutions, *Rough Sleeping Coordinator*

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 North East London Integrated Care Board (NEL ICB) and UKHSA undertake an influenza immunisation programme every year starting in September and continuing over the winter months. The programme is focused on those groups most at risk from the flu.

Frontline health and social care staff are also encouraged to take up the offer of a vaccination from their employer. The annual immunisation programme plays a key role in reducing unplanned hospital admissions and pressures on the Emergency Department at Whipps Cross Hospital.

Covid-19 vaccination programme

The Council's Public Health team together with NHS England, Waltham Forest North East London Integrated Care Board (NEL ICB) and UKHSA are offering Autumn Covid-19 booster vaccinations to eligible residents who are at high risk of the complications of COVID-19 infection and who may have not been boosted for a few months. As the number of COVID-19 infections increases over the winter, the booster should help to reduce residents' risk of being admitted to hospital with COVID-19. Information on how residents can get their Covid-19 booster is available at: <https://www.walthamforest.gov.uk/covid-19/vaccine-clinics>

Winter Spaces Network

The Winter Spaces Network is a collection of community and Council settings across the borough that will be open to the community throughout the Winter. There are three types of Winter Space: Community Living Rooms, Community Kitchens and Community Desks. The settings that are part of the Winter Spaces Network are featured on the Winter Spaces Directory. The Winter Spaces Directory is a simple tool residents can use to find out the locations of Winter Spaces across the borough and the ones closest to their home. The Directory has all information needed on each Winter Space, such as opening hours, facilities and accessibility.

More information on the Winter Spaces Network, including access to the Directory, is available through the Council's 'Your Crisis – Our Action' page: <https://www.walthamforest.gov.uk/benefits-and-money-advice/your-crisis-our-action>.

5. COLD WEATHER ALERT LEVELS AND ACTIONS

5.1 ALERT LEVEL 1 – WINTER PREPAREDNESS AND ACTION PROGRAMME

5.1.1 Summary

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

5.1.2 Actions

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

ALERT LEVEL 1 – WINTER		
Task	Responsible officer(s)	Details of actions
Advise health and social care providers	Director of Integrated Commissioning Director of Adult Care & Quality Standards Corporate Director of Children’s Social Care Director of Public Health	<ul style="list-style-type: none"> • have arrangements in place to forward Cold Weather Alert emails to providers • encourage providers to have Cold Weather Plans in place
Consider personalised support to vulnerable	Director of Adult Care & Quality Standards Corporate Director of Children’s Social Care Director of Integrated Commissioning Assistant Director - Strategy & Design - Corporate Development Director of Learning	<ul style="list-style-type: none"> • ask visiting staff to consider what support could be given to vulnerable individuals
Advise schools and children’s centres	Director of Learning Corporate Director of Children’s Social Care Director of Integrated Commissioning	<ul style="list-style-type: none"> • encourage all schools and children’s centres to be ready for cold weather

ALERT LEVEL 1 – WINTER		
Task	Responsible officer(s)	Details of actions
Ensure office temperatures remain 'reasonable'	Director of People, Organisational Development & Business Support Head of Libraries, Registrars and Facilities Management	<ul style="list-style-type: none"> • check that plans for keeping office temperatures 'reasonable' are in place
Advise residents	Senior PR & Digital Manager Head of Communications & Engagement for Public Health Director of Public Health	<ul style="list-style-type: none"> • check that template public health messages reflect the latest guidance • communicate risk reduction messages to the public
Advise community and voluntary sector	Senior PR & Digital Manager Head of Communications & Engagement for Public Health Director of Integrated Commissioning working with Community & Voluntary sector Assistant Director - Strategy & Design - Corporate Development	<ul style="list-style-type: none"> • engage the community and voluntary sector to help those most at risk
Identification of vulnerable residents by multi-agency partners	Director of Public Health	<ul style="list-style-type: none"> • confirm that multi-agency arrangements for identification of the vulnerable are up-to-date

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

5.2.1 Summary

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

Services will consider more pro-active interventions.

5.2.2 Actions

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

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

ALERT LEVEL 2 – SEVERE WINTER WEATHER IS FORECAST		
Task	Responsible officer(s)	Details of actions
Warn staff + give advice	Senior PR & Digital Manager Head of Communications & Engagement for Public Health Director of Public Health All managers	<ul style="list-style-type: none"> inform staff of the cold weather forecast ensure staff know how to keep well during cold weather
Check working arrangements	All managers	<ul style="list-style-type: none"> review working arrangements in light of forecast – particularly ‘critical’ council services
Ensure office temperatures remain ‘reasonable’	Director of People, Organisational Development & Business Support Head of Libraries, Registrars and Facilities Management	<ul style="list-style-type: none"> check that plans for maintaining ‘reasonable’ temperatures are ready
Advise residents	Senior PR & Digital Manager Head of Communications & Engagement for Public Health Director of Public Health	<ul style="list-style-type: none"> communicate key public health messages to residents - see Appendix 2 Director of Public Health may wish to review messages
Advise community and voluntary sector	Senior PR & Digital Manager Head of Communications & Engagement for Public Health Director of Integrated Commissioning working with Community & Voluntary sector Assistant Director - Strategy & Design - Corporate Development	<ul style="list-style-type: none"> communicate key public health messages to community and voluntary groups for onward distribution

ALERT LEVEL 2 – SEVERE WINTER WEATHER IS FORECAST		
Task	Responsible officer(s)	Details of actions
Identification of vulnerable residents by multi-agency partners	Director of Public Health	<ul style="list-style-type: none"> ask partner agencies to prepare to share information on vulnerable residents
Check response from resilience partners	Director of Public Health	<ul style="list-style-type: none"> ask partner agencies (particularly health) if they are able to cope
Identification of vulnerable residents by ‘frontline’ Council staff	Director of Integrated Commissioning Director of Adult Care & Quality Standards Corporate Director of Children’s Social Care Director of Public Health All ‘frontline services’	<ul style="list-style-type: none"> brief ‘frontline’ staff on cold weather impacts and their role in helping to identify vulnerable residents

5.3 ALERT LEVEL 3 – RESPONSE TO SEVERE WINTER WEATHER

5.3.1 Summary

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

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

5.3.2 Actions

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

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

ALERT LEVEL 3 - RESPONSE TO SEVERE WINTER WEATHER		
Task	Responsible officer(s)	Details of actions
Warn staff + give advice	Director of Public Health Assistant Director of Communications Head of HR	<ul style="list-style-type: none"> highlight cold weather risks to staff ensure staff know how to keep well during cold weather
Check working arrangements	All managers	<ul style="list-style-type: none"> review working arrangements to minimise impact – particularly ‘critical’ Council services
Ensure office temperatures remain ‘reasonable’	Director of Customer Services and Business Support (delegated to facilities management) All managers	<ul style="list-style-type: none"> implement plans to maintain ‘reasonable’ working conditions
Advise residents	Assistant Director of Communications Director of Public Health	<ul style="list-style-type: none"> continue to communicate key public messages to residents
Advise community and voluntary sector	Assistant Director of Communications Director of Integrated Commissioning working with Community & Voluntary sector	<ul style="list-style-type: none"> continue to communicate key public messages to community and voluntary groups
Identification of vulnerable residents by partners	Director of Public Health	<ul style="list-style-type: none"> request information on vulnerable residents from partner agencies
Check BRF partners	Director of Public Health	<ul style="list-style-type: none"> confirm that partner agencies (particularly health) are coping with bad weather

