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# **Severe Adverse Weather & Health Plan**

**for**

## **London Borough of Waltham Forest**

### **Purpose of the Severe Adverse Weather & Health Plan (SAWHP)**

The purpose of this Severe Weather Plan is to reduce illness and death during either severe hot or cold weather by raising public awareness and by prompting Council services to take steps to reduce the impact of extreme cold & heat on our most vulnerable residents.

### **Version 1.5**

November 2025

Developed by Public Health  
on behalf of the London Borough of Waltham Forest

**This version has been approved by:**

**Joe McDonnell**

**Director of Public Health**

**London Borough of Waltham Forest**

**Signed:**

**Date:**

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## SECTION 1: AUTHORITY AND APPROVAL

### 1.1 PLAN DEVELOPMENT AND OWNERSHIP

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

### 1.3 PARTICIPATING SERVICES

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

### 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. 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

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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

<b>Title: LBWF Severe Adverse Weather &amp; Health Plan</b>			
<b>Location:</b> O:\Public Health\New Public Health\Health Protection and Emergency Planning\Emergency plans\Severe Adverse Weather & Health Plan V1.2			
<b>Author:</b>		<b>Owner:</b>	<b>Approving body:</b>
Ed Stagg		Director of Public Health (complete) Public Health responsible officer(s)	Director of Public Health
<b>Version</b>	<b>Date of Change</b>	<b>Amendments</b>	<b>Responsible Officer</b>
1	June 2023	Merged hot & cold weather plans. Cold weather info to be inputted in November 2023.	Edward Stagg
1.1	November 2023	Added in cold weather info	Edward Stagg
1.2	June 2024	Updated hot weather sections	Edward Stagg
1.3	November 2024	Updated action card holders	Edward Stagg
1.4	April 2025	Updated plan	Edward Stagg
1.5	November 2025	Updated plan and action card holders	Edward Stagg

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## SECTION 2: SUMMARY AND PURPOSE OF PLAN

### 2.1 PLAN AIM

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

### 2.2 OBJECTIVES

This plan outlines how the Council will:

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

### 2.3 SCOPE

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

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

### 2.4 TRIGGERS

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

<b>Green (preparedness)</b>  <u>Summer:</u> 1 June – 30 September  <u>Winter:</u> 1 November – 30 March	No alert will be issued as the conditions are likely to have minimal impact on health; business as usual and summer/winter planning and preparedness activities.  Council departments familiarise themselves with their action card and undertake preparedness actions
<b>Yellow (response)</b>	These alerts cover a range of situations. Yellow alerts may be issued during periods of heat/cold which would be unlikely to impact most people but could impact those who are particularly vulnerable.

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	Council departments undertake <b>Yellow</b> response actions.
<b>Amber (enhanced response)</b>	An amber alert indicates that weather impacts are likely to be felt across the whole health service, with potential for the whole population to be at risk. Non-health sectors may also start to observe impacts and a more significant coordinated response may be required.  Council departments undertake <b>Amber</b> response actions.
<b>Red (emergency response)</b>	A red alert indicates significant risk to life for even the healthy population.  Council departments undertake <b>Red</b> response actions.

## 2.5 NOTIFICATION

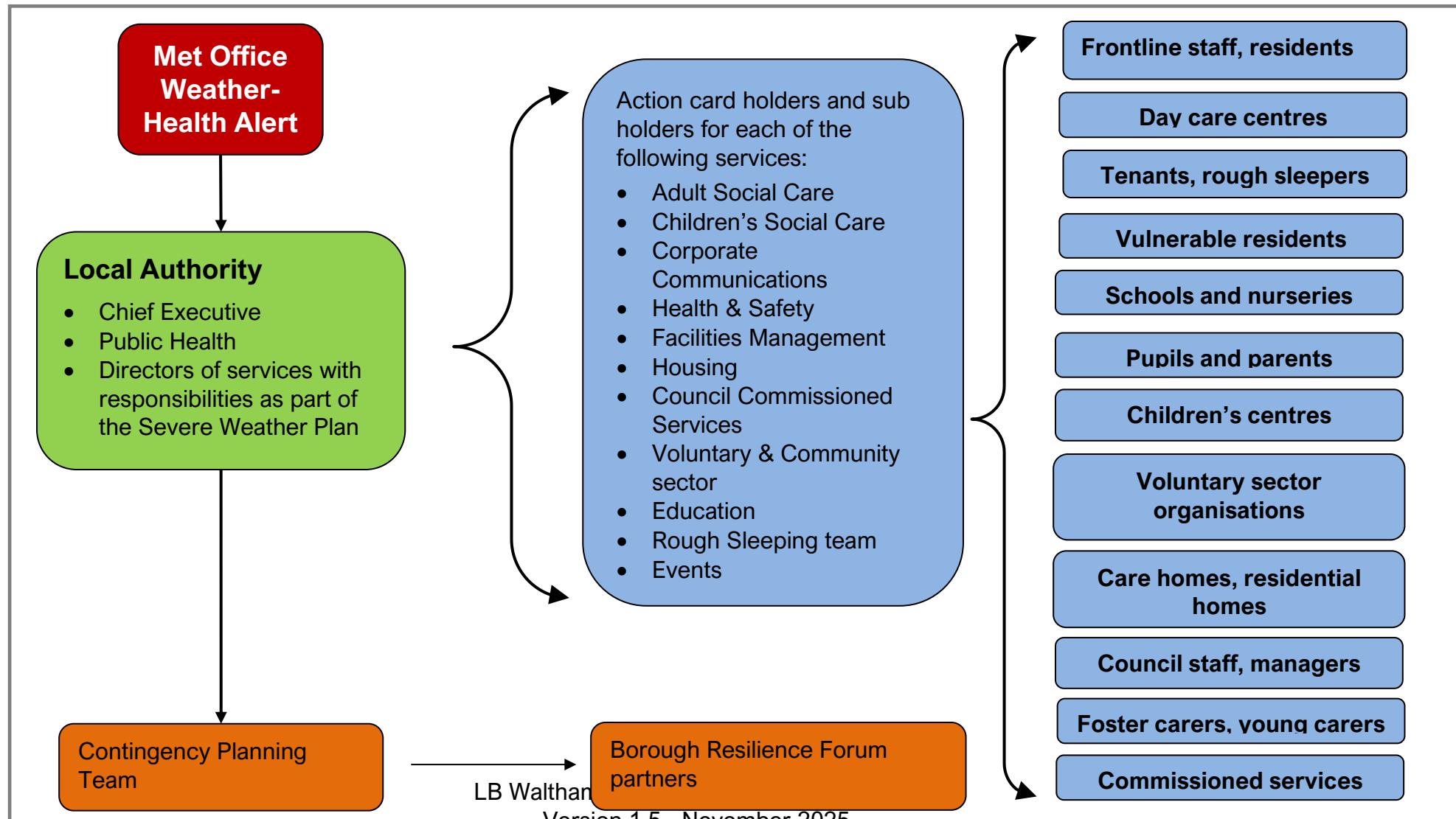
Managers responsible for actions under the Severe Weather Plan need to receive the Weather-Health alert directly to ensure a timely response. See Appendix 1 to find out how to register, to see which Council officers are currently signed up and to see an example of an email alert.

## 2.6 MONITORING AND INFORMATION CASCADE

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

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



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Figure 1: Cascade of Weather-Health Alerts

## 2.7 ACTIVATION

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

The diagram below shows the escalation level and meetings required:

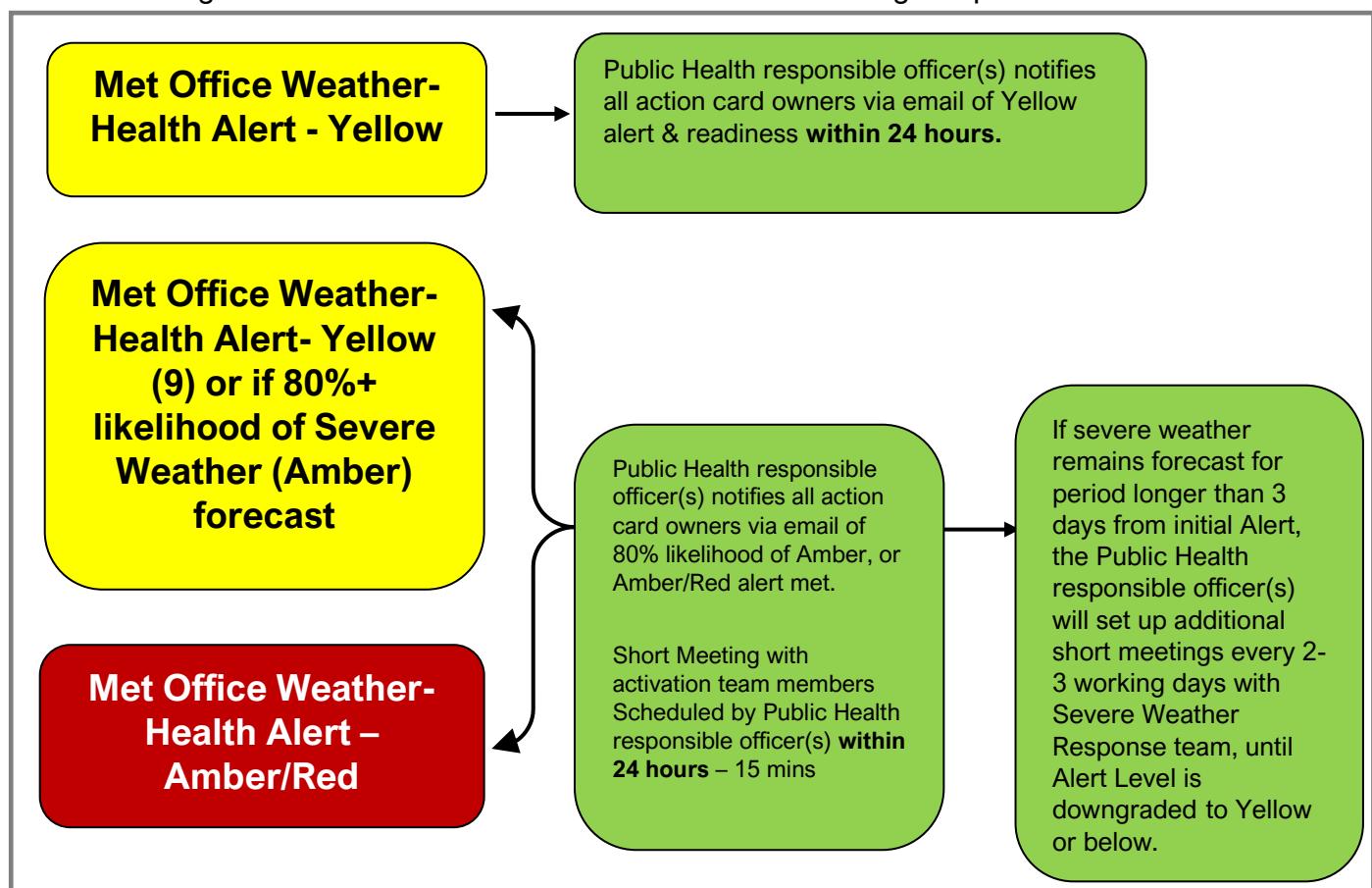


Figure 2: Escalation level and meetings required

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## 2.8 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).

## 2.9 SUPPORTING DOCUMENTS

### 2.9.1 Adverse Weather & Health Guidance

- *Adverse Weather & Health plan*

Available from:

[https://assets.publishing.service.gov.uk/media/67fe2667694d57c6b1cf8d3c/AWHP\\_025\\_to\\_2026.pdf](https://assets.publishing.service.gov.uk/media/67fe2667694d57c6b1cf8d3c/AWHP_025_to_2026.pdf)

- *Adverse Weather and Health plan – supporting evidence*

Available from:

[https://assets.publishing.service.gov.uk/media/65fdb71af1d3a0001d32ae74/Adverse\\_Weather\\_and\\_Health\\_Plan\\_supporting\\_evidence\\_1.pdf](https://assets.publishing.service.gov.uk/media/65fdb71af1d3a0001d32ae74/Adverse_Weather_and_Health_Plan_supporting_evidence_1.pdf)

- *Weather-Health Alerting System: User Guide*

Available from:

[https://assets.publishing.service.gov.uk/media/67f3aeaed3f1efd2ce2ab897/WHA\\_User\\_Guide.pdf](https://assets.publishing.service.gov.uk/media/67f3aeaed3f1efd2ce2ab897/WHA_User_Guide.pdf)

- *Weather-Health Alerting System: sign up*

Available from:

<https://forms.office.com/pages/responsepage.aspx?id=mRRO7jV рKLkutR188-d6GZn06Ss-xPLpCuYeyOZ-eFiFUMEVIMDRTOE5FVzFFM0NXNjFMWUIWMkJVMCQIQCN0PWcu>

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

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

### 2.9.2 Hot Weather Guidance

- *Beat the heat: staying safe in hot weather*

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

- *Easy read version:*

[https://assets.publishing.service.gov.uk/media/65d4e072188d770011038782/Beat\\_the\\_heat\\_staying\\_safe\\_in\\_hot\\_weather\\_EASY\\_READ-1.pdf](https://assets.publishing.service.gov.uk/media/65d4e072188d770011038782/Beat_the_heat_staying_safe_in_hot_weather_EASY_READ-1.pdf)

- *BSL version:*

<https://www.youtube.com/watch?v=-tVq12tOTBs>

- *Beat the Heat (Poster):*

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[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1075144/Beat the Heat Poster 2022.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1075144/Beat%20the%20Heat%20Poster%202022.pdf)

- *BSL version:*

<https://www.youtube.com/watch?v=JAghHKkSWB4>

- *Beat the Heat: Keep cool at home checklist*

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

- *BSL version:*

<https://www.youtube.com/watch?v=ZqRNPQRjCms>

Translations of Beat the Heat resources are available at: [Beat the heat: hot weather advice - GOV.UK](#)

- *Supporting vulnerable people in hot weather*

a) [Supporting vulnerable people before and during hot weather: social care managers](#)

b) [Supporting vulnerable people before and during hot weather: healthcare professionals](#)

c) [Looking after children and those in early years settings during heatwaves: for teachers and professionals](#)

d) [Supporting vulnerable people before and during hot weather: people homeless and sleeping rough](#)

- *Hot weather advice: planning events and mass gatherings*

<https://www.gov.uk/government/publications/hot-weather-and-health-events-and-mass-gatherings>

## 2.9.3 Cold Weather Guidance

- [Staying safe in cold weather](#)
- [Staying safe in cold weather posters](#)
- [Supporting vulnerable people: Adult Social Care managers](#)
- [Supporting vulnerable people: Healthcare professionals](#)
- [Supporting vulnerable people: Homeless and Rough Sleepers](#)
- [Supporting vulnerable people: Children and Early Years](#)
- [Cold-Health Alert action card for commissioners \(UKHSA\)](#)
- [Cold-Health Alert action card for health and social care providers \(UKHSA\)](#)
- [Cold-Health Alert action card for the voluntary and community sector \(UKHSA\)](#)
- Cold Weather 2023/24 Preparedness Programme webinar [recording](#) and slides a (UKHSA)

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## SECTION 3: MANAGING OUR SEVERE WEATHER RESPONSE

### 3.1 CORPORATE EMERGENCY MANAGEMENT PLAN (CEMP)

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

Available from: [Waltham Forest](#) Hub (LBWF staff only)

### 3.2 DIRECTOR OF PUBLIC HEALTH (DPH)

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

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

### 3.3 DELEGATED RESPONSIBILITIES

Specific Council services will need to take appropriate actions before and during a severe weather event. These actions are described below, together with details of the officers responsible. For clarity there is an 'Action Card' for each service at the back of this document (see: Appendices 7 & 8).

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

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### **3.4.2 Situation reporting**

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

### **3.4.3 Working with local responders**

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

## **3.5 DUTY COUNCIL SILVER**

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

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## SECTION 4: RESPONSE TASKS

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

- the public
- key Council services
- care providers
- schools and early years settings
- the community and voluntary sector
- partners in the Borough Resilience Forum (BRF)
- Libraries
- Family Hubs

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

### 4.1 PERSONALISED SUPPORT TO THE VULNERABLE

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

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

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

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

Council services that work on our streets and engage directly with the public are well-placed to identify those residents who may be vulnerable to the effects of a severe weather incident but who are not known to Council services for example, a

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frail elderly resident living alone in a south-facing flat. During a prolonged period of severe hot or cold weather, the Director of Public Health may ask for these 'frontline' services to keep an eye out for residents that may struggle to cope with the weather and to pass any relevant information to Adult Social Care, Children's Social Care and Commissioning colleagues.

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

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

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

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

## **4.5 'BUSINESS AS USUAL' PLANS AND PROCEDURES**

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

### **4.5.1 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.

### **4.5.2 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

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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.

#### **4.5.3 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.

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

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

#### **4.5.4 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**

#### **4.5.5 Seasonal Flu & Covid-19 Vaccination Programmes**

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 and a Covid-19 booster immunisation programme every Spring and Autumn. The programmes are focused on those groups most at risk from the effects of flu and Covid-19. Frontline health and social care staff are also encouraged to take

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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 Whips Cross Hospital.

### 4.5.6 Community Living Rooms

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

## **APPENDICES**

## APPENDIX 1: SEVERE WEATHER ALERTS

### UKHSA's Met Office Weather-Health Alerts

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

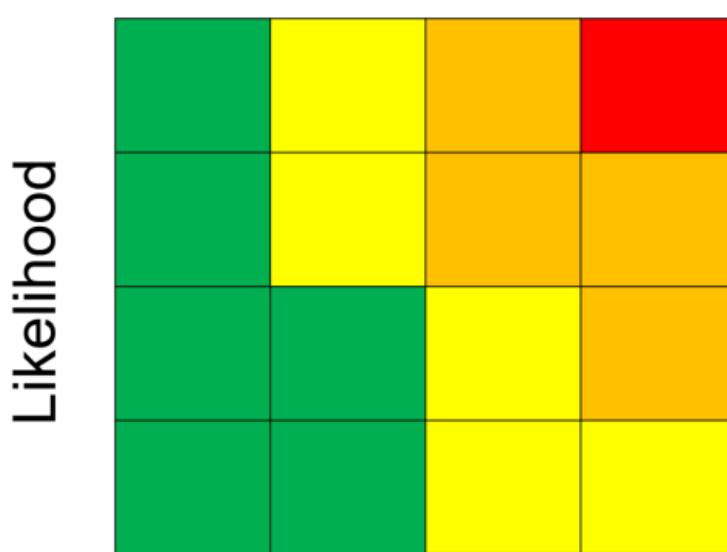
The heat-health alert (HHA) operates from 1 June to 30 September and the cold-health alert (CHA) operates from 1 November to 30 March. An out of season alert may still be issued if impacts from adverse weather (hot or cold) on health are expected.

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

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

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

**Figure 2. Impact and likelihood risk matrix**



**Impact**

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Action card holders and deputies named in this plan will be signed up to receive these email alerts automatically however, the Public Health responsible officer(s) will also circulate these to all action card holders and deputies when there is a change in alert level.

**If you are not receiving these alerts, make sure you sign up [here](#).**

For more information about these alerts, click [here](#).

## **Met Office National Severe Weather Warning Service (NSWWS)**

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

These warnings are issued to:

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

You can read more about the NSWWS and an indication of the types of impacts that could occur for each of the weather types [here](#).

## **Waltham Forest Weather-Health Alert Distribution List 2024/25**

The following table lists all colleagues who will receive UKHSA's Met Office Weather-Health Watch alerts in 2024/25. This list includes all action card holders and deputy action card holders listed in Appendix 9 and also Borough Resilience Forum partners. If you any of your LBWF colleagues are signed up to receive the Weather-Health Watch alerts and are not on this list, please update Ed Stagg ([Edward.stagg@walthamforest.gov.uk](mailto:Edward.stagg@walthamforest.gov.uk)) with this information.

Name and E-mail address	Job Title	Directorate	Role (Strategic or Operational)
Abigail Adieze <a href="mailto:&lt;Abigail.Adieze@walthamforest.gov.uk&gt;">&lt;Abigail.Adieze@walthamforest.gov.uk&gt;</a>	Assistant Director of Corporate Parenting	Families	Strategic
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Alam Khan <a href="mailto:Alam.Khan@walthamforest.gov.uk">Alam.Khan@walthamforest.gov.uk</a>	Head of Service, Adult Social Care	Families	Strategic
Alexander Olayiwola < <a href="mailto:alexander.olayiwola@walthamforest.gov.uk">alexander.olayiwola@walthamforest.gov.uk</a> >	Rough Sleeping Co-ordinator	Strategic Place	Operational
Alex Gooden <a href="mailto:alex.gooden@walthamforest.gov.uk">alex.gooden@walthamforest.gov.uk</a>	Technical Service Manager	Business Support	Operational
Alexander Irvine <a href="mailto:&lt;alexander.irvine@walthamforest.gov.uk&gt;">&lt;alexander.irvine@walthamforest.gov.uk&gt;</a>	Leadership Support Assistant	Deputy Chief Executive	Operational

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## APPENDIX 2: PUBLIC HEALTH COMMUNICATION MESSAGES & COMMUNICATIONS PLAN

### **Key public health messages and resources**

This section summarises the key public health messages for staff and residents in preparation for and in response to severe hot & cold weather. You can use these messages to form the public health advice you provide to residents and staff - as per the responsibilities in in your action cards. Council/resident focused public health messages related to hot weather will also be hosted on: <https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/stay-well-heat>

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

### **Summary of key public health messages**

#### **HOT WEATHER**

Stay out of the heat:

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

Cool yourself down:

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

Keep your environment cool:

- Keeping your living space cool is especially important for infants, the elderly or those with chronic health conditions or who can't look after themselves
- Place a thermometer in your main living room and bedroom to keep a check on the temperature
- Keep windows that are exposed to the sun closed during the day, and open windows at night when the temperature has dropped

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- Close curtains that receive morning or afternoon sun, however, care should be taken with metal blinds and dark curtains, as these can absorb heat – consider replacing or putting reflective material in-between them and the window space
- Turn off non-essential lights and electrical equipment – they generate heat
- Keep indoor plants and bowls of water in the house as evaporation helps cool the air
- If possible, move into a cooler room, especially for sleeping
- Electric fans may provide some relief where temperatures are below 35°C. Do not use electric fans in rooms where someone has a suspected/confirmed case of COVID-19 as this may help spread COVID-19 droplets in the air

Look out for others:

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

If you have a health problem:

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

If you or others feel unwell:

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

### When to call 999

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

- Feeling unwell after 30 minutes of resting in a cool place and drinking plenty of water
- Not sweating even while feeling too hot
- A high temperature of 40°C or above
- Fast breathing or shortness of breath

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- Feeling confused
- A fit (seizure)
- Loss of consciousness
- Not being responsive

Heatstroke can be very serious if not treated quickly. Put the person in the [recovery position](#) if they lose consciousness while you're waiting for help.

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

### COLD WEATHER

Keep your home warm:

- try to heat rooms you spend a lot of time in, such as the living room or bedroom, to at least 18°C
- try to reduce draughts; you can fit draft excluders around doors cheaply
- keep your bedroom windows closed at night
- wear several layers of thinner clothing; this could keep you warmer than one thicker layer

Seek financial support:

- People in financial difficulty may find it more difficult to heat their homes sufficiently. This increases the risk of becoming unwell due to cold exposure. There are grants, benefits and sources of advice available to help you [make your home more energy efficient](#), [improve your heating](#) or help manage energy bills. There are also support measures in place to help with the cost of living, [especially for those on low incomes](#). For example, if you claim certain benefits or tax credits, you may be eligible for an extra payment from the government to help with the cost of living. The government has published [energy saving tips](#) to help save money on bills.
- Visit the [Waltham Forest Council cost of living support](#) website for local information and help.

Look after yourself and others:

- Get vaccinated to help reduce your risk of getting respiratory illnesses such as flu and Covid-19 during the winter. This is particularly important if you have certain long-term health conditions that mean you are more vulnerable to the effects of cold weather. You can check your eligibility for a [flu vaccination](#) or [COVID-19 booster](#) online. Contact your pharmacist or GP or visit the NHS England website to learn more.
- Treat minor winter ailments like colds or sore throats promptly. NHS England provides information on steps you can take to manage [colds](#) or [sore throats](#) yourself, and when it may be appropriate to visit your local pharmacist for further advice and treatment.
- If you are worried about your health or feeling down, contact your local pharmacist, NHS 111 or your GP, who will all be able to offer advice and support. In an emergency dial 999.

Other people around you, particularly older neighbours, family friends and neighbours, may need extra support during cold weather. To support others you can:

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- keep in touch with them and ask whether they are feeling unwell, or whether they need any practical help
- if bad weather is [forecast](#), see if they need any help stocking up on food and medication
- if you are worried about someone else's health, contact your local pharmacist, your GP or NHS 111, who will all be able to offer advice and support
- if you think they may have [hypothermia](#), contact NHS 111 for further assessment, and in an emergency dial 999; typical signs that someone may be suffering from hypothermia include shivering, slow breathing, tiredness or confusion, and pale, cold skin.

When you are indoors:

- Try not to sit still for more than an hour or so
- If you find it difficult to move about, stretching your arms and legs can also help keep you warm
- If you have visitors, it can help stop the spread of germs to [ventilate the room](#) for a few minutes before and after they arrive; you might be more comfortable leaving the window open during their visit, if it's not too cold.

When out and about, wear shoes with good grip to avoid slips and falls on slippery or icy surfaces.

If bad weather is [forecast](#), plan ahead and check that you've got enough medication and food in case it's harder to leave the house. If you cannot leave the house, try to identify others who might be able to help pick up food and medication on your behalf. The [NHS CARE Volunteer Responders scheme](#) may be able to provide help for those who are eligible for support.