ALERT LEVEL 3 - RESPONSE TO SEVERE WINTER WEATHER

Task	Responsible officer(s)	Details of actions
<p>Identification of vulnerable residents by ‘frontline’ Council staff</p>	<p>Director of Integrated Commissioning Director of Adult Care & Quality Standards Corporate Director of Children’s Social Care Director of Public Health All ‘frontline services’</p>	<ul style="list-style-type: none"> • ask ‘frontline’ Council services to look out for indications that a resident may be vulnerable to cold weather impacts e.g. frail elderly woman living alone in a cold flat • information should be passed to Adult Social Care

APPENDICES

APPENDIX 1: COLD WEATHER ALERT SERVICE

UKHSA's Met Office Cold Weather Alerts

A Cold weather health watch system operates in England from the 1 November to 31 March every year, in association with UK Health Security Agency (UKHSA). However, should thresholds for an alert be reached outside of this period, an extraordinary heat-health alert will be issued and stakeholders are advised to take the usual public health actions.

The Cold weather health watch comprises five levels of response based on cold weather thresholds. The thresholds have been developed to trigger an alert when severe cold weather is likely to significantly affect people's health. The alerts take account of temperature along with other winter weather threats such as ice and snow.

Sign up to receive cold weather alerts:

You can opt in or 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

Waltham Forest Cold Weather Distribution List 2021/22

The following table lists all colleagues who will receive UKHSA's Met Office Cold Weather alerts in 2022/23. This list includes all action card holders and deputy action card holders listed in [Appendix 8](#) and also Borough Resilience Forum partners. If you any of your LBWF colleagues have signed up to receive the Heat-Health Watch alerts and are not on this list, please update Ed Stagg (Edward.stagg@walthamforest.gov.uk) with this information.

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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 is hosted on:

<https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-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:

- 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**
- 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/>

UKHSA RESOURCES TO SHARE WITH PUBLIC/SERVICE USERS

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

<https://www.gov.uk/government/publications/keep-warm-keep-well-leaflet-gives-advice-on-staying-healthy-in-cold-weather/top-tips-for-keeping-warm-and-well-this-winter>

- **Top Tips to Keep Warm and Well (print version)**

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1117063/Age-UK-UKHSA-Leaflet-2022.pdf

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: GUIDANCE & SUPPORT FOR RESIDENTS

Council Winter Wellness Booklet

In light of the cost-of-living crisis, this Winter is likely to be difficult for many of our residents. The council has put together some resources for residents with important information about how they can access additional support throughout this Winter and beyond.

Residents and service users should be signposted to these by the teams mentioned in this cold weather plan. This is available here: <https://www.walthamforest.gov.uk/benefits-and-money-advice/your-crisis-our-action>

Age UK Winter Wrapped Up Guide

Age UK have put together a similar resource with advice and guidance for how residents can prepare for winter, stay warm in and out of their homes and getting extra help with heating costs as well as signposting to useful organisations. This guide can be accessed by visiting: https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukig27_winter_wrapped_up_inf.pdf

APPENDIX 5: GROUPS MOST VULNERABLE TO COLD WEATHER

WHAT ARE THE RISKS?

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.

WHO IS MOST AT RISK?

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 cannot afford to heat their home
- elderly people who live alone and do not have additional social services support
- homeless or people sleeping rough
- other marginalised groups or socially isolated individuals or groups

HOW TO RESPOND IF SOMEONE IS UNWELL

If someone is aged 65 or over or in one of the other at-risk groups, it's important to get medical help as soon as they feel unwell.

Help and advice is available from:

- pharmacies – pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor
- GPs – you may be able to speak to a GP online or over the phone, or go in for an appointment if they think you need to
- NHS 111 – go to 111.nhs.uk or call 111 if you have an urgent medical problem and you are not sure what to do

In an emergency, go to A&E immediately or call 999.

APPENDIX 6: COLD WEATHER SITUATION REPORT (SITREP)

You can complete the SITREP form online via this link:

<https://forms.office.com/pages/designpagev2.aspx?lang=en-US&origin=OfficeDotCom&route=Start&subpage=design&id=cCGo2FW2sEaHoQQuZYGBPzuithvubrBJtlpwv-lzu0RUNjZIME41MDY5UUtCSktFWVIRjhHQIM1Ni4u>

This online form will be circulated following a level 2 or 3 alert by the Public Health responsible officer(s).

APPENDIX 7: ACTION CARDS

ACTION CARD 1 – PUBLIC HEALTH

RESPONSIBLE OFFICER(S)

Director of Public Health
Public Health Consultant

Public Health Strategist

RESPONSIBILITIES

- Ensure that Cold Weather Plan is up to date
- Ensure that staff and residents receive the Cold Weather Alerts
- 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 staff
- Coordinate identification of vulnerable persons with other agencies

ACTIONS

Alert Level	Actions to be taken
Level 1 Winter	<ul style="list-style-type: none"> • Ensure that the Cold Weather plan is up to date • Ensure the ‘stay well this winter’ pages of the council website are up to date and include all of the relevant information for residents • Distribute latest copy of plan to all action card holders and deputies • Ensure action card holders and their deputies are aware of their responsibilities outlined in the plan • Ensure that appropriate council staff are signed up to and receive cold weather alerts (sign up here) • Ensure that template public health messages reflect the latest national guidance • Confirm that multi-agency arrangements for the identification of the vulnerable are up to date • Provide the communications team with the national communications toolkit • Provide ad-hoc advice to action card holders, deputies, the chief executive officer and directors as appropriate
Level 2 Severe cold weather is forecast	<ul style="list-style-type: none"> • Consider if Director of Public Health needs to lead as Council Silver (80% likelihood of reaching level 3) • Ask Council services to confirm they are implementing plan via SITREP (80% likelihood of reaching level 3) • Ensure that staff are warned and given advice. Available at: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter

	<ul style="list-style-type: none">• Ask Council services to confirm they are prepared to implement plan• Discuss with Adult Social Care the possibility of personalised support• Discuss with DPH and Adult Social Care the need for ‘frontline’ staff to help identify vulnerable• Consider whether ‘frontline’ services should be asked to help to identify vulnerable residents who may need additional support• Seek assurances that public health commissioned services are activating their cold weather plans and sharing advice i.e. Change Grow Live• Ask partner agencies to prepare to share information on vulnerable
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none">• Act as Silver Commander• Hold heatwave activation meeting• Ask Council services to confirm they are implementing plan via SITREP• If appropriate, ask ‘frontline’ services to identify vulnerable residents• Request information on vulnerable residents from partner agencies• Provide strategic guidance to Directors and Chief Executive <p>When Level 3/4 is prolonged:</p> <ul style="list-style-type: none">• Hold heatwave response meeting and invite action card holders to a further meeting to provide updates on actions undertaken and issues arising, continuing daily until exiting level 3/4

ACTION CARD 2 – ADULT’S SOCIAL CARE

RESPONSIBLE OFFICER(S)

Director of Adult Care & Quality Standards
 Assistant Director of Adult Social Care Operations
 Assistant Director of Adult Social Care
 Head(s) of Service

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

SETTINGS

Settings include all adult care homes/adult social care services that are owned by LBWF i.e., old people’s, learning disabilities & mental health care homes, supporting living and shared living, day opportunities & extra care.

ACTIONS

Alert Level	Actions to be taken
Level 1 Winter	<ul style="list-style-type: none"> • Ensure key social care staff are signed up to receive cold weather alerts (sign up here) • Ensure social care staff are aware of the cold weather plan and their responsibilities in response to cold weather alerts • Ensure social care business continuity plans are up to date, include consideration of severe cold weather and are shared with staff • Ensure social care staff are aware of public health messages around cold weather and how they can support service users to stay warm. This includes staff who visit people in their own homes. Public health messages are available at: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Ensure social care staff are aware of the risks of severe cold weather, who is most at risk and how to respond when a service user is unwell • Ensure social care staff are aware of warm spaces available across the borough and how service users can access these. Info. available at: https://www.walthamforest.gov.uk/get-involved/winter-spaces-network • Ensure there are measures in place to identify and support vulnerable adult social care users e.g., carrying out welfare checks to make sure they are keeping warm, sharing advice on how to

	<p>stay warm, helping service users to keep their living spaces warm, helping them to access other support such as advice on energy efficiency measures, benefits or similar, providing blankets and warm clothing etc.</p> <ul style="list-style-type: none"> • Ensure that plans to keep buildings warm are in place and fit for purpose • Ensure staff are aware of information about services which vulnerable service users/families can access during the winter months. This information is available in the winter wellness booklet in appendix 4.
<p>Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none"> • Ensure key ASC staff are aware of the cold weather alert • Ensure social care staff are sharing news that cold weather is forecast with service users • Ensure front line social care staff are disseminating public health messages around cold weather and how people can stay warm to service users • Ensure social care staff are sharing details of warm spaces and other support available across the borough with service users • Ensure business continuity plans are enacted, where appropriate • Identify vulnerable adult social care users and prepare to provide package of support to them where required e.g., carrying out welfare checks to make sure they are keeping warm, sharing advice on how to stay warm, helping service users to keep their living spaces warm, helping them to access other support such as advice on energy efficiency measures, benefits or similar, providing blankets and warm clothing etc. • Ensure reasonable temperatures (18°C) in buildings
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> • Ensure public health messages continue to be shared with service users • Ensure details of warm spaces and other support continue to be shared with service users • Provide support to those who have been identified as vulnerable e.g., carrying out welfare checks to make sure they are keeping warm, sharing advice on how to stay warm, helping service users to keep their living spaces warm, helping them to access other support such as advice on energy efficiency measures, benefits or similar, providing blankets and warm clothing etc. If service users are struggling to stay warm, seek additional support • Seek regular feedback from frontline staff and service users about how well they are coping with the cold weather • Follow national guidance as per media advice • Ensure buildings continue to stay at a reasonable indoor temperature (18°C)

When Level 3/4 is prolonged:

- Maintain actions at level 3
- Increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that service users are staying warm
- Monitor cold weather-related illness and deaths among service users and report this to your commissioning lead and/or the public health responsible officer (Ed Stagg)

ACTION CARD 3 – CHILDREN’S SOCIAL CARE

RESPONSIBLE OFFICER(S)

Corporate Director of Children’s Social Care

Assistant Director for Corporate Parenting

Interim Head of Early Help Delivery

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

SETTINGS

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

ACTIONS

Alert Level	Actions to be taken
Level 1 Winter	<ul style="list-style-type: none"> • Ensure key social care staff and carers are signed up to receive cold weather alerts (sign up here) • Ensure social care staff and carers are aware of the cold weather plan and their responsibilities in response to cold weather alerts • Ensure social care business continuity plans are up to date, include consideration of severe cold weather and are shared with staff • Ensure social care staff including carers are aware of public health messages around cold weather and how they can support service users to stay warm. Public health messages are available at: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Ensure social care staff are aware of the risks of severe cold weather, who is most at risk and how to respond when a service user is unwell • Ensure social care staff are aware of warm spaces available across the borough and how service users can access these. Info. available at: https://www.walthamforest.gov.uk/get-involved/winter-spaces-network • Ensure there are measures in place to identify and support vulnerable children’s social care users e.g., carrying out welfare checks to make sure they are keeping warm, sharing advice on how to stay warm, helping service users to keep their living spaces warm, helping them to access other support etc.

	<ul style="list-style-type: none"> • Ensure that plans to keep buildings warm are in place and fit for purpose • Ensure staff are aware of information about services which vulnerable service users/families can access during the winter months. This information is available in the winter wellness booklet in appendix 4.
<p>Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none"> • Ensure key CSC staff are aware of the cold weather alert • Ensure social care staff and carers are sharing news that cold weather is forecast with service users • Ensure front line social care staff and carers are disseminating public health messages around cold weather and how people can stay warm to service users • Ensure social care staff are sharing details of warm spaces and other support available across the borough with service users • Ensure business continuity plans are enacted, where appropriate • Identify vulnerable children’s social care users and prepare to provide package of support to them where required e.g., carrying out welfare checks to make sure they are keeping warm, sharing advice on how to stay warm, helping service users to keep their living spaces warm, helping them to access other support such as advice on energy efficiency measures, benefits or similar, providing blankets and warm clothing etc. • Ensure reasonable temperatures (18°C) in buildings • Ensure staff are sharing information about services which vulnerable service users/families can access during the winter months
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> • Ensure public health messages continue to be shared with service users • Ensure details of warm spaces and other support continue to be shared with service users • Provide support to those who have been identified as vulnerable e.g., carrying out welfare checks to make sure they are keeping warm, sharing advice on how to stay warm, helping service users to keep their living spaces warm, helping them to access other support such as advice on energy efficiency measures, benefits or similar, providing blankets and warm clothing etc. If service users are struggling to stay warm, seek additional support • Seek regular feedback from frontline staff, carers and service users about how well they are coping with the cold weather • Follow national guidance as per media advice • Ensure buildings continue to stay at a reasonable indoor temperature (18°C)

- Ensure staff continue to share information about services which vulnerable service users/families can access during the winter months

When Level 3/4 is prolonged:

- Maintain actions at level 3
- Increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that service users are staying warm
- Young carers and families in Early Help duty to be reviewed and reassigned to a family practitioner so that appropriate support and advice can be offered. Family practitioner to expedite reviews of particularly vulnerable children/families
- Monitor cold weather-related illness and deaths among service users and report this to your commissioning lead and/or the public health responsible officer (Ed Stagg)

ACTION CARD 4 – CORPORATE COMMUNICATIONS

RESPONSIBLE OFFICER(S)

Senior PR & Digital Manager

Head of Strategic Communications & Campaigns

Campaigns Officer

Senior PR & Digital Officer

RESPONSIBILITIES

- Ensure residents, professionals and the voluntary and community sector are aware of cold weather forecasts
- Ensure 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

ACTIONS

Alert Level	Actions to be taken
<p>Level 1 Winter</p>	<ul style="list-style-type: none"> • Ensure key communications staff are receiving cold weather alerts (sign up here) • Agree and issue proactive ‘stay well this winter’ messages to the public through the council’s communications channels. Public health messages are available at: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Ensure that communications plans are in place to reach residents who are most vulnerable to the cold weather • Disseminate proactive public health cold weather messages to staff and voluntary sector partners, again considering how best to reach those who are most vulnerable to the impacts of cold weather. Include info about how residents can access warm spaces available at: https://www.walthamforest.gov.uk/get-involved/winter-spaces-network • Disseminate proactive ‘thermal comfort’ communications to senior managers. This guidance is available from Health & Safety colleagues (David Garioch) • Share key messages with responsible officers for education, housing, ASC, CSC, commissioned services, homelessness outreach, VCSOs and the events team to be disseminated through these networks • Share information with residents about services which vulnerable residents can access during the winter months. This information is available in the winter wellness booklet in appendix 4.