Prepare your home:

Longer term improvements to your house can greatly improve your comfort but can be expensive. You can [check your energy performance certificate \(EPC\)](#) if available for potential improvements and consider speaking to a professional depending on the kinds of changes that are suggested. Depending on what you can afford, options may include:

- regular servicing of your heating appliances can keep them working efficiently and for longer, saving you money
- insulation for water pipes to prevent them from freezing in cold weather
- loft insulation
- internal, cavity or external wall insulation
- double (or triple) window glazing

### Targeted public health hot weather messages for key groups

#### HOT WEATHER

Contained in the following UKHSA documents are specific public health messages to be used with key groups such as: elderly individuals living in residential/care home settings; children & young

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people in early years setting or at schools; and individuals in contact with health and social care services across the borough. Professionals working in these areas can also use these messages with service users.

- *Supporting vulnerable people in hot weather*
  - a) [Supporting vulnerable people before and during hot weather: social care managers](#)
  - b) [Supporting vulnerable people before and during hot weather: healthcare professionals](#)
  - c) [Looking after children and those in early years settings during heatwaves: for teachers and professionals](#)
  - d) [Supporting vulnerable people before and during hot weather: people homeless and sleeping rough](#)

## COLD WEATHER

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

*Supporting vulnerable people before and during cold weather: advice for adult social care managers and staff (UKHSA)*

Available from: <https://www.gov.uk/government/publications/cold-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-cold-weather-for-adult-social-care-managers>

*Supporting vulnerable people before and during cold weather: advice for healthcare professionals (UKHSA)*

Available from: <https://www.gov.uk/government/publications/cold-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-cold-weather-healthcare-professionals#how-to-prepare-for-cold-weather>

*Supporting vulnerable people before and during cold weather: advice for supporting homeless and those sleeping rough (UKHSA)*

Available from: <https://www.gov.uk/government/publications/cold-weather-and-health-supporting-vulnerable-people/supporting-vulnerable-people-before-and-during-cold-weather-people-homeless-and-sleeping-rough>

*Supporting vulnerable people before and during cold weather: advice for those looking after children and those in Early Years settings (UKHSA)*

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Available from: <https://www.gov.uk/government/publications/cold-weather-and-health-supporting-vulnerable-people/looking-after-children-and-those-in-early-years-settings-before-and-during-cold-weather-teachers-and-other-educational-professionals>

## Summary of suggested hot weather content for social media

### HOT WEATHER

The following [communications toolkit](#) can be used to communicate basic health information to staff and residents to ensure that they are aware of forecasted hot weather and public health guidance to mitigate the impacts of hot weather via social media.

### COLD WEATHER

Social media assets are available to download on the Campaign Resource Centre (CRC) and are now available to download on [GoogleDrive](#) alongside suggested copy and alt text.

Suggested social media copy	Image
<p><i>Please note that these assets should only be used when a yellow alert under the Cold Health Alert system has been issued.</i></p> <p>“Together with the @metoffice, UKHSA have issued a yellow cold-health alert for (parts) of England”</p> <p>“The alert covers X regions in England. Read more: XXXXX”</p> <p><i>For use regionally, the same asset to be used but region should be specified in post copy.</i></p>	 A social media asset from the UK Health Security Agency. It features a blue background with a white cloud and snowflake icon. The text "COLD WEATHER" is in the top right. The main text "Cold weather is forecast" is in the center. A thermometer icon is on the left. The bottom text reads: "Make sure you have sufficient food and medicine and take measures to reduce draughts in your home." The UKHSA logo is in the top left corner of the image area.

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COLD WEATHER

## Cold weather is forecast



Make sure you have sufficient  
food and medicine and take  
measures to **reduce draughts** in your home.



COLD WEATHER

## Cold weather is forecast



**Don't get stranded  
in cold weather**  
Look out for UKHSA Weather Health  
Alerts and Met Office National Severe  
Weather Warnings **so you can take  
informed action in time.**



COLD WEATHER

## Cold weather is forecast



**Don't get stranded  
in cold weather**  
Look out for UKHSA Weather Health  
Alerts and Met Office National Severe  
Weather Warnings **so you can take  
informed action in time.**

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<p><b><i>Please note that these assets must only be used when amber or red Cold Health Alerts are issued, or when Met Office issues a warning of snow or ice.</i></b></p> <p>“Very cold weather is forecast”</p> <p>“Don’t get stranded in cold weather. Look out for UKHSA Weather Health Alerts and Met Office National Severe Weather Warnings so you can take informed action in time”</p> <p>AND/OR</p> <p>“Very cold weather is forecast”</p> <p>“Make sure you have sufficient food and medicine and take measures to reduce draughts in your home”</p> <p>AND/OR</p> <p>“Together with the @metoffice, UKHSA have issued a amber/red cold-health alert for (parts) of England”</p> <p>“The alert covers X regions in England. Read more: XXXXX”</p> <p><i>For use regionally, the same asset to be used but region should be specified in post copy.</i></p>	 <p><b>COLD WEATHER</b></p> <p>UK Health Security Agency</p> <p><b>Very cold weather is forecast</b></p> <p><b>Don't get stranded in cold weather</b></p> <p><b>Look out for UKHSA Weather Health Alerts and Met Office National Severe Weather Warnings so you can take informed action in time.</b></p>  <p><b>COLD WEATHER</b></p> <p>UK Health Security Agency</p> <p><b>Very cold weather is forecast</b></p> <p><b>Don't get stranded in cold weather</b></p> <p><b>Look out for UKHSA Weather Health Alerts and Met Office National Severe Weather Warnings so you can take informed action in time.</b></p>
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	 <p><b>COLD WEATHER</b></p> <p>UK Health Security Agency</p> <h2>Very cold weather is forecast</h2>  <p>Make sure you have sufficient food and medicine and take measures to reduce draughts in your home.</p>  <p><b>COLD WEATHER</b></p> <p>UK Health Security Agency</p> <h2>Very cold weather is forecast</h2>  <p>Make sure you have sufficient food and medicine and take measures to reduce draughts in your home.</p>
<p>“Together with @metoffice, UKHSA have issued a yellow/amber/red cold-health alert for (parts) of England”</p> <p>“The alert covers X regions in England. Read more: XXXX”</p> <p><i>For regional colleagues, same asset to be used but their region is specified in post copy</i></p>	

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	 <p>UK Health Security Agency <b>COLD WEATHER</b></p> <h2>Cold weather is forecast</h2> <p>Things we can all do to stay warm</p> <ol style="list-style-type: none"><li>1 Heat rooms to 18 degrees if you can</li><li>2 Keep bedroom windows closed</li><li>3 Wear plenty of layers</li></ol>
<p>Caring for a vulnerable or older person this winter? Here are some tips to help them stay well through the colder months.</p> <p>For more information go to: <a href="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">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</a></p>	<p>GIFs:</p>  <p>UK Health Security Agency <b>COLD WEATHER</b></p> <h3>How to stay warm</h3> <p>Keep yourself warm at home this winter</p>

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UK Health Security Agency

COLD WEATHER

How to  
stay warm

Plan ahead  
to keep warm and  
well this winter



"In this cold weather, don't forget to look out for anyone close to you who might struggle with the drop in temperature"

"Check our list of people at higher risk  
<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>"

UK Health Security Agency

COLD WEATHER

Look out  
for others as  
temperature drops

**Cold weather can have serious consequences for health.** Older people, young children and those with certain long-term health conditions may be particularly at risk.



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UK Health Security Agency

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health conditions may be particularly at risk.

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## Suggested hashtags

#ColdWeather #WeatherReady #WeatherAware

## Resources to share with the public/service users

### HOT WEATHER

- **Beat the heat: staying safe in hot weather**

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

**Easy read version:**

[https://assets.publishing.service.gov.uk/media/65d4e072188d770011038782/Beat\\_the\\_heat\\_staying\\_safe\\_in\\_hot\\_weather\\_EASY\\_READ-1.pdf](https://assets.publishing.service.gov.uk/media/65d4e072188d770011038782/Beat_the_heat_staying_safe_in_hot_weather_EASY_READ-1.pdf)

**BSL version:** <https://www.youtube.com/watch?v=-tVq12tOTBs>

- **Beat the Heat (Poster):**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1075144/Beat\\_the\\_Heat\\_Poster\\_2022.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1075144/Beat_the_Heat_Poster_2022.pdf)

**BSL version:** <https://www.youtube.com/watch?v=JAghHKkSWB4>

- **Beat the Heat: Keep cool at home checklist**

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

**BSL version:** <https://www.youtube.com/watch?v=ZqRNPQRjCms>

Versions of all three products in 12 other languages can also be found in the top right hand corner of the [Beat the Heat landing page](#).

- **Easy read version of the Heatwave Plan for England 2025**

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[https://assets.publishing.service.gov.uk/media/65d4d2a1188d770011038777/Adverse\\_weather\\_health\\_plan\\_EASY\\_READ-1.pdf](https://assets.publishing.service.gov.uk/media/65d4d2a1188d770011038777/Adverse_weather_health_plan_EASY_READ-1.pdf)

## COLD WEATHER

**Keeping warm and well: staying safe in cold weather:** Advice on staying well in cold weather, covering issues such as financial help, healthy lifestyle, flu vaccinations and heating.

- [Keeping warm and well: staying safe in cold weather \(HTML\)](#)
- [Top tips for keeping warm and well this winter \(print version\)](#)
- [Keeping warm and well: staying safe in cold weather \(poster\)](#)

### Other resources:

- [Find out which local services disrupted are by severe weather by postcode](#)
- [NHS England: Seasonal vaccinations and winter health](#)
- [Met Office: Find a forecast](#)
- [Met Office Weather Ready](#)

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### APPENDIX 3: GROUPS MOST VULNERABLE TO EXTREME HOT & COLD WEATHER

#### Who is most at risk?

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

#### Key groups at risk from hot weather

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

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

#### Key groups at risk from cold weather

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

- older people (aged 65 years and over)
- people with long-term health conditions such as cardiovascular or respiratory disease, or a mental health condition
- pregnant women
- young children (particularly those aged 5 and under)
- people with learning disabilities
- people at risk of falls
- people who live alone and may be unable to care for themselves
- people who are housebound or have low mobility
- people living in deprived circumstances

### APPENDIX 6: SEVERE WEATHER SITUATION REPORT - SITREP

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

### **Heatwave SITREP Survey**

You can complete the heatwave SITREP form online via this link:

<https://forms.office.com/r/0G3pbmHCZ0>

### **Cold Weather SITREP Survey**

You can complete the cold weather SITREP form online via this link:

<https://forms.office.com/r/VSeuks2Kks>

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## APPENDIX 4: HEALTH IMPACTS OF HOT & COLD WEATHER

### Health Impacts of Hot Weather

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

Additionally, there are specific heat-related illnesses including:

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

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## **Health Impacts of Cold Weather**

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

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

Direct effects are:

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

Indirect effects are:

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

There are many reasons for the increased risk of ill-health in cold weather. These include:

- higher frequency of circulating infectious diseases, such as flu and norovirus during the winter months

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### APPENDIX 5: COMMUNITY LIVING ROOMS

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

#### **COMMUNITY LIVING ROOMS NETWORK**

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

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

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

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

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

#### **WHAT ARE COOL SPACES?**

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

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

#### **COOL SPACES IN WALTHAM FOREST**

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

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## **SUGGEST A COOL SPACE**

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

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

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**APPENDIX 7: Hot weather action cards**

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## ACTION CARD 1 – PUBLIC HEALTH

### RESPONSIBLE OFFICER(S)

Director of Public Health

Public Health Consultant

Public Health Strategist(s)

### RESPONSIBILITIES

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

### ACTIONS

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure the Heatwave plan is up to date</li><li>• Ensure that appropriate Council staff are signed up to and receive <a href="#">Weather-Health alerts</a></li><li>• Ensure the hot weather distribution list is up to date and includes representatives from all services listed in the action cards and also Borough Resilience Forum partners</li><li>• Ensure that template public health messages reflect the latest national guidance</li><li>• Distribute latest copy of plan to all appropriate Council staff and partners and ensure they are aware of their actions around hot weather</li><li>• Ensure current public health messages for heatwaves are reflected in Council's business continuity plan.</li><li>• Ensure that hot weather considerations are included within Council business continuity plans</li><li>• Provide advice to relevant leads and services as per action cards below</li><li>• Ensure that Communications have copies of public health messages relevant to different levels of Heat alert and have plans in place to send these out internally and externally</li><li>• Confirm that multi-agency arrangements for identification of the vulnerable are up to date</li></ul>