<p style="text-align: center;">Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none"> • Ensure key communications staff are aware of the cold weather alert • Continue to provide cold weather public health messages to the public through the council’s communications channels. This should include making people aware that severe cold weather is forecast, how they can stay well in the cold weather and any specific messages relevant to level 2. • Continue to provide cold weather public health 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. • Continue to consider ways to reach residents who are most vulnerable to the cold weather • Continue to disseminate proactive ‘thermal comfort’ communications to senior managers • Continue to share key messages with responsible officers for education, housing, ASC, CSC, commissioned services, homelessness outreach, VCSOs and the events team to be disseminated through these networks • Continue to share information with tenants about services which vulnerable residents can access during the winter months
<p style="text-align: center;">Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> • Continue actions as per level 2, including any new information relevant to level 3/4. • Follow national guidance as per media advice • Involve the on-call team to help with the dissemination of messages to staff and to the public <p>When Level 3/4 is prolonged:</p> <ul style="list-style-type: none"> • Maintain actions at level 3/4

ACTION CARD 5 – HEALTH & SAFETY (INCL. FACILITIES MANAGEMENT)

RESPONSIBLE OFFICER(S)

Director Of People, Organisational Development & Business Support

Head of Health, Safety & Wellbeing

Head of Libraries, Registrars and Facilities Management

RESPONSIBILITIES

- Keep office temperatures ‘reasonable’
- Ensure that staff working from home know how to keep their working space warm during cold weather

ACTIONS

Alert Level	Actions to be taken
Level 1 Winter	<ul style="list-style-type: none"> • Ensure key Health & Safety and facilities staff are receiving cold weather alerts (sign up here) • Check plans for keeping office temperatures ‘reasonable’ during severe cold weather are up-to-date, in place and managers are aware of them • Work with the communications team to develop communications to disseminate to all managers/staff which includes info. about how to maintain a reasonable office temperature and how staff can keep warm at home. Info is available in thermal comfort guidance and at: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Ensure that HR are aware of and approve these plans and communications • Ensure that ways for staff and managers to raise any issues they are facing in maintaining reasonable room temperatures are in place and are known by staff. Consider promoting these channels in any communications developed
Level 2 Severe cold weather is forecast	<ul style="list-style-type: none"> • Ensure key Health & Safety and facilities staff are aware of the cold weather alert • Check that plans for maintaining ‘reasonable’ temperatures are ready to implement • Ensure that the communications team share communications and advice with staff around maintaining a safe and warm environment at home • Ensure the communications team share communications around maintaining ‘reasonable’ office temperatures with all relevant teams/managers • Ensure that ways for staff and managers to raise any issues they are facing in maintaining reasonable room temperatures are in place and are known by staff

Level 3 + Level 4
Severe cold
weather / National
emergency

- Implement plans to maintain 'reasonable' working temperatures in office buildings
- Ensure that the communications team continue to disseminate communications to all managers/staff about maintaining reasonable office temperatures (and keeping warm) during severe cold weather
- Respond to issues raised by staff around maintaining reasonable office temperatures

When Level 3/4 is prolonged:

- Maintain actions at level 3/4

ACTION CARD 6 – HOUSING

RESPONSIBLE OFFICER(S)

Interim Corporate Director of Housing

Divisional Director of Housing Assets

Head of Housing Strategy

Strategic Housing Project Manager

RESPONSIBILITIES

- Protect Waltham Forest residents and their homes from the effects of cold weather
- An added focus on protecting the vulnerable residents or those which are in sheltered housing accommodation.

ACTIONS

Alert Level	Actions to be taken
Level 1 Winter	<ul style="list-style-type: none"> • Ensure housing staff are signed up to receive cold weather alerts (sign up here) • Ensure consideration of cold weather has been included as part of routine housing business continuity plans and that this is up to date • Ensure that housing staff are aware of public health messages for residents to minimise the impact of cold weather. Public health messages are available at: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Work with communications to ensure that winter communications to Waltham Forest residents includes advice about how to keep their homes warm during winter and what residents can do if they are struggling to do so. • Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are aware of the public health messages to mitigate the impact of cold weather on service users and residents and that plans are in place to share these • Where LBWF is responsible for housing, ensure that plans are in place to support homes to maintain a “reasonable” temperature during severe cold weather (Homes should be heated to at least 18° C to minimize risk to health). Ensure staff are aware of these plans. <i>This could include checking room temperatures where disabled or vulnerable residents spend most of their time.</i> This may only be possible for sheltered housing settings where staff are on-site more regularly. • Ensure housing staff are aware of information about which services vulnerable residents can access during the winter

	<p>months. This information is available in the winter wellness booklet in <u>appendix 4</u>.</p> <ul style="list-style-type: none"> • Ensure housing staff are aware of information about how tenants can access warm spaces available across the borough. Info. available at: https://www.walthamforest.gov.uk/get-involved/winter-spaces-network
<p>Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none"> • Ensure housing staff are aware of the cold weather alert • Ensure that housing staff are communicating public health messages to residents including how to keep their homes warm and mitigate the impact of cold weather • Ensure social care staff are sharing details of warm spaces and other support available across the borough with service users • Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are sharing public health messages to mitigate the impact of cold weather on service users and residents • Activate business continuity arrangements and emergency plans as required • Activate plans to support those living in LBWF housing to maintain their homes at “reasonable” temperatures during cold weather, including ensuring vulnerable people are managing to heat their home and stay warm. This may only be possible for sheltered housing settings where staff are on-site more regularly. • Consider suspending/partially suspending resident activities such as Murals on Estates and gardening projects if weather gets too cold
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> • Continue to implement actions as per level 2 alert • Ensure that housing staff continue to share public health messages with residents including how to keep their homes warm and mitigate the impact of cold weather • Ensure details of warm spaces and other support continue to be shared with service users • Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are continuing to share public health messages to mitigate the impact of cold weather on service users and residents • Ensure continuity arrangements are being enacted as appropriate • Encourage staff to postpone/rearrange visits to warmer parts of the day (or different days) • Suspend/partially suspend activities such as Murals on Estates and gardening projects if weather gets too cold

When Level 3/4 is prolonged:

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

ACTION CARD 7 – COUNCIL COMMISSIONED SERVICES

RESPONSIBLE OFFICER(S)

Head of Placements & Supplier Quality

Interim Assistant Director for Integrated Commissioning

Supplier Quality Manager

Contract Monitoring Officer

Contracts Co-Ordination Officer

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.