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<b>YELLOW (response)</b>	<ul style="list-style-type: none"> <li>Consider if Director of Public Health needs to lead as Council Silver (80% chance of reaching Amber alert)</li> <li>Ask Council services to confirm they are implementing plan via SITREP (80% likelihood of reaching Amber)</li> <li>Ensure that staff are warned and given public health advice. Available at: <a href="#">Stay well in the heat   London Borough of Waltham Forest</a></li> <li>Ask Council services to confirm they are prepared to implement plan</li> <li>Discuss with Adult Social Care the possibility of personalised support</li> <li>Discuss with DPH and Adult Social Care the need for 'frontline' staff to help identify vulnerable individuals</li> <li>Ask partner agencies to prepare to share information on vulnerable</li> </ul>
<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"> <li>Act as Council Silver, advised by Public Health responsible officer(s)</li> <li>Hold heatwave activation meeting</li> <li>Ask Council services to confirm they are implementing this plan via SITREP</li> <li>If appropriate, ask 'frontline' services to identify vulnerable residents</li> <li>Provide strategic guidance to Directors and Chief Executive</li> <li>Request information on vulnerable residents from partner agencies</li> <li>Seek assurances that resilience partners are responding appropriately to mitigate the impact of the hot weather</li> <li>Monitor heat-related morbidity and mortality in the borough</li> </ul> <p>When Level 3/4 is prolonged:</p> <ul style="list-style-type: none"> <li>Hold heatwave response meeting and where assurance has not been ascertained, invite action card holders to a further meeting to provide updates on actions undertaken and issues arising, continuing daily until exiting level 3/4</li> </ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"> <li>As for Amber</li> <li>Follow national guidance as per media advice</li> </ul>

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## ACTION CARD 2 – ADULT SOCIAL CARE

### RESPONSIBLE OFFICER(S)

Corporate Director Adult Social Care & Quality Standards

Assistant Directors - ASC & QS

Heads of Service, ASC

Managers, ASC & QA

### RESPONSIBILITIES

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

### SETTINGS

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

### ACTIONS

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key social care staff are signed up to receive <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Ensure social care staff, care home managers etc. are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts</li><li>• Ensure social care business continuity plans are up to date, include consideration of heatwaves and are shared with staff</li><li>• Ensure social care staff are aware of the risks of severe hot weather, who is most at risk and how to respond when a person drawing on care and support is unwell</li><li>• Ensure social care staff are aware of public health messages around hot weather and how they can support people drawing on care and support to stay cool. This includes staff who visit people in their own homes. Public health messages on the <a href="#">Council's website</a> and also in the UKHSA communications toolkit available <a href="#">here</a></li><li>• Ensure social care staff are aware of <a href="#">community living rooms</a> &amp; <a href="#">cool spaces</a> available across the borough and how service users can access these.</li><li>• Consider putting up UKHSA 'Beat the Heat' posters around settings to remind staff and service users how to stay safe during hot weather. Available <a href="#">here</a>.</li><li>• Ensure there are measures in place to identify and support vulnerable people drawing on care and support e.g. share advice on measures</li></ul>

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	<p>individuals and carers can take to keep cool, implement measures to keep social care settings cool, provide supplies to help keep people drawing on care and support cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice available <a href="#">here</a></p> <ul style="list-style-type: none"> <li>• Ensure adult social care services are sufficiently prepared to prevent dehydration among people drawing on care and support. <a href="#">Advice on how to prevent dehydration</a></li> <li>• Ensure plans to keep buildings cool are in place and fit for purpose</li> <li>• Consider whether the Council intends to provide targeted support to vulnerable individuals during a heatwave e.g. electric fans, water jugs, sunscreen etc.</li> </ul>
<b>YELLOW (response)</b>	<ul style="list-style-type: none"> <li>• Ensure key ASC staff are aware of the forecasted hot weather</li> <li>• Ensure ASC staff are sharing news of the forecast with social care users</li> <li>• Ensure front line social care staff are disseminating public health messages around hot weather and how people can stay cool and safe to people drawing on care and support</li> <li>• Ensure business continuity plans are enacted, where appropriate</li> <li>• Ensure social care staff are sharing details of community living rooms, cool spaces and other support available across the borough with people drawing on care and support</li> <li>• Identify vulnerable people drawing on care and support and provide package of support to them where required e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep people drawing on care and support cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice available <a href="#">here</a></li> <li>• Ensure social care staff are implementing measures to prevent dehydration among people drawing on care and support</li> <li>• Ensure indoor temperatures remain under 26°C</li> <li>• Discuss with adult social care services if there are any concerns they foresee in implementing the plan i.e. re: provision of supplies to residents</li> <li>• Where necessary, adult social care staff should review care plans of people drawing on care and support and adapt these in light of any additional risk posed by the heatwave, making note of any additional people drawing on care and support that may be particularly vulnerable and/or socially-isolated. Further discussion to take place with adult social care services on the possibility of personalised support and additional welfare checks for some individuals as required</li> </ul>
<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"> <li>• Ensure that public health messages continue to be shared with people drawing on care and support</li> <li>• Ensure details of community living rooms, cool spaces and other support available continue to be shared with people drawing on care and support</li> <li>• Provide support to those who have been identified as vulnerable e.g. share advice on measures individuals and carers can take to keep cool, provide</li> </ul>

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	<p>supplies to help keep people drawing on care and support cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell</p> <ul style="list-style-type: none"><li>• Ensure social care staff are implementing measures to prevent dehydration among people drawing on care and support</li><li>• Ensure indoor temperatures remain under 26°C</li><li>• Carry out welfare checks to all residents (in the settings above) noted as particularly vulnerable/socially-isolated that may be negatively affected by heatwave</li><li>• Support staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas</li><li>• Seek regular feedback from frontline staff and people drawing on care and support about how well they are coping with the hot weather</li></ul> <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"><li>• Maintain Amber actions throughout the heatwave</li><li>• Increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that people drawing on care and support are staying cool</li><li>• Monitor cold weather-related illness and deaths among people drawing on care and support and report this to your commissioning lead and/or the public health responsible officer (Ed Stagg)</li></ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>• As for Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## ACTION CARD 3 – CHILDREN’S SOCIAL CARE

### RESPONSIBLE OFFICER(S)

Corporate Director of Children’s Social Care  
Assistant Director for Corporate Parenting  
Assistant Director for Quality Assurance & Principle Reviewing Officer  
Assistant Director - MASH, Safeguarding and Family Support  
Assistant Director for Youth and Family Resilience Service  
Social Care Managers

### RESPONSIBILITIES

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

### SETTINGS

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

### ACTIONS

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key social care staff are signed up to receive <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Ensure social care staff, care home managers etc. are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts</li><li>• Ensure social care business continuity plans are up to date, include consideration of heatwaves and are shared with staff</li><li>• Ensure social care staff are aware of the risks of severe hot weather, who is most at risk and how to respond when a service user is unwell</li><li>• Ensure social care staff are aware of public health messages around hot weather and how they can support service users to stay cool. This includes staff who visit people in their own homes. Public health messages on the <a href="#">Council's website</a> and also in the UKHSA communications toolkit available <a href="#">here</a></li><li>• Ensure social care staff are aware of <a href="#">community living rooms</a> &amp; <a href="#">cool spaces</a> available across the borough and how service users and families can access these</li></ul>

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	<ul style="list-style-type: none"><li>• Consider putting up UKHSA 'Beat the Heat' posters around settings to remind staff and service users how to stay safe during hot weather. Available <a href="#">here</a>.</li><li>• Ensure there are measures in place to identify and support vulnerable children's social care users e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep social care settings cool, provide supplies to help keep social care users cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice available for social care managers <a href="#">here</a> and for those working with children <a href="#">here</a></li><li>• Ensure plans to keep buildings cool are in place and fit for purpose</li><li>• Consider whether the Council intends to provide targeted support to vulnerable individuals during a heatwave e.g. electric fans, water jugs, sunscreen etc.</li></ul>
<b>YELLOW (response)</b>	<ul style="list-style-type: none"><li>• Ensure key CSC staff are aware of the forecasted hot weather</li><li>• Ensure CSC staff are sharing news of the forecast with social care users</li><li>• Ensure front line social care staff are disseminating public health messages around hot weather and how people can stay cool and safe to service users</li><li>• Ensure business continuity plans are enacted, where appropriate</li><li>• Ensure social care staff are sharing details of community living rooms, cool spaces and other support available across the borough with service users and families</li><li>• Identify vulnerable children's social care users and provide package of support to them where required e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice available <a href="#">here</a></li><li>• Ensure indoor temperatures remain cool</li><li>• Discuss with children's social care services if there are any concerns they foresee in implementing the plan i.e. re: provision of supplies to residents</li><li>• Where necessary, children's social care staff should review service users/residents care plans and adapt these in light of any additional risk posed by the heatwave, making note of any additional users that may be particularly vulnerable and/or socially-isolated. Further discussion to take place with children's social care services on the possibility of personalised support and additional welfare checks for some individuals as required</li></ul>

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<b>AMBER</b> (enhanced response)	<ul style="list-style-type: none"><li>• Ensure that public health messages continue to be shared with service users</li><li>• Ensure details of community living rooms, cool spaces and other support available continue to be shared with service users</li><li>• Provide support to those who have been identified as vulnerable e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep social care users cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell</li><li>• Ensure indoor temperatures remain cool</li><li>• Carry out welfare checks to all residents (in the settings above) noted as particularly vulnerable/socially-isolated that may be negatively affected by heatwave</li><li>• Support staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas</li><li>• Seek regular feedback from frontline staff and service users about how well they are coping with the hot weather</li></ul> <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"><li>• Maintain Amber actions throughout the heatwave</li><li>• Increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that service users are staying cool</li><li>• 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)</li></ul>
<b>RED</b> (emergency response)	<ul style="list-style-type: none"><li>• As for Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## ACTION CARD 4 – CORPORATE COMMUNICATIONS

### RESPONSIBLE OFFICER(S)

Senior PR & Digital Manager

Strategic Communications Manager for Public Health

Senior Internal Communications Officer

### RESPONSIBILITIES

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

### ACTIONS

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key Communications staff are signed up to receive <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Check that template public health communication messages reflect the latest guidance (advised by Public Health and using the <a href="#">UKHSA communications toolkit</a>)</li><li>• Ensure that the hot weather pages of the Council website are running and have been updated with the latest guidance. Available at: <a href="#">Stay well in the heat   London Borough of Waltham Forest</a></li><li>• Agree and begin to issue proactive “<i>stay well in the heat</i>” messages to the public through the Council’s different communications channels. Consider how best to reach those who are most vulnerable to the impacts of hot weather and share plan with public health</li><li>• Agree and begin to issue proactive “<i>stay well in the heat</i>” messages to staff members via internal channels</li><li>• Disseminate proactive public health heatwave weather messages to staff and the voluntary sector, again considering how best to reach those who are most vulnerable to the impacts of hot weather</li><li>• Share information with residents about services which vulnerable residents can access during the Summer months, this includes <a href="#">community living rooms</a> &amp; <a href="#">cool spaces</a> available across the borough.</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>• Ensure key Communications staff are aware of the Weather-Health alert</li><li>• Continue to share public health hot weather messages to the public through the Council’s communications channels</li><li>• Disseminate communications to managers around completing hot weather risk assessments. This guidance is available <a href="#">here</a>.</li><li>• Continue to disseminate proactive public health heatwave weather messages to staff and the voluntary sector, again considering how best to reach those who are most vulnerable to the impacts of hot weather</li></ul>

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	<ul style="list-style-type: none"><li>• Continue to share information with residents about services which vulnerable residents can access during the Summer months, this includes community living rooms and cool spaces across the borough</li><li>• Continue to consider how best to reach those who are most vulnerable to the impacts of hot weather and prioritise as necessary</li></ul>
<b>AMBER</b> (enhanced response)	<ul style="list-style-type: none"><li>• Maintain Yellow actions, including any new information relevant to Amber</li><li>• Disseminate communications to managers around completing hot weather risk assessments <b>as a priority</b> (i.e. within 24 hours). This guidance is available <a href="#">here</a>.</li><li>• Disseminate proactive public health heatwave weather messages to staff and the voluntary sector <b>as a priority</b> (i.e. within 24 hours).</li><li>• At this point, involve the on-call team to help with the dissemination of messages to staff and to the public</li><li>• Follow national guidance as per media advice</li></ul>
<b>RED</b> (emergency response)	<ul style="list-style-type: none"><li>• As Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## ACTION CARD 5 – HOUSING (INC. ROUGH SLEEPERS & THOSE IN TEMPORARY ACCOMMODATION)

### RESPONSIBLE OFFICER(S)

Corporate Director of Housing  
Director of Housing Delivery and Assets  
Director of Housing Options and Homelessness  
Assistant Director Housing – Place Services  
Assistant Director of Housing Repairs & Planned Works  
Head of Income and Lettings  
Head of Housing Strategy and Partnerships  
Housing Strategy and Implementation officer  
Housing Communications Lead  
Tenancy Manager  
Rough Sleeping Coordinator  
Housing Partnerships manager  
Independent Living Service Team manager  
Housing Engagement manager  
TMO Management Officer

### RESPONSIBILITIES

- Protect Waltham Forest residents and their homes from the effects of hot weather/heatwaves.
- Specific focus on protecting the vulnerable residents or those who are in sheltered housing, temporary accommodation or who are sleeping rough.
- Ensure Severe Weather Emergency Protocol (SWEP) is reviewed and ready to activate.
- Activate SWEP where required.