SETTINGS

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

ACTIONS

Alert Level	Actions to be taken
Level 1 Winter	<p><i>Commissioner/LBWF staff:</i></p> <ul style="list-style-type: none"> • Ensure commissioned services/providers are aware of the cold weather plan and their responsibilities in this action card • Seek assurance that commissioned services have the arrangements in place below • Share the ‘council commissioned services’ action card with service managers of commissioned services • Commissioners of roads/transport to ensure road/pavement gritting preparations are in place to allow access to critical services and pedestrian hotspots • Be assured that commissioned housing providers have included consideration of cold weather as part of their routine business continuity plans • Share information with commissioned services about how tenants can access warm spaces available across the borough. Info. available at: https://www.walthamforest.gov.uk/get-involved/winter-spaces-network • Share information with commissioned services about other services which vulnerable residents can access during the winter months. This information is available in the winter wellness booklet in <u>appendix 4</u>.

	<p><i>Service managers of commissioned services:</i></p> <ul style="list-style-type: none"> • Ensure your service has an up-to-date copy of the cold weather plan and staff are aware of their responsibilities within in • Ensure your staff are signed up to receive cold weather alerts (sign up here) • Ensure your staff, particularly frontline staff are aware of public health messages that can support service users to mitigate the impact of cold weather on service users. Public health messages are available at: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Ensure your staff are aware of the risks of severe cold weather, who is most at risk and how to respond when a service user is unwell • Check your business continuity plans and ensure they include consideration of cold weather in light of current guidance. Ensure plans are up to date • Consider plans for how particularly vulnerable residents can be identified and additional checks carried out to ensure they are keeping cool and supported to get help, if needed • Ensure there are measures in place to identify and support vulnerable service users e.g., carrying out welfare checks to make sure they are keeping warm, sharing advice on how to stay warm, helping service users to keep their living spaces warm, helping them to access other support such as advice on energy efficiency measures, benefits or similar, providing blankets and warm clothing etc. • Ensure that plans to keep buildings warm are in place and fit for purpose (appropriate indoor temperatures at least 18°C) • Ensure staff are aware of how tenants can access warm spaces available across the borough. Info. available at: https://www.walthamforest.gov.uk/get-involved/winter-spaces-network • Ensure staff are aware of other services which vulnerable residents can access during the winter months. This information is available in the winter wellness booklet in appendix 4
<p>Level 2 Severe cold weather is forecast</p>	<p><i>Commissioner/LBWF staff:</i></p> <ul style="list-style-type: none"> • Seek assurance that commissioned services are undertaking the actions below <p><i>Service managers of commissioned services:</i></p> <ul style="list-style-type: none"> • Ensure staff are aware that severe cold weather is forecast • Where requested, provide assurances to commissioners about how you are implementing the plan

	<ul style="list-style-type: none"> • Discuss with your commissioning lead any concerns you foresee in your ability to implement the plan and any support you may require • Ensure your staff, particularly frontline staff are sharing public health messages that can support service users to mitigate the impact of cold weather on service users • Ensure your staff, particularly frontline staff are sharing details of warm spaces and other support available across the borough with service users • Ensure that business continuity arrangements and emergency plans are enacted, where appropriate • Identify vulnerable adult social care users and prepare to provide package of support to them where required e.g., carrying out welfare checks to make sure they are keeping warm, sharing advice on how to stay warm, helping service users to keep their living spaces warm, helping them to access other support such as advice on energy efficiency measures, benefits or similar, providing blankets and warm clothing etc. • Ensure that room temperatures at your setting are at least 18°C • Discuss with either the council Adult Social Care, Children’s Social Care or Commissioning team (whichever is most appropriate to your setting) the possibility of personalised support if required (e.g., mutual aid, provision of blankets etc.)
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<p><i>Commissioner/LBWF staff:</i></p> <ul style="list-style-type: none"> • Feed back any concerns raised by service managers to the appropriate leads in adult and/or children’s social care • Seek assurance that commissioned services are continuing to undertake actions below • Commissioners of roads / transport to continue to ensure road/pavement gritting preparations are in place to allow access to critical services and pedestrian hotspots <p><i>Service managers of commissioned services:</i></p> <ul style="list-style-type: none"> • Continue to undertake actions listed in Level 2 • Ensure that advice given to service users around to protect health during cold weather continues to be shared • Ensure your staff, particularly frontline staff continue to share details of warm spaces and other support available across the borough with service users • Carry out welfare checks to all vulnerable service users that may be negatively affected by cold weather • Provide support to those who have been identified as vulnerable e.g., carrying out welfare checks to make sure they are keeping warm, sharing advice on how to stay warm, helping service users to keep their living spaces warm, helping them to access other

support such as advice on energy efficiency measures, benefits or similar, providing blankets and warm clothing etc. If service users are struggling to stay warm, seek additional support

- Continue to monitor room temperatures and keep buildings at a 'reasonable' temperature (18C)
- Seek regular feedback from frontline staff and service users about their confidence in and ability to follow advice and measures to reduce risk
- Discuss with your commissioning lead any difficulties you are experiencing in implementing the plan and any support you may require

When Level 3/4 is prolonged:

- Continue to implement actions noted at Level 3
- Undertake more frequent welfare checks on residents to make sure they are continuing to stay warm. If service users are struggling to stay warm, seek additional support
- Monitor cold weather-related illness and mortality of service users and report any trends or issues to your commissioning lead

ACTION CARD 8 – VOLUNTARY & COMMUNITY SECTOR

RESPONSIBLE OFFICER(S)

Assistant Director – Strategy & Design – Corporate Development

Head of Communities & Participation

Environmental Initiatives Manager (Snow Angels)

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
Level 1 Winter	<ul style="list-style-type: none"> • Work with the communications team to ensure that key VCISOs are aware of cold weather alerts (sign up here), the cold weather plan, and public health messages to help people stay warm. Public health messages are available at: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Explore opportunities to develop a community emergency plan to ensure that the role of the community and voluntary sector in response to cold weather is clear • Explore opportunities to set up rotas of volunteers to keep the community safe during inclement weather and to check on vulnerable people and neighbours • Review arrangements for snow angels (residents who help clear snow and ice from paths) are in place and up to date • Explore opportunities for the voluntary and community sector to support in checking on the welfare of vulnerable people during cold weather and provide public health messages to residents about how to stay warm • In business continuity plans, consider which services are most vulnerable to severe weather to anticipate any winter surges and make sure plans are in place • Consider including the role of the voluntary and community sector in business continuity plans for responding to the cold weather • Share information with VCISOs about services which vulnerable residents can access during the winter months. This information is available in the winter wellness booklet in appendix 4. • Share info with VCISOs about how residents can access warm spaces. Info. available at: https://www.walthamforest.gov.uk/get-involved/winter-spaces-network

<p>Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none">• Activate community emergency plans as appropriate• Activate plans for snow angels as appropriate• Work with the communications team and the voluntary and community sector to disseminate public health messages to vulnerable people to help them stay warm• Work with the communications team and the voluntary and community sector to disseminate public health messages to vulnerable people to help them stay warm• Ensure VCSOs are sharing details of warm spaces and other support available across the borough with service users• 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. mobilising connecting communities/stay safe champions to support.• Ensure that VCSOs and staff are prompted to signpost vulnerable clients onwards (e.g. for energy efficiency measures, benefits or related advice, for information about food access for the extremely vulnerable, local food bank information, to where residents can go to keep warm or other access responder services.
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none">• Continue actions as per Level 2 unless advised to the contrary• Implement national emergency response arrangements by central government• Follow key public health and weather alert messages as broadcast on the media and ensure the voluntary and community sector are aware of these• Ensure that residents, particularly vulnerable residents are being signposted to services which they can access during the winter months <p>When Level 3/4 is prolonged:</p> <ul style="list-style-type: none">• Continue to implement actions noted at Level 3

ACTION CARD 9 – SCHOOLS & EDUCATIONAL SETTINGS

RESPONSIBLE OFFICER(S)

Director of Learning

Children’s Services: Head of Human Resources

Head of Education Business Effectiveness

Head of Early Years, Childcare & Business Development

Out of School and Positive Activity Officer

RESPONSIBILITIES

- Ensure schools are aware of how staff, pupils and parents 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)
- Ensure schools are implementing actions to protect staff, pupils and parents during severe cold weather

ACTIONS

Alert Level	Actions to be taken
Level 1 Winter	<ul style="list-style-type: none"> • Ensure schools are signed up to cold weather alerts and are receiving these (sign up here) • Ensure schools are aware of the cold weather plan and their responsibilities in it • Ensure that all schools have considered severe cold weather as part of their business continuity plans and out of school plans. Ensure that plans are up to date • Share any new cold weather planning guidance with schools • Ensure schools are aware of public health messages about how to stay well during cold weather. Public health messages are available at: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Ensure that plans are in place to communicate public health messages parents to mitigate the impact of the cold weather • Ensure that plans to keep buildings and classrooms warm are in place and fit for purpose • Ensure that school staff are aware of the risks of severe cold weather, who is most at risk, how to recognise signs of cold-related illness and how to respond to this • Ensure that school staff are aware of which groups of children are more vulnerable to the impacts of cold weather and that plans are in place to support these children • Share information with schools about services which families can access during the winter months. This information is available in the winter wellness booklet in appendix 4.

	<ul style="list-style-type: none"> • Share info with schools about how families can access warm spaces. Info. available at: https://www.walthamforest.gov.uk/get-involved/winter-spaces-network
<p>Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none"> • Ensure schools are aware of forecasted severe cold weather • Ensure that schools are enacting their business continuity and out of school plans • Offer advice on how schools can prepare and how they can keep staff and pupils well during cold weather • Ensure school staff are sharing public health messages about how to stay well during cold weather with pupils and parents/carers • Ensure school staff are sharing details of warm spaces and other support available across the borough with families • Ensure that advice on how to support children who are most vulnerable to cold weather is sought from the school nurse, community health practitioner, family health visitor or other child specialist health professional • Seek assurance that schools are supporting children who are most vulnerable to the impacts of cold weather • Seek assurance that schools are maintaining reasonable temperatures (18°C) in buildings and classrooms • Ensure that schools are signposting families to support they can receive during the winter months • Discuss with schools any concerns they have about their ability to implement actions outlined in the action card
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> • Continue to undertake actions listed in Level 2 • Ensure schools are aware of any changes in alert level • Request all schools revise trip plans to take account of cold weather • Ensure that teachers, assistants, school nurses and all child carers look out for signs of cold weather-related illness • Seek assurance that schools are continuing to ensure buildings and classrooms stay at a reasonable temperature (18°C). If schools are struggling to do this, consider moving lessons to alternative classrooms or closing the school • Make schools aware of any national communications in relation to cold weather • Ensure that schools are continuing to signpost families to support they can receive during the winter months • Discuss with schools any concerns they have about their ability to implement actions outlined in the action card <p>When Level 3/4 is prolonged:</p> <ul style="list-style-type: none"> • Continue to implement actions noted at Level 3

ACTION CARD 10 – ROUGH SLEEPERS & RESIDENTS IN TEMPORARY ACCOMODATION

RESPONSIBLE OFFICER(S)

Divisional Director - Housing Solutions

Head of Housing Strategy

Head of Prevention & Assessments

Strategic Housing Project Manager

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
- Protect Waltham Forest residents living in temporary accommodation from the impacts of cold weather

ACTIONS

Alert Level	Actions to be taken
Level 1 Winter	<p><i>Rough sleepers:</i></p> <ul style="list-style-type: none"> • Ensure relevant staff are signed up to receive cold weather alerts (sign up here) • Ensure that relevant staff are aware of public health messages for service users to minimise the impact of cold weather. Available: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Liaise with providers of emergency shelter for homeless people to agree plans for severe weather and ensure capacity to scale-up provision • 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 identify any services that could extend their SWEP into daytime if required. • Plan SWEP with relevant partners i.e. LA housing teams, outreach workers, day centers, policy and community safety, faith community groups and homelessness charities (e.g., St Mungo’s). • Work with registered providers to find accommodation for those accepting SWEP • 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 • Ensure that partnership plans are in place for emergency shelter of homeless people during periods of extreme cold weather

	<ul style="list-style-type: none"> • Ensure staff are aware of information about services which vulnerable service users/families can access during the winter months. This information is available in the winter wellness booklet in appendix 4. • Ensure staff are aware of warm spaces available across the borough and how service users can access these. Info. available at: https://www.walthamforest.gov.uk/get-involved/winter-spaces-network <p><i>Residents in temporary accommodation:</i></p> <ul style="list-style-type: none"> • Ensure relevant staff are signed up to receive cold weather alerts (sign up here) • Ensure that relevant staff are aware of public health messages for service users to minimise the impact of cold weather. Available: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Ensure that winter communications to residents include advice about where residents can go if they are struggling to keep their homes warm • Where LBWF is responsible for temporary housing, ensure that plans are in place to support homes to maintain a “reasonable” temperature during severe cold weather (Homes should be heated to at least 18°C to minimize risk to health). Ensure staff are aware of these plans. <i>This could include checking room temperatures where disabled or vulnerable residents spend most of their time</i> • Ensure staff are aware of information about services which vulnerable service users/families can access during the winter months. This information is available in the winter wellness booklet in appendix 4. • Ensure staff are aware of warm spaces available across the borough and how service users/families can access these. Info. available at: https://www.walthamforest.gov.uk/get-involved/winter-spaces-network
<p>Level 2 Severe cold weather is forecast</p>	<p><i>Rough sleepers:</i></p> <ul style="list-style-type: none"> • Ensure SWEP is ready to be activated and a SWEP a designated coordinator for single point of contact is identified • Keep updated about who is sleeping rough and their support needs and accommodation preferences • Monitor temperatures and communicate with partners to ensure provision can be implemented quickly • Confirm SWEP options with partners • Ensure that organisations/staff that may come into contact with people sleeping rough (especially out of hours) are aware of provisions and referral routes

	<ul style="list-style-type: none"> • Signpost service users to support they can receive during the winter months • Ensure staff are sharing details of warm spaces and other support available across the borough with service users <p><i>Residents in temporary accommodation:</i></p> <ul style="list-style-type: none"> • Ensure relevant staff are aware of forecasted cold weather and are sharing news of this with residents • Ensure that relevant staff are sharing public health messages around how to minimise the impact of cold weather with residents • Signpost residents who are struggling to keep their homes warm to where they can get support • Where LBWF is responsible for temporary housing, ensure that homes are maintaining a “reasonable” temperature during severe cold weather • Ensure staff are sharing details of warm spaces and other support available across the borough with service users
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<p><i>Rough sleepers:</i></p> <ul style="list-style-type: none"> • Ensure SWEP is activated and night shelter has beds available • Ensure key partners are undertaking appropriate action in response to alerts as part of the SWEP, as well as regular communications and updated with partner agencies • Encourage partnership working between police and outreach services in order to identify and support individuals in need, and make them aware of the SWEP offers • Encourage multi-agency communication daily between partners to coordinate SWEP to increase accessibility of provision- this could be daily email and phone calls about activation and options available • Ensure staff continue to share details of warm spaces and other support available across the borough with service users <p><i>Residents in temporary accommodation:</i></p> <ul style="list-style-type: none"> • Ensure relevant staff continue to share news of forecasted cold weather with residents • Ensure that relevant staff continue to share public health messages around how to minimise the impact of cold weather with residents • Continue to signpost residents who are struggling to keep their homes warm to where they can get support • Where LBWF is responsible for temporary housing, ensure that homes are maintaining a “reasonable” temperature during severe cold weather