### ACTIONS

Alert Level	Actions to be taken
GREEN (preparedness)	<p><b>Rough Sleepers &amp; those in Temporary Accommodation:</b></p> <ul style="list-style-type: none"><li>• Ensure key housing staff are signed up to receive <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Ensure housing staff are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts</li><li>• Ensure housing business continuity plans are up to date, including consideration of hot weather and are shared with key staff</li><li>• Be assured that commissioned housing providers have included consideration of hot weather/heatwaves as part of their routine business continuity plans</li><li>• Ensure housing staff are aware of public health messages around hot weather and how they can support tenants and customers to stay cool. This includes staff who visit people in their own homes. Public health messages on the <a href="#">Council's website</a> and also in the UKHSA communications toolkit available <a href="#">here</a></li></ul>

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- Work with the communications team to ensure that communications to Waltham Forest residents include advice about how to keep their homes cool during Summer and what residents can do if they are struggling to do so. Advice around how to keep homes cool is available [here](#)
- Ensure housing staff are aware of the risks of severe hot weather, who is most at risk and how to respond when tenant or customer is unwell
- Ensure housing staff are aware of [community living rooms](#) & [cool spaces](#) available across the borough and how tenants and customer can access these.
- Consider putting up UKHSA 'Beat the Heat' posters in communal settings to remind tenants how to stay safe during hot weather. Available [here](#)
- Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are aware of the public health messages to mitigate the impact of hot weather on service users and residents and that plans are in place to share these
- Ensure that plans are in place to support tenants and customers to maintain a "reasonable" temperature in their property during severe hot weather. Ensure staff are aware of these plans. *This could include checking room temperatures where disabled or vulnerable service users spend most of their time. Providing messages to keep rooms well-ventilated, keep curtains drawn over south facing windows, find cooler rooms in the house to sit in.*

## Rough Sleeping team:

- Liaise with providers of daytime provisions i.e. day-time shelters to manage health risks related to the hot weather.
- Plan SWEP with relevant partners, both internal and external
- Consider how people will travel to SWEP accommodation and ensure distances and travel costs are not a barrier for accessing the service
- Ensure there are measures in place to support individuals sleeping rough e.g. providing brief advice on measures individuals can take including staying in the shade, accessing cool spaces, providing sunscreen and bottled water where necessary, checking for any signs of heat-related illness and dehydration. Further advice is available [here](#)
- Ensure information provided is available in other languages where required

## Residents in Council Housing:

- Ensure consideration of hot weather/heatwaves has been included as part of routine housing business continuity plans and is up to date
- Ensure that 'stay well in the heat' communications to Waltham Forest residents include advice about how to keep their homes cool during summer and promote use of the ['keep cool at home' checklist](#). Communications could be sent out to Tenants & Residents Associations;

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	<p>Estate WhatsApp groups, notice boards and involved resident's database as well as Community Centre users/stakeholders</p> <ul style="list-style-type: none"><li>• Ensure that housing staff are aware of public health messages for service users and residents to minimize the impact of hot weather. This information is available in the local and national heatwave plan and in the UKHSA 'Beat the Heat' guidance.</li><li>• Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management Organisations, customer resolution service, Citizens Advice Bureau are aware of the public health messages to mitigate the impact of hot weather on service users and residents and that plans are in place to share these</li><li>• Where LBWF is responsible for housing, ensure that plans are in place to support homes to maintain a "reasonable" temperature during severe hot weather. Ensure staff are aware of these plans. This could include checking room temperatures where disabled or vulnerable service users spend most of their time, providing messages to keep rooms well-ventilated, keep curtains drawn over south facing windows, find cooler rooms in the house to sit in.</li></ul>
<b>YELLOW (response)</b>	<p><b>Rough Sleepers &amp; those in Temporary Accommodation:</b></p> <ul style="list-style-type: none"><li>• Ensure key housing staff are aware of the forecasted hot weather</li><li>• Request the activation of commissioned providers' housing business continuity plans</li><li>• Ensure housing staff are communicating public health messages to residents around hot weather and how they can support service users to stay cool, how they can keep their own homes cool etc. This includes staff who visit people in their own homes. Public health messages on the <a href="#">Council's website</a> and also in the UKHSA communications toolkit available <a href="#">here</a>. Advice around how to keep homes cool is available <a href="#">here</a></li><li>• Ensure housing staff are sharing details of community living rooms &amp; cool spaces available across the borough and how service users can access these</li><li>• Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are sharing public health messages to mitigate the impact of hot weather on service users and residents</li><li>• Activate plans to support council tenants and customers living in LBWF housing to maintain their homes at "reasonable" temperatures during hot weather, including ensuring vulnerable people are managing to stay cool. This may only be possible for sheltered housing settings where staff are on-site more regularly</li><li>• Consider suspending/partially suspending resident activities such as Murals on Estates and gardening projects if weather gets too hot</li></ul> <p><b>Rough Sleeping team:</b></p> <ul style="list-style-type: none"><li>• Activate plans to individuals sleeping rough e.g., with brief advice on measures individuals can take including staying in the shade, accessing</li></ul>

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	<p>cool spaces, providing sunscreen and bottled water where necessary. Further advice is available <a href="#">here</a></p> <ul style="list-style-type: none"><li>• Ensure SWEP is ready to be activated and a SWEP a designated coordinator for single point of contact is identified</li><li>• Monitor temperatures and communicate with relevant partners to ensure provision can be implemented quickly</li><li>• Confirm SWEP plans with relevant partners</li><li>• Ensure that organisations/staff that may come into contact with people sleeping rough (especially out of hours) are aware of provisions and referral routes</li></ul> <p><b>Residents in Council Housing:</b></p> <ul style="list-style-type: none"><li>• Ensure housing staff and projects teams are aware of the heatwave alert</li><li>• Ensure that housing staff are communicating messages to service users residents about how to keep their homes cool/how to mitigate the impact of hot weather, including encouraging use of the 'keep cool at home' checklist where appropriate. This can be done via daily contacts or via other communication channels to Tenants &amp; Residents Associations; Estate WhatsApp groups, notice boards and involved residents database as well as Community Centre users/stakeholders</li><li>• Ensure that housing staff are sharing public health messages for service users and residents to minimize the impact of hot weather. This information is available in the local and national heatwave plan and in the UKHSA 'Beat the Heat' guidance</li><li>• Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are sharing public health messages to mitigate the impact of hot weather on residents</li><li>• Activate business continuity arrangements and emergency plans as required</li><li>• Activate plans to support those living in LBWF housing to maintain their homes at "reasonable temperatures" during hot weather, as appropriate, including ensuring vulnerable people are managing to cool their home/stay cool</li><li>• Encourage staff to consider postponing/rearranging visits to cooler parts of the day (or different days)</li><li>• Consider holding outdoor consultation meetings indoors (if it is cooler than outside) or in cool/shaded areas</li><li>• Consider suspending/partially suspending activities such as Murals on Estates and gardening projects if weather gets too hot</li></ul>
<b>AMBER (enhanced response)</b>	<p><b>Rough Sleepers &amp; those in Temporary Accommodation:</b></p> <ul style="list-style-type: none"><li>• Ensure commissioned providers' housing business continuity plans continue to be activated as required</li><li>• Ensure housing staff continue to communicate public health messages to residents around hot weather and how they can support service users to stay cool, how they can keep their own homes cool etc. This includes</li></ul>

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staff who visit people in their own homes. Public health messages on the [Council's website](#) and also in the UKHSA communications toolkit available [here](#). Advice around how to keep homes cool is available [here](#)

- Ensure housing staff continue to share details of community living rooms & cool spaces available across the borough and how service users can access these
- Ensure that agencies who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau continue to share public health messages to mitigate the impact of hot weather on service users and residents
- Continue to support those living in LBWF housing and temporary accommodation to maintain their homes at “reasonable” temperatures during hot weather, including ensuring vulnerable people are managing to stay cool. This may only be possible for sheltered housing settings where staff are on-site more regularly
- Encourage staff to postpone/rearrange visits to cooler parts of the day (or different days)
- Suspend/partially suspend resident activities such as Murals on Estates and gardening projects if weather gets too hot

## **Rough Sleeping team:**

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

## If heatwave is prolonged:

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

## **Residents in Council Housing:**

- Continue to implement actions as per Yellow alert, including continuing to communicate public health messages to service users and residents via the previously mentioned channels

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	<ul style="list-style-type: none"><li>• Ensure that agencies who also come into contact with residents e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau are continuing to share public health messages to mitigate the impact of hot weather on service users and residents</li><li>• Ensure continuity arrangements are being enacted as appropriate (including by commissioned housing services)</li><li>• Encourage staff to postpone/rearrange visits to cooler parts of the day (or different days)</li><li>• Hold outdoor consultation meetings indoors (if it is cooler than outside) or in cool/shaded areas</li><li>• Suspend/partially suspend activities such as Murals on Estates and gardening projects if weather gets too hot</li></ul> <p>In the event of a prolonged heatwave:</p> <ul style="list-style-type: none"><li>• Contact housing associations across the borough who also provide social housing to check how the hot weather is impacting residents, to get an update as to whether they are aware of guidance and actions to mitigate the impact of hot weather</li></ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>• As Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## ACTION CARD 6 – COUNCIL COMMISSIONED SERVICES

### RESPONSIBLE OFFICER(S)

Director of Integrated Commissioning

Supplier Quality Manager

Placement Manager

Assistant Director for Integrated Commissioning

Supplier Quality Officer

Supply Quality Governance Lead

Commissioning and Supplier Relationship Managers: Homecare manager; LD and MH Residential Manager; Children's Manager; Supported Living Manager; Older People Manager

### 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.
- To share action cards with provider staff (preferably provider managers) and ensure that they lead the response for their individual service and undertake actions outlined in this plan to minimise risk to service users

### SETTINGS

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

### ACTIONS

Alert Level	Actions to be taken
GREEN (preparedness)	<p><b>Commissioner/Action Card holder:</b></p> <ul style="list-style-type: none"><li>• Ensure commissioned services are aware of the Severe Weather plan and their responsibilities in this action card</li><li>• Seek assurance that commissioned services have the arrangements in place below</li><li>• Share this action card with service managers of commissioned services</li><li>• Be assured that commissioned housing providers have included consideration of hot weather as part of their routine business continuity plans</li><li>• Share information with service managers about how residents can access <a href="#">community living rooms</a> &amp; <a href="#">cool spaces</a> available across the borough.</li></ul> <p><b>Commissioned services:</b></p> <ul style="list-style-type: none"><li>• Ensure key service staff are signed up for the <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Ensure frontline staff are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts</li></ul>

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- Ensure social care business continuity plans are up to date, include consideration of heatwaves and are shared with staff
- Ensure staff are aware of the risks of severe hot weather, who is most at risk and how to respond when a service user is unwell
- Ensure staff are aware of public health messages around hot weather and how they can support service users to stay cool. This includes staff who visit people in their own homes. Public health messages on the [Council's website](#) and also in the UKHSA communications toolkit available [here](#). Specific messages for staff supporting vulnerable people are available in the following guidance documents: [social care managers](#), [healthcare professionals](#), [those supporting rough sleepers](#) and [those supporting children](#)
- Ensure social care staff are aware of [community living rooms](#) & [cool spaces](#) available across the borough and how service users and families can access these.
- Consider putting up UKHSA 'Beat the Heat' posters around settings to remind staff and service users how to stay safe during hot weather. Available [here](#).
- Ensure there are measures in place to identify and support vulnerable service users e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep buildings cool, provide supplies to help keep service users cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice available in the following guidance documents: [social care managers](#), [healthcare professionals](#), [those supporting rough sleepers](#) and [those supporting children](#)
- Ensure plans to keep buildings cool are in place and fit for purpose

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YELLOW (response)	<p><b>Commissioner/Action Card holder:</b></p> <ul style="list-style-type: none"><li>• Ensure that commissioned services are undertaking actions in this action card</li><li>• Continue to share information with service managers about how residents can access community living rooms &amp; cool spaces available across the borough and how service users can access these</li><li>• Feedback any concerns raised by service managers to the appropriate leads in adult and/or children's social care</li></ul> <p><b>Commissioned services:</b></p> <ul style="list-style-type: none"><li>• Ensure key staff are aware of the forecasted hot weather</li><li>• Ensure staff are sharing news of the forecast with social care users</li><li>• Ensure front line staff are disseminating public health messages around hot weather and how people can stay cool and safe to service users</li><li>• Ensure business continuity plans are enacted, where appropriate</li><li>• Ensure staff are sharing details of community living rooms, cool spaces and other support available across the borough with service users and families</li><li>• Identify vulnerable service users and provide package of support to them where required e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep social care users cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell.</li><li>• Ensure indoor temperatures remain cool</li><li>• Where necessary, staff should review service users/residents care plans and adapt these in light of any additional risk posed by the heatwave, making note of any additional users that may be particularly vulnerable and/or socially isolated. Further discussion should take place on the possibility of personalised support and additional welfare checks for some individuals as required</li><li>• Where requested, provide assurance to commissioners about what actions you are taking to mitigate the impact of the hot weather on service users</li><li>• Discuss with your commissioning lead any concerns you foresee in your ability to implement the plan i.e. re: provision of supplies to service users</li></ul>
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<b>AMBER (enhanced response)</b>	<p><b>Commissioner/deputies:</b></p> <ul style="list-style-type: none"><li>• Seek assurance that commissioned services are continuing to undertake actions below</li><li>• Continue to share information with service managers about how residents can access community living rooms &amp; cool spaces available across the borough and how service users can access these</li><li>• Continue to feedback any concerns raised by service managers to the appropriate leads in adult and/or children's social care</li></ul> <p><b>Commissioned services:</b></p> <ul style="list-style-type: none"><li>• Ensure that public health messages continue to be shared with service users</li><li>• Ensure details of community living rooms, cool spaces and other support available continue to be shared with service users</li><li>• Provide support to those who have been identified as vulnerable e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep social care users cool, implement measures to keep social care settings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell</li><li>• Ensure indoor temperatures remain cool</li><li>• Carry out welfare checks to service users noted as particularly vulnerable/socially-isolated that may be negatively affected by heatwave</li><li>• Support staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas</li><li>• Seek regular feedback from frontline staff and service users about how well they are coping with the hot weather</li><li>• Discuss with your commissioning lead any difficulties you are experiencing in implementing the plan and any support you may require</li></ul> <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"><li>• Maintain Amber actions throughout the heatwave</li><li>• Increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that service users are staying cool</li><li>• Monitor hot weather-related illness and deaths among service users and report this to your commissioning lead and/or the public health responsible officer (Ed Stagg)</li></ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>• As Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## ACTION CARD 7 – SCHOOLS & EDUCATIONAL SETTINGS

### RESPONSIBLE OFFICER(S)

Director of Learning  
Interim Head of School Effectiveness  
Children's Services: Head of Human Resources  
Head of Education Business Effectiveness  
Head of Early Years, Childcare & Business Development  
Place Development & Premises Manager  
Out of School & Positive Activity Officer  
Headteachers/Governors  
Digital & Content Officer

### RESPONSIBILITIES

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

### ACTIONS

Alert Level	Actions to be taken
GREEN (preparedness)	<p><b>Director of Learning/Action Card holder:</b></p> <ul style="list-style-type: none"><li>• Ensure schools are aware of the Severe Weather plan and their responsibilities in this action card</li><li>• Seek assurance that schools have the arrangements in place below</li><li>• Share this action card with Headteachers/Governors of schools</li><li>• Be assured that schools have included consideration of hot weather as part of their routine business continuity and out of school plans</li><li>• Share information with schools about how families can access <a href="#">community living rooms</a> &amp; <a href="#">cool spaces</a> available across the borough.</li></ul> <p><b>Headteacher/Governors:</b></p> <ul style="list-style-type: none"><li>• Ensure key staff are signed up for the <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Ensure staff are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts</li><li>• Ensure school business continuity and out of school plans are up to date, include consideration of heatwaves and are shared with staff</li><li>• Ensure staff are aware of the risks of severe hot weather, who is most at risk and how to respond when a pupil is unwell</li></ul>

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	<ul style="list-style-type: none"><li>• Ensure staff are aware of public health messages around hot weather and how they can support pupils to stay cool. Public health messages are available on the <a href="#">Council's website</a> and specific guidance for staff and teachers <a href="#">supporting children</a> available here</li><li>• Ensure staff are aware of <a href="#">community living rooms</a> &amp; <a href="#">cool spaces</a> available across the borough and how pupils and families can access these. Info available at:</li><li>• Consider putting up UKHSA 'Beat the Heat' posters around schools to remind staff and pupils how to stay safe during hot weather. Available <a href="#">here</a>.</li><li>• Ensure there are measures in place to identify and support vulnerable pupils e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep buildings cool, provide supplies to help keep pupils cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Guidance for <a href="#">those supporting children</a> is available here</li><li>• Ensure plans to keep buildings cool are in place and fit for purpose</li></ul>
<b>YELLOW (response)</b>	<p><b>Director of Learning/Action Card holder:</b></p> <ul style="list-style-type: none"><li>• Seek assurance that schools are undertaking actions in this action card</li><li>• Continue to share information with schools about how families can access community living rooms &amp; cool spaces available across the borough</li><li>• Feedback any concerns raised by Headteachers/Governors to public health</li></ul> <p><b>Headteacher/Governors:</b></p> <ul style="list-style-type: none"><li>• Ensure key staff are aware of the forecasted hot weather</li><li>• Ensure staff are sharing news of the forecast with pupils and parents</li><li>• Ensure staff are disseminating public health messages around hot weather and how people can stay cool and safe to pupils and parents</li><li>• Ensure business continuity and out of school plans are enacted, where appropriate</li><li>• Ensure staff look for signs of hot weather-related illness</li><li>• Ensure staff are sharing details of community living rooms, cool spaces and other support available across the borough with pupils and families</li><li>• Identify vulnerable pupils and provide package of support to them where required e.g. share advice on measures individuals and parents can take to keep cool, provide supplies to help keep pupils cool, implement measures to keep buildings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell</li><li>• Ensure indoor temperatures remain cool</li><li>• Where requested, provide assurance to the Council's Education team about what actions your school is taking to mitigate the impact of the hot weather on pupils</li></ul>

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	<ul style="list-style-type: none"><li>• Discuss with the Council's Education team any concerns you foresee in your ability to implement the plan i.e. re: provision of supplies to pupils</li></ul>
<b>AMBER (enhanced response)</b>	<p><b>Director of Learning/Action Card holder:</b></p> <ul style="list-style-type: none"><li>• Seek assurance that schools are continuing to undertake actions below</li><li>• Continue to share information with schools about how residents can access community living rooms &amp; cool spaces available across the borough and how service users can access these</li><li>• Continue to feedback any concerns raised by headteachers/governors to public health</li></ul> <p><b>Headteacher/Governors:</b></p> <ul style="list-style-type: none"><li>• Ensure that public health messages continue to be shared with pupils and parents</li><li>• Ensure details of community living rooms, cool spaces and other support available continue to be shared with pupils and parents</li><li>• Ensure staff continue look for signs of hot weather-related illness</li><li>• Provide support to those who have been identified as vulnerable e.g. share advice on measures individuals and carers can take to keep cool, provide supplies to help keep pupils cool, implement measures to keep buildings cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell</li><li>• Ensure that on very hot days (in excess of 30°C) children do not take part in vigorous physical activity</li><li>• Encourage children playing outdoors to stay in the shade as much as possible</li><li>• Provide children and parents/carers with advice e.g. wearing loose, light-coloured clothing, applying suncream (at least factor 15 with UVA protection) and drinking more water than usual</li><li>• Ensure indoor temperatures remain cool</li><li>• Support staff to remain fit and well during spells of hot weather. For example, ensuring they have regular breaks, and have access to cool and ventilated areas</li><li>• Seek regular feedback from staff and pupils about how well they are coping with the hot weather</li><li>• Discuss with the Council's Education team any difficulties you are experiencing in implementing the plan and any support you may require</li></ul> <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"><li>• Maintain Amber actions throughout the heatwave</li><li>• Monitor hot weather-related illness and deaths among pupils and report this to the Council's Education team</li><li>• Monitor temperatures and be prepared to rearrange school start, finish, and play times to avoid teaching during very hot conditions or if necessary close the school when conditions are too hot.</li></ul>

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<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>As Amber</li><li>Follow national guidance as per media advice</li></ul>
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## ACTION CARD 8 – EVENTS

### RESPONSIBLE OFFICER(S)

Head Of Enterprise And Operations

Head Of Creative Engagement

Assistant Director, Culture & Heritage Services

### RESPONSIBILITIES

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

### ACTIONS

Alert Level	Actions to be taken
<b>GREEN (preparedness)</b>	<ul style="list-style-type: none"><li>Ensure that key staff and event organisers are signed up for the <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>Ensure that all staff and event organisers are aware of the heatwave plan and their roles and responsibilities in response to weather health alerts</li><li>Ensure staff and event organisers are aware of public health messages to mitigate the impact of hot weather on staff and residents. Public health messages are on the <a href="#">Council's website</a> and also in the UKHSA communications toolkit available <a href="#">here</a>.</li><li>Ensure staff and event organisers are aware of the risks of severe hot weather, who is most at risk and how to respond when someone is unwell</li><li>Ensure staff and event organisers are aware of the actions they can take to minimise the impact of hot weather on residents for both indoor and outdoor events. This information can be found <a href="#">here</a></li><li>Consider putting up UKHSA '<a href="#">Beat the Heat</a>' posters around event venues to remind staff and residents how to stay safe during hot weather</li></ul>
<b>YELLOW (response)</b>	<ul style="list-style-type: none"><li>Ensure that event organisers are aware of forecast and are prepared to take actions (such as warning attendees about the weather, provide first aid support, free water and supplies of ice, cool and shaded areas at the event)</li><li>Advise event organisers to take appropriate actions to minimise the impact of hot weather. This may include cancelling or rescheduling events that are due to take place during heatwave. More information about what measures to consider can be found <a href="#">here</a></li></ul>

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<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"><li>• Ensure that event organisers are taking appropriate actions to mitigate the impact of hot weather on staff and residents</li></ul> <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"><li>• Seriously consider cancelling or rescheduling events that are due to take place during a prolonged heatwave</li></ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>• As Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## ACTION CARD 9 – FACILITIES MANAGEMENT

### RESPONSIBLE OFFICER(S)

Corporate Director of Culture & Workforce Development  
Head of Facilities Management  
Head of Operations  
Technical Service Manager

### RESPONSIBILITIES

- Keep office temperatures reasonable
- Ensure air-con is working in libraries (especially those listed as cool spaces)

### ACTIONS

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key Facilities staff are signed up to receive <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Check plans for keeping office temperatures reasonable during severe hot weather are up-to-date, in place and managers are aware of them.</li><li>• 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</li><li>• Ensure libraries listed as cool spaces (Walthamstow, Leytonstone &amp; Leyton) are aware of forecasted hot weather and there are plans in place to inform staff and residents of forecasted hot weather</li><li>• Ensure libraries listed as cool spaces (Walthamstow, Leytonstone &amp; Leyton) have plans in place to keep public spaces cool</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>• Ensure key Facilities staff are aware of the hot weather alert</li><li>• Implement plans to keep office temperatures reasonable</li><li>• Ensure that ways for staff and managers to raise any issues they are facing in maintaining cool room temperatures are communicated and any issues responded to</li><li>• Ensure libraries listed as cool spaces (Walthamstow, Leytonstone &amp; Leyton) are using air-conditioning to keep public spaces cool, providing water free of charge and are allowing residents to use their facilities during hot weather</li></ul>

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<b>AMBER</b> (enhanced response)	<ul style="list-style-type: none"><li>• Continue to implement plans to keep office temperatures reasonable</li><li>• Continue to respond to issues raised by staff around maintaining reasonable office temperatures</li><li>• Ensure libraries listed as cool spaces (Walthamstow, Leytonstone &amp; Leyton) are continuing to use air-conditioning to keep public spaces cool, provide water free of charge and allow residents to use their facilities during hot weather</li></ul> <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"><li>• Maintain Amber actions</li></ul>
<b>RED</b> (emergency response)	<ul style="list-style-type: none"><li>• As Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## ACTION CARD 10 – HEALTH & SAFETY

### RESPONSIBLE OFFICER(S)

Corporate Director of Culture & Workforce Development  
Head of Health, Safety and Wellbeing  
Health & Safety Adviser

### RESPONSIBILITIES

- Ensure that Hot Weather Guidance for managers is updated regularly and is communicated with staff
- Ensure that managers are aware that they are required to conduct a hot weather risk assessment
- Ensure that staff working from home know how to keep their working space cool during hot weather

### ACTIONS

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key Health &amp; Safety staff are signed up to receive <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Update <a href="#">Hot Weather Guidance</a> for managers to reflect latest HSE guidance</li><li>• Agree communications to share with managers/staff at Yellow and Amber. This should include info. about how to maintain a reasonable office temperature, how staff can keep cool at home</li><li>• Agree communications to share with managers to remind them to complete a hot weather risk assessment</li><li>• Put in place ways for staff and managers to raise any health &amp; safety-related issues</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>• Ensure key Health &amp; Safety staff are aware of the hot weather alert</li><li>• Ensure the internal communications team share communications about how to maintain a reasonable office temperature and how staff can keep cool at home with all relevant teams/manager</li><li>• Ensure the internal communications team share communications with managers reminding them to complete a hot weather risk assessment</li><li>• Ensure that ways for staff and managers to raise any health &amp; safety-related re: hot weather are communicated and any issues responded to</li></ul>
AMBER (enhanced response)	<ul style="list-style-type: none"><li>• Ensure that the communications team continue to disseminate communications to all managers/staff about maintaining reasonable office temperatures (and keeping cool) during severe hot weather</li><li>• Ensure the internal communications team continue to share communications with managers reminding them to complete a hot weather risk assessment</li><li>• Continue to respond to issues raised by staff around maintaining reasonable office temperatures</li></ul>

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	If heatwave is prolonged: <ul style="list-style-type: none"><li>• Maintain Amber actions</li></ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>• As Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## ACTION CARD 11 – VOLUNTARY & COMMUNITY SECTOR