- Ensure staff continue to share details of warm spaces and other support available across the borough with service users

When Level 3/4 is prolonged:

- Continue to implement actions noted at Level 3

ACTION CARD 11 – HIGHWAYS & TRAFFIC MANAGEMENT

RESPONSIBLE OFFICER(S)

Head of Highway Network Management

Highways Infrastructure Manager

Public Lighting & Responsible Maintenance Manager

RESPONSIBILITIES

- Ensure road safety in severe weather conditions

ACTIONS

Alert Level	Actions to be taken
<p style="text-align: center;">Level 1 Winter</p>	<ul style="list-style-type: none"> • 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
<p style="text-align: center;">Level 2 Severe cold weather is forecast</p>	<ul style="list-style-type: none"> • 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
<p style="text-align: center;">Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none"> • Ensure actions in Level 2 are maintained <p>When Level 3/4 is prolonged:</p> <ul style="list-style-type: none"> • Continue to implement actions noted at Level 3

ACTION CARD 12 – EVENTS

RESPONSIBLE OFFICER(S)

Head Of Enterprise & Operations

Head Of Creative Engagement

Assistant Director, Culture & Heritage Services

Fellowship Square Director

RESPONSIBILITIES

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

ACTIONS

Alert Level	Actions to be taken
Level 1 Winter	<ul style="list-style-type: none"> • Ensure that staff and event organisers are signed up to cold weather alerts and are receiving these (sign up here) • Ensure that all staff and event organisers are aware of the cold weather plan and their roles and responsibilities in response to cold weather alerts and share any new heatwave planning guidance • Ensure staff and event organisers are aware of public health messages that can support staff and residents to mitigate the impact of cold weather on staff and service users. Public health messages are available at: https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter • Ensure staff and event organisers staff are aware of the risks of severe cold weather, who is most at risk and how to respond when a service user is unwell • Remain aware of the actions event organisers can take to minimise the impact of cold weather on service users/residents for both indoor and outdoor events – this includes keeping indoor room temperatures at least 18°C where events are taking place, holding events indoors, moving events to warmer days or warmer parts of the day if poor weather is forecast, organising presence of first-aiders, ensuring icy surfaces have been gritted etc.
Level 2 Severe cold weather is forecast	<ul style="list-style-type: none"> • Ensure that event organisers are aware of the forecasted cold weather and are prepared to take actions to mitigate the impact of the cold weather

	<ul style="list-style-type: none">• Ensure that staff are sharing public health messages that can residents to mitigate the impact of cold weather prior and during any planned events• Advise event organisers to take appropriate actions to minimise the impact of cold weather. This may include keeping indoor room temperatures at least 18°C where events are taking place, holding events indoors, moving events to warmer days or warmer parts of the day if poor weather is forecast, organising presence of first-aiders, ensuring icy surfaces have been gritted etc.
<p>Level 3 + Level 4 Severe cold weather / National emergency</p>	<ul style="list-style-type: none">• Maintain actions at Level 2• Ensure that event organisers are taking appropriate actions to mitigate the impact of cold weather on staff and service users <p>When Level 3/4 is prolonged:</p> <ul style="list-style-type: none">• Continue to implement actions noted at Level 3

APPENDIX 8: COLD WEATHER ACTION CARD HOLDERS

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. 'Deputy Action Card Holders' are nominated colleagues that may be able to respond on behalf of the Lead Action Card Holder or in support to the SITREP questions which relate to specific points/areas on the action card.

ACTION CARD	LEAD ACTION CARD HOLDER	DEPUTY ACTION CARD HOLDER
1 – PUBLIC HEALTH (page 44)	DIRECTOR OF PUBLIC HEALTH – JOE MCDONNELL	PUBLIC HEALTH CONSULTANT – SEETA REDDY PUBLIC HEALTH STRATEGIST- EDWARD STAGG
2 – ADULT SOCIAL CARE (page 46)	DIRECTOR OF ADULT SOCIAL CARE & QUALITY STANDARDS – DARREN MCAUGHTRIE	ASSISTANT DIRECTOR OF ASC OPERATIONS - CATH SCHOLEFIELD ASSISTANT DIRECTOR ADULT SOCIAL CARE – MAUREEN MCELENEY HEAD OF SERVICE, ADULT SOCIAL CARE - HANNAH MENSAH HEAD OF SERVICE, ADULT SOCIAL CARE- ALAM KHAN HEAD OF SERVICE, ADULT SOCIAL CARE- JOHN GIFFNEY HEAD OF SERVICE, HOME ADAPTION SERVICE - HARRY PEACOCK
3 – CHILDREN'S SOCIAL CARE (page 49)	CORPORATE DIRECTOR OF CHILDREN'S SOCIAL CARE – DANIEL PHELPS	ASSISTANT DIRECTOR OF CORPORATE PARENTING – ABIGAIL ADIEZE INTERIM HEAD OF EARLY HELP DELIVERY - SADE ALADE
4 – CORPORATE COMMUNICATIONS (page 52)	SENIOR PR & DIGITAL MANAGER – NICK DOVEY HEAD OF STRATEGIC COMMUNICATIONS AND CAMPAIGNS – SIMON RAYNER	CAMPAIGNS OFFICER - MARTA MAZZOLI SENIOR PR & DIGITAL OFFICER - ELEANOR LEVY
5 – HEALTH AND SAFETY (INCL. FACILITIES MANAGEMENT) (page 54)	DIRECTOR OF PEOPLE, ORGANISATIONAL DEVELOPMENT & BUSINESS SUPPORT – BEN BROWNE	HEAD OF HEALTH, SAFETY & WELLBEING - DAVID GARIOCH HEAD OF LIBRARIES, REGISTRARS AND FACILITIES MANAGEMENT – AYDIN SIPALOGLU
6 - HOUSING (page 56) (incl. Sheltered Housing/Vulnerable Adults)	INTERIM CORPORATE DIRECTOR OF HOUSING – JOE GARROD	HEAD OF HOUSING STRATEGY - JAMES MCHUGH STRATEGIC HOUSING PROJECT MANAGER - SYLWIA TOKARSKA