### RESPONSIBLE OFFICER(S)

Head of Communities & Participation

Community Action Manager

Community Engagement & Communications Officer

### RESPONSIBILITIES

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

### ACTIONS

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key VCSO staff, health champions, are signed up to receive <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Ensure key VCSOs and health champions, are aware of their roles and responsibilities in preparation and response to severe hot weather. This information is included in this action card and also on the <a href="#">UK.GOV website</a>.</li><li>• Ensure key VCSO staff and health champions are aware of the risks of severe hot weather, who is most at risk and how to respond when a beneficiary is unwell</li><li>• Explore opportunities to develop a community emergency plan to ensure that the role of the community and voluntary sector in response to hot weather is clear. Details available <a href="#">here</a></li><li>• Explore opportunities to set up rotas of volunteers to keep the community safe during severe hot weather and to check on vulnerable people and neighbours</li><li>• Explore opportunities for the voluntary and community sector to support in checking on the welfare of vulnerable people during hot weather and disseminate public health messages to residents about how to stay cool. Public health messages are available on the <a href="#">Council's website</a> and advice around how to keep homes cool is available <a href="#">here</a>. Depending on the beneficiaries of the VCSO, staff should be aware of and disseminate specific guidance for different groups of vulnerable people: <a href="#">social care managers</a>, <a href="#">healthcare professionals</a>, <a href="#">those supporting rough sleepers</a> and <a href="#">those supporting children</a></li><li>• Consider including the role of the voluntary and community sector in business continuity plans for responding to the hot weather</li></ul>

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	<ul style="list-style-type: none"> <li>• Ensure key VCSO staff and health champions are aware of <a href="#">community living rooms</a> &amp; <a href="#">cool spaces</a> available across the borough.</li> <li>• Share UKHSA 'Beat the Heat' posters with key VCSOs – these can be displayed around VCSO buildings to remind beneficiaries how to stay safe during hot weather. Available <a href="#">here</a></li> <li>• Explore putting measures in place with VCSOs measures to identify and support vulnerable beneficiaries e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep VCSO settings and beneficiaries homes cool, provide supplies to help keep beneficiaries cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell. Advice for how to support different groups of vulnerable people is available in the following documents: <a href="#">social care managers</a>, <a href="#">healthcare professionals</a>, <a href="#">those supporting rough sleepers</a> and <a href="#">those supporting children</a></li> <li>• Explore with VCSOs, plans to keep buildings cool (below 26°C)</li> </ul>
<b>YELLOW (response)</b>	<ul style="list-style-type: none"> <li>• Ensure key VCSOs and health champions are aware of the forecasted hot weather</li> <li>• Activate any community emergency plans as appropriate</li> <li>• Activate any plans to keep the community safe during severe hot weather and to check on vulnerable people and neighbours</li> <li>• Work with the voluntary and community sector to implement ways of checking on the welfare of vulnerable people during hot weather and to disseminate public health messages to residents about how to stay cool</li> <li>• Ensure VCSO staff and health champions are looking out for signs of hot weather-related illness</li> <li>• Ensure VCSO staff and health champions are sharing details of community living rooms &amp; cool spaces available across the borough. Info available at:</li> <li>• Ensure vulnerable beneficiaries are identified by VCSOs and provided package of support where required e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep VCSO settings and beneficiaries homes cool, provide supplies to help keep beneficiaries cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell</li> <li>• Ensure VCSOs have activate plans to keep buildings cool (below 26°C) where appropriate</li> </ul>
<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"> <li>• Work with the voluntary and community sector to continue to check on the welfare of vulnerable people during hot weather and to continue to disseminate public health messages to residents about how to stay cool</li> <li>• Ensure VCSO staff and health champions continue to look for signs of hot weather-related illness</li> </ul>

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	<ul style="list-style-type: none"><li>• Ensure VCSO staff and health champions continue to share details of community living rooms &amp; cool spaces available across the borough. Info available at:</li><li>• Ensure that VCSOs continue to provide package of support to vulnerable beneficiaries where required e.g. share advice on measures individuals and carers can take to keep cool, implement measures to keep VCSO settings and beneficiaries homes cool, provide supplies to help keep beneficiaries cool, share advice on how to correctly store medications, share advice on the signs and symptoms of heat-related illness and what to do if you feel unwell</li><li>• Ensure that VCSOs are continuing to keep buildings cool (below 26°C)</li><li>• Seek regular feedback from VCSO staff and health champions about how well staff and beneficiaries are coping with the hot weather</li></ul> <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"><li>• Maintain Amber actions throughout the heatwave</li><li>• Ask VCSOs to increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that beneficiaries are staying cool</li><li>• Ask VCSOs to monitor hot weather-related illness and deaths among service users and report this to the council's VCSO team</li></ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>• As Amber</li><li>• Follow national guidance as per media advice</li></ul>

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**APPENDIX 8: Cold weather action cards**

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## ACTION CARD 1 – PUBLIC HEALTH

### RESPONSIBLE OFFICER(S)

Director of Public Health  
Public Health Consultant  
Public Health Strategist(s)

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure that the Cold Weather plan is up to date</li><li>• Ensure the 'stay well this winter' pages of the council website are up to date and include all of the relevant information for residents</li><li>• Distribute latest copy of plan to all action card holders and deputies</li><li>• Ensure action card holders and their deputies are aware of their responsibilities outlined in the plan</li><li>• Ensure that appropriate council staff are signed up to and receive cold weather alerts (sign up <a href="#">here</a>)</li><li>• Ensure that template public health messages reflect the latest national guidance</li><li>• Confirm that multi-agency arrangements for the identification of the vulnerable are up to date</li><li>• Provide the communications team with the national communications toolkit</li><li>• Provide ad-hoc advice to action card holders, deputies, the chief executive officer and directors as appropriate</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>• Consider if Director of Public Health needs to lead as Council Silver (80% likelihood of reaching Amber)</li><li>• Ask Council services to confirm they are implementing plan via SITREP (80% likelihood of reaching Amber)</li><li>• Ensure that staff are warned and given advice. Available at: <a href="https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter">https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter</a></li><li>• Ask Council services to confirm they are prepared to implement plan</li><li>• Discuss with Adult Social Care the possibility of personalised support</li><li>• Discuss with DPH and Adult Social Care the need for 'frontline' staff to help identify vulnerable</li><li>• Consider whether 'frontline' services should be asked to help to identify vulnerable residents who may need additional support</li><li>• Seek assurances that public health commissioned services are activating their cold weather plans and sharing advice i.e. Change Grow Live</li><li>• Ask partner agencies to prepare to share information on vulnerable</li></ul>
AMBER (enhanced response)	<ul style="list-style-type: none"><li>• Act as Silver Commander</li><li>• Hold heatwave activation meeting</li></ul>

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	<ul style="list-style-type: none"><li>Ask Council services to confirm they are implementing plan via SITREP</li><li>If appropriate, ask 'frontline' services to identify vulnerable residents</li><li>Request information on vulnerable residents from partner agencies</li><li>Provide strategic guidance to Directors and Chief Executive</li></ul> <p>When Amber is prolonged:</p> <ul style="list-style-type: none"><li>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 Amber/Red</li></ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>As for Amber</li><li>Follow national guidance as per media advice</li></ul>

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## ACTION CARD 2 – ADULT SOCIAL CARE

### RESPONSIBLE OFFICER(S)

Corporate Director Adult Social Care Operations  
Assistant Director, Home First  
Heads of Service, ASC  
Service Managers

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key social care staff are signed up to receive cold weather alerts (sign up <a href="#">here</a>)</li><li>• Ensure social care staff are aware of the cold weather plan and their responsibilities in response to cold weather alerts</li><li>• Ensure social care business continuity plans are up to date, include consideration of severe cold weather and are shared with staff</li><li>• Ensure social care staff are aware of public health messages around cold weather and how they can support service users to stay warm. This includes staff who visit people in their own homes. Public health messages are available at: <a href="https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter">https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter</a></li><li>• 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</li><li>• Ensure social care staff are aware of warm spaces available across the borough and how service users can access these. Info. available at: <a href="https://www.walthamforest.gov.uk/get-involved/winter-spaces-network">https://www.walthamforest.gov.uk/get-involved/winter-spaces-network</a></li><li>• Ensure there are measures in place to identify and <a href="#">support vulnerable adult social care users</a> 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.</li><li>• Ensure that plans to keep buildings warm are in place and fit for purpose</li><li>• Ensure staff are aware of information about services which vulnerable service users/families can access during the winter months. This information is available on the council's <a href="#">cost of living webpage</a>.</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>• Ensure key ASC staff are aware of the cold weather alert</li><li>• Ensure social care staff are sharing news that cold weather is forecast with service users</li></ul>

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	<ul style="list-style-type: none"> <li>• Ensure front line social care staff are disseminating public health messages around cold weather and how people can stay warm to service users</li> <li>• Ensure social care staff are sharing details of warm spaces and other support available across the borough with service users</li> <li>• Ensure business continuity plans are enacted, where appropriate</li> <li>• 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.</li> <li>• Ensure reasonable temperatures (at least 18°C) in buildings</li> </ul>
<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"> <li>• Ensure public health messages continue to be shared with service users</li> <li>• Ensure details of warm spaces and other support continue to be shared with service users</li> <li>• 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</li> <li>• Seek regular feedback from frontline staff and service users about how well they are coping with the cold weather</li> <li>• Follow national guidance as per media advice</li> <li>• Ensure buildings continue to stay at a reasonable indoor temperature (at least 18°C)</li> </ul> <p>When Amber is prolonged:</p> <ul style="list-style-type: none"> <li>• Maintain actions at Amber</li> <li>• Increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that service users are staying warm</li> <li>• 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)</li> </ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"> <li>• As for Amber</li> <li>• Follow national guidance as per media advice</li> </ul>

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## ACTION CARD 3 – CHILDREN’S SOCIAL CARE

### RESPONSIBLE OFFICER(S)

Corporate Director of Children’s Social Care  
Assistant Director of Corporate Parenting  
Interim Head of Early Help Delivery  
Social Care Managers

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key social care staff and carers are signed up to receive cold weather alerts (sign up <a href="#">here</a>)</li><li>• Ensure social care staff and carers are aware of the cold weather plan and their responsibilities in response to cold weather alerts</li><li>• Ensure social care business continuity plans are up to date, include consideration of severe cold weather and are shared with staff</li><li>• 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: <a href="https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter">https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter</a></li><li>• 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</li><li>• Ensure social care staff are aware of warm spaces available across the borough and how service users can access these. Info. available at: <a href="https://www.walthamforest.gov.uk/get-involved/winter-spaces-network">https://www.walthamforest.gov.uk/get-involved/winter-spaces-network</a></li><li>• Ensure there are measures in place to identify and <a href="#">support vulnerable children’s social care users</a> 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.</li><li>• Ensure that plans to keep buildings warm are in place and fit for purpose</li><li>• Ensure staff are aware of information about services which vulnerable service users/families can access during the winter months. This information is available on the council’s <a href="#">cost of living webpage</a>.</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>• Ensure key CSC staff are aware of the cold weather alert</li><li>• Ensure social care staff and carers are sharing news that cold weather is forecast with service users</li><li>• 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</li></ul>

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	<ul style="list-style-type: none"> <li>• Ensure social care staff are sharing details of warm spaces and other support available across the borough with service users</li> <li>• Ensure business continuity plans are enacted, where appropriate</li> <li>• 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.</li> <li>• Ensure reasonable temperatures (at least 18°C) in buildings</li> <li>• Ensure staff are sharing information about services which vulnerable service users/families can access during the winter months</li> </ul>
<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"> <li>• Ensure public health messages continue to be shared with service users</li> <li>• Ensure details of warm spaces and other support continue to be shared with service users</li> <li>• 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</li> <li>• Seek regular feedback from frontline staff, carers and service users about how well they are coping with the cold weather</li> <li>• Follow national guidance as per media advice</li> <li>• Ensure buildings continue to stay at a reasonable indoor temperature (at least 18°C)</li> <li>• Ensure staff continue to share information about services which vulnerable service users/families can access during the winter months</li> </ul> <p>When Amber is prolonged:</p> <ul style="list-style-type: none"> <li>• Maintain actions at Amber</li> <li>• 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)</li> </ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"> <li>• As for Amber</li> <li>• Follow national guidance as per media advice</li> </ul>

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## Action Card 4 – Corporate Communications

### RESPONSIBLE OFFICER(S)

Senior PR & Digital Manager

Strategic Communications Manager for Public Health

Senior PR & Digital Officer

Campaigns Officer

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key communications staff are receiving cold weather alerts (sign up <a href="#">here</a>)</li><li>• Agree and issue proactive 'stay well this winter' messages to the public through the council's communications channels. Public health messages are available at: <a href="https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter">https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter</a> and in appendix 2 of the Severe Adverse Weather &amp; Health Plan.</li><li>• Ensure that communications plans are in place to reach residents who are most vulnerable to the cold weather</li><li>• 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: <a href="https://www.walthamforest.gov.uk/get-involved/winter-spaces-network">https://www.walthamforest.gov.uk/get-involved/winter-spaces-network</a></li><li>• Disseminate proactive 'thermal comfort' communications to senior managers. This guidance is available from Health &amp; Safety colleagues</li><li>• 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</li><li>• Share information with residents about services which vulnerable residents can access during the winter months. This information is available on the council's <a href="#">cost of living webpage</a>.</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>• Ensure key communications staff are aware of the cold weather alert</li><li>• 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 a Yellow alert.</li><li>• 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 a Yellow alert.</li><li>• Continue to consider ways to reach residents who are most vulnerable to the cold weather. Vulnerable groups are included <a href="#">here</a>.</li></ul>

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	<ul style="list-style-type: none"> <li>• Continue to disseminate proactive ‘thermal comfort’ communications to senior managers</li> <li>• 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</li> <li>• Continue to share information with tenants about services which vulnerable residents can access during the winter months</li> </ul>
<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"> <li>• Continue actions as per Yellow, including any new information relevant to an Amber alert.</li> <li>• Disseminate communications to managers around completing cold weather risk assessments <b>as a priority</b> (i.e. within 24 hours). This guidance is available <a href="#">here</a>.</li> <li>• Disseminate proactive public health cold weather weather messages to staff and the voluntary sector <b>as a priority</b> (i.e. within 24 hours).</li> <li>• At this point, involve the on-call team to help with the dissemination of messages to staff and to the public</li> <li>• Follow national guidance as per media advice</li> </ul> <p>When Amber is prolonged:</p> <ul style="list-style-type: none"> <li>• Maintain actions at Amber</li> </ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"> <li>• As for Amber</li> <li>• Follow national guidance as per media advice</li> </ul>

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## Action Card 5 – Housing (inc. Rough Sleepers and those in temporary accommodation)

### RESPONSIBLE OFFICER(S)

Acting Corporate Director of Housing  
LSA to Acting Corporate Director of Housing  
Director, Housing Delivery & Assets  
Acting Director, Housing Management  
Director Of Housing Options & Support  
Head Of Income & Lettings  
Head Of Housing Strategy & Partnerships  
Housing Strategy Officer  
Interim Rough Sleeping Coordinator  
Interim Senior Practitioner - Rough Sleeping  
Housing Communications Lead  
Tenancy Manager  
Housing Partnerships Manager  
Independent Living Service Team Manager

Alert Level	Actions to be taken
GREEN (preparedness)	<p><b>Housing staff:</b></p> <ul style="list-style-type: none"><li>• Ensure housing staff are signed up to receive cold weather alerts (sign up <a href="#">here</a>)</li><li>• Ensure consideration of cold weather has been included as part of routine housing business continuity plans and that this is up to date</li><li>• 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: <a href="https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter">https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter</a></li><li>• 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. This information is available <a href="#">here</a>.</li><li>• 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</li><li>• Where LBWF is responsible for housing, ensure that plans are in place to support homes to maintain a “reasonable” temperature during severe cold weather (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</li></ul>

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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 months. This information is available on the council's [cost of living webpage](#).
- 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>

## Rough sleeping team:

- 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
- Ensure staff are aware of information about services which vulnerable service users/families can access during the winter months. This information is available on the council's [cost of living webpage](#).
- 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>

## Temporary accommodation:

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	<ul style="list-style-type: none"><li>• Ensure relevant staff are signed up to receive cold weather alerts (sign up <a href="#">here</a>)</li><li>• Ensure that relevant staff are aware of public health messages for service users to minimise the impact of cold weather. Available: <a href="https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter">https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter</a></li><li>• Ensure that winter communications to residents include advice about where residents can go if they are struggling to keep their homes warm. This information is available <a href="#">here</a>.</li><li>• 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></li><li>• Ensure staff are aware of information about services which vulnerable service users/families can access during the winter months. This information is available on the council’s <a href="#">cost of living webpage</a>.</li><li>• Ensure staff are aware of warm spaces available across the borough and how service users/families can access these. Info. available at: <a href="https://www.walthamforest.gov.uk/get-involved/winter-spaces-network">https://www.walthamforest.gov.uk/get-involved/winter-spaces-network</a></li></ul>
<b>YELLOW (response)</b>	<p><b>Housing staff:</b></p> <ul style="list-style-type: none"><li>• Ensure housing staff are aware of the cold weather alert</li><li>• Ensure that housing staff are communicating public health messages to residents including how to keep their homes warm and mitigate the impact of cold weather</li><li>• Ensure social care staff are sharing details of warm spaces and other support available across the borough with service users</li><li>• 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</li><li>• Activate business continuity arrangements and emergency plans as required</li><li>• 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.</li><li>• Consider suspending/partially suspending resident activities such as Murals on Estates and gardening projects if weather gets too cold</li></ul> <p><b>Rough sleeping team:</b></p>

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	<ul style="list-style-type: none"><li>• Ensure SWEP is ready to be activated and a SWEP a designated coordinator for single point of contact is identified</li><li>• Keep updated about who is sleeping rough and their support needs and accommodation preferences</li><li>• Monitor temperatures and communicate with partners to ensure provision can be implemented quickly</li><li>• Confirm SWEP options with partners</li><li>• Ensure that organisations/staff that may come into contact with people sleeping rough (especially out of hours) are aware of provisions and referral routes</li><li>• Signpost service users to support they can receive during the winter months</li><li>• Ensure staff are sharing details of warm spaces and other support available across the borough with service users</li></ul> <p><b>Temporary accommodation:</b></p> <ul style="list-style-type: none"><li>• Ensure relevant staff are aware of forecasted cold weather and are sharing news of this with residents</li><li>• Ensure that relevant staff are sharing public health messages around how to minimise the impact of cold weather with residents</li><li>• Signpost residents who are struggling to keep their homes warm to where they can get support</li><li>• Where LBWF is responsible for temporary housing, ensure that homes are maintaining a “reasonable” temperature during severe cold weather</li><li>• Ensure staff are sharing details of warm spaces and other support available across the borough with service users</li></ul>
<b>AMBER (enhanced response)</b>	<p><b>Housing staff:</b></p> <ul style="list-style-type: none"><li>• Continue to implement actions as per Yellow alert</li><li>• 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</li><li>• Ensure details of warm spaces and other support continue to be shared with service users</li><li>• 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</li><li>• Ensure continuity arrangements are being enacted as appropriate</li><li>• Encourage staff to postpone/rearrange visits to warmer parts of the day (or different days)</li><li>• Suspend/partially suspend activities such as Murals on Estates and gardening projects if weather gets too cold</li></ul> <p>When Amber is prolonged:</p>

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	<ul style="list-style-type: none"><li>• 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</li></ul> <p><b>Rough sleeping team:</b></p> <ul style="list-style-type: none"><li>• Ensure SWEP is activated and night shelter has beds available</li><li>• 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</li><li>• 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</li><li>• 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</li><li>• Ensure staff continue to share details of warm spaces and other support available across the borough with service users</li></ul> <p><b>Temporary accommodation:</b></p> <ul style="list-style-type: none"><li>• Ensure relevant staff continue to share news of forecasted cold weather with residents</li><li>• Ensure that relevant staff continue to share public health messages around how to minimise the impact of cold weather with residents</li><li>• Continue to signpost residents who are struggling to keep their homes warm to where they can get support</li><li>• Where LBWF is responsible for temporary housing, ensure that homes are maintaining a “reasonable” temperature during severe cold weather</li><li>• Ensure staff continue to share details of warm spaces and other support available across the borough with service users</li></ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>• As for Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## Action Card 6 – Council Commissioned Services

### RESPONSIBLE OFFICER(S)

Director of Integrated Commissioning  
Head of Supplier Quality & Contracts  
Placement Manager  
Assistant Director for Integrated Commissioning  
Supplier Quality Manager  
Supply Quality Governance Lead  
Commissioning and Supplier Relationship Manager

Alert Level	Actions to be taken
GREEN (preparedness)	<p><i>Commissioner/LWF staff:</i></p> <ul style="list-style-type: none"><li>• Ensure commissioned services/providers are aware of the cold weather plan and their responsibilities in this action card</li><li>• Seek assurance that commissioned services have the arrangements in place below</li><li>• Share the 'council commissioned services' action card with service managers of commissioned services</li><li>• Commissioners of roads/transport to ensure road/pavement gritting preparations are in place to allow access to critical services and pedestrian hotspots</li><li>• Be assured that commissioned housing providers have included consideration of cold weather as part of their routine business continuity plans</li><li>• Share information with commissioned services about how tenants can access warm spaces available across the borough. Info. available at: <a href="https://www.walthamforest.gov.uk/get-involved/winter-spaces-network">https://www.walthamforest.gov.uk/get-involved/winter-spaces-network</a></li><li>• Share information with commissioned services about other services which vulnerable residents can access during the winter months. This information is available on the council's <a href="#">cost of living webpage</a>.</li></ul> <p><i>Service managers of commissioned services:</i></p> <ul style="list-style-type: none"><li>• Ensure your service has an up-to-date copy of the cold weather plan and staff are aware of their responsibilities within in</li><li>• Ensure your staff are signed up to receive cold weather alerts (sign up <a href="#">here</a>)</li><li>• 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: <a href="https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter">https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter</a></li><li>• 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</li></ul>

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	<ul style="list-style-type: none"><li>• Check your business continuity plans and ensure they include consideration of cold weather in light of current guidance. Ensure plans are up to date</li><li>• Consider plans for how particularly vulnerable residents can be identified and additional checks carried out to ensure they are keeping cool and supported to get help, if needed. More info is available <a href="#">here</a>.</li><li>• Ensure there are measures in place to identify and <a href="#">support vulnerable service users</a> 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.</li><li>• Ensure that plans to keep buildings warm are in place and fit for purpose (appropriate indoor temperatures at least 18°C)</li><li>• Ensure staff are aware of how tenants can access warm spaces available across the borough. Info. available at: <a href="https://www.walthamforest.gov.uk/get-involved/winter-spaces-network">https://www.walthamforest.gov.uk/get-involved/winter-spaces-network</a></li><li>• Ensure staff are aware of other services which vulnerable residents can access during the winter months. This information is available on the council's <a href="#">cost of living webpage</a>.</li></ul>
YELLOW (response)	<p><i>Commissioner/LWF staff:</i></p> <ul style="list-style-type: none"><li>• Seek assurance that commissioned services are undertaking the actions below</li></ul> <p><i>Service managers of commissioned services:</i></p> <ul style="list-style-type: none"><li>• Ensure staff are aware that severe cold weather is forecast</li><li>• Where requested, provide assurances to commissioners about how you are implementing the plan</li><li>• Discuss with your commissioning lead any concerns you foresee in your ability to implement the plan and any support you may require</li><li>• 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</li><li>• Ensure your staff, particularly frontline staff are sharing details of warm spaces and other support available across the borough with service users</li><li>• Ensure that business continuity arrangements and emergency plans are enacted, where appropriate</li><li>• 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</li></ul>

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	<p>advice on energy efficiency measures, benefits or similar, providing blankets and warm clothing etc.</p> <ul style="list-style-type: none"><li>• Ensure that room temperatures at your setting are at least 18°C</li><li>• 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.)</li></ul>
<b>AMBER (enhanced response)</b>	<p><i>Commissioner/LWF staff:</i></p> <ul style="list-style-type: none"><li>• Feed back any concerns raised by service managers to the appropriate leads in adult and/or children's social care</li><li>• Seek assurance that commissioned services are continuing to undertake actions below</li><li>• Commissioners of roads / transport to continue to ensure road/ pavement gritting preparations are in place to allow access to critical services and pedestrian hotspots</li></ul> <p><i>Service managers of commissioned services:</i></p> <ul style="list-style-type: none"><li>• Continue to undertake actions listed in Yellow</li><li>• Ensure that advice given to service users around to protect health during cold weather continues to be shared</li><li>• Ensure your staff, particularly frontline staff continue to share details of warm spaces and other support available across the borough with service users</li><li>• Carry out welfare checks to all vulnerable service users that may be negatively affected by cold weather</li><li>• 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</li><li>• Continue to monitor room temperatures and keep buildings at a 'reasonable' temperature (at least 18°C)</li><li>• Seek regular feedback from frontline staff and service users about their confidence in and ability to follow advice and measures to reduce risk</li><li>• Discuss with your commissioning lead any difficulties you are experiencing in implementing the plan and any support you may require</li></ul> <p><i>When Amber is prolonged:</i></p> <ul style="list-style-type: none"><li>• Maintain actions at Amber</li><li>• 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</li></ul>

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<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>• Monitor cold weather-related illness and mortality of service users and report any trends or issues to your commissioning lead</li><li>• As for Amber</li><li>• Follow national guidance as per media advice</li></ul>
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## Action Card 7 – Schools & Educational Settings

### RESPONSIBLE OFFICER(S)

Director of Education

Assistant Director, Schools

Assistant Director Post 16 & School Operations

Head of Early Years, Childcare & Business Development

Place Development & Premises Manager

Education Enrichment Project Manager

Headteachers/Governors

Alert Level	Actions to be taken
GREEN (preparedness)	<p><b>Director of Education/Action Card holder:</b></p> <ul style="list-style-type: none"><li>• Ensure schools are aware of the Severe Weather plan and their responsibilities in this action card</li><li>• Seek assurance that schools have the arrangements in place below</li><li>• Share this action card with Headteachers/Governors of schools/key school staff</li><li>• Be assured