7 - COUNCIL COMMISSIONED SERVICES (page 59)	HEAD OF PLACEMENTS & SUPPLIER QUALITY – MANDY-HOLLAND MARTIN INTERIM ASSISTANT DIRECTOR FOR INTEGRATED COMMISSIONING - ANNA SAUNDERS	SUPPLIER QUALITY MANAGER – ANGELA WOOD CONTRACT MONITORING OFFICER - RAMESH DHOKIA CONTRACTS CO-ORDINATION OFFICER - FEMI FAMOSA
8 - VOLUNTARY AND COMMUNITY SECTOR (page 63)	ASSISTANT DIRECTOR - STRATEGY & DESIGN - CORPORATE DEVELOPMENT – JONATHAN LLOYD	HEAD OF COMMUNITIES & PARTICIPATION - YVONNE CAMPBELL ENVIRONMENTAL INITIATIVES MANAGER (SNOW ANGELS) – JUSTIN SANDER
9 – SCHOOLS AND EDUCATIONAL SETTINGS (page 65)	DIRECTOR OF LEARNING – LAUREN OVENDEN (PA – GRACE WHALEBONE)	CHILDREN’S SERVICES: HEAD OF HUMAN RESOURCES – GERRY KEMBLE HEAD OF EDUCATION BUSINESS EFFECTIVENESS - LINDSAY JACKSON HEAD OF EARLY YEARS, CHILDCARE AND BUSINESS DEVELOPMENT – EVE MCLOUGHLIN OUT OF SCHOOL AND POSITIVE ACTIVITY OFFICER - FERN EDWARDS
10 – ROUGH SLEEPERS/RESIDENTS IN TEMPORARY ACCOMODATION (page 68)	DIVISIONAL DIRECTOR - HOUSING SOLUTIONS - MODESTER ANUCHA	HEAD OF HOUSING STRATEGY - JAMES MCHUGH HEAD OF PREVENTION & ASSESSMENTS – JONATHAN JOSEPH STRATEGIC HOUSING PROJECT MANAGER - SYLWIA TOKARSKA
11 - HIGHWAYS AND TRAFFIC MANAGEMENT (page 71)	HEAD OF HIGHWAY NETWORK MANAGEMENT- DECLAN LYNCH	HIGHWAYS INFRASTRUCTURE MANAGER – GARETH JONES PUBLIC LIGHTING AND RESPONSIBLE MAINTENANCE MANAGER - CHRIS WARNER
12 - EVENTS (page 72)	HEAD OF ENTERPRISE AND OPERATIONS - BISI OYEKANMI HEAD OF CREATIVE ENGAGEMENT - HADRIAN GARRARD FELLOWSHIP SQUARE DIRECTOR – CAROL MOLONEY	ASSISTANT DIRECTOR CULTURE AND HERITAGE SERVICES - LORNA LEE

APPENDIX 9: ACTION CARD HOLDERS CONTACT DETAILS

ACTION CARD	LEAD ACTION CARD HOLDER	EMAIL ADDRESS	PHONE NUMBER
1 – PUBLIC HEALTH	JOE MCDONNELL SEETA REDDY EDWARD STAGG	joe.mcdonnell@walthamforest.gov.uk seeta.reddy@walthamforest.gov.uk edward.stagg@walthamforest.gov.uk	07730 766421 07551 575301
2 – ADULT SOCIAL CARE	DARREN MCAUGHTRIE CATH SCHOLEFIELD MAUREEN MCELENEY HANNAH MENSAH ALAM KHAN JOHN GIFFNEY HARRY PEACOCK	darren.mcaughtrie@walthamforest.gov.uk cath.scholefield@walthamforest.gov.uk maureen.mceleney@walthamforest.gov.uk hannah.mensah@walthamforest.gov.uk alam.khan@walthamforest.gov.uk john.giffney@walthamforest.gov.uk harry.peacock@walthamforest.gov.uk	07816 135124 07866 853945 07968 254304 07553 029026 07741 327835 07837 603223 07741 661255
3 – CHILDREN'S SOCIAL CARE	DANIEL PHELPS ABIGAIL ABIDIEZE SADE ALADE	daniel.phelps@walthamforest.gov.uk abigail.adieze@walthamforest.gov.uk sade.alade@walthamforest.gov.uk	07765 251778 07715 536869 07816 152341
4 – CORPORATE COMMUNICATIONS	NICK DOVEY SIMON RAYNER ELEANOR LEVY MARTA MAZZOLI	nick.dovey@walthamforest.gov.uk simon.rayner@walthamforest.gov.uk eleanor.levy@walthamforest.gov.uk marta.mazzoli@walthamforest.gov.uk	07918 770745 07967 348679
5 – HEALTH AND SAFETY (INCL. FACILITIES MANAGEMENT)	BEN BROWNE DAVID GARIOCH AYDIN SIPALOGLU	ben.browne@walthamforest.gov.uk david.garioch@walthamforest.gov.uk aydin.sipaloglu@walthamforest.gov.uk	 07967 590011 07423 501148
6 - HOUSING (incl. Sheltered Housing/Vulnerable Adults)	JOE GARROD JAMES MCHUGH SYLWIA TOKARSKA	joe.garrod@walthamforest.gov.uk james.mchugh@walthamforest.gov.uk sylwia.tokarska@walthamforest.gov.uk	07741 660399 07570 225636 07435 798341
7 - COUNCIL COMMISSIONED SERVICES	MANDY-HOLLAND MARTIN ANNA SAUNDERS ANGELA WOOD RAMESH DHOKIA FEMI FAMOSA	mandy.holland-martin@walthamforest.gov.uk anna.saunders@walthamforest.gov.uk angela.wood@walthamforest.gov.uk ramesh.dhokia@walthamforest.gov.uk femi.famosa@walthamforest.gov.uk	
8 - VOLUNTARY AND COMMUNITY SECTOR	JONATHAN LLOYD YVONNE CAMPBELL JUSTIN SANDER	jonathan.lloyd@walthamforest.gov.uk yvonne.campbell@walthamforest.gov.uk justin.sander@walthamforest.gov.uk	 07792 396583
9 – SCHOOLS AND EDUCATIONAL SETTINGS	LAUREN OVENDEN GRACE WHALEBONE GERRY KEMBLE LINDSAY JACKSON EVE MCLOUGHLIN FERN EDWARDS	lauren.ovenden@walthamforest.gov.uk grace.whalebone@walthamforest.gov.uk gerry.kemble@walthamforest.gov.uk lindsay.jackson@walthamforest.gov.uk eve.mcloughlin@walthamforest.gov.uk fern.edwards@walthamforest.gov.uk	 07817 431464 07817 432304 07969 023814 07854 268393
10 – ROUGH SLEEPERS/RESIDENTS IN TEMPORARY ACCOMODATION	MODESTER ANUCHA JAMES MCHUGH JONATHAN JOSEPH SYLWIA TOKARSKA	modester.anucha@walthamforest.gov.uk james.mchugh@walthamforest.gov.uk jonathan.joseph@walthamforest.gov.uk sylwia.tokarska@walthamforest.gov.uk	07730 289145 07570 225636 07711 051462 07435 798341

Cold Weather Plan for LB Waltham Forest

Version 3.6 – November 2022

11 - HIGHWAYS AND TRAFFIC MANAGEMENT	DECLAN LYNCH GARETH JONES CHRIS WARNER	declan.lynch@walthamforest.gov.uk gareth.jones01@walthamforest.gov.uk chris.warner@walthamforest.gov.uk	020 8496 2639 07807 039367 07957 277093
12 - EVENTS	BISI OYEKANMI HADRIAN GARRARD LORNA LEE CAROL MOLONEY	bisi.oyekanmi@walthamforest.gov.uk hadrian.garrard@walthamforest.gov.uk lorna.lee@walthamforest.gov.uk carol.moloney@walthamforest.gov.uk	07786 561079 07791 742836 07918 771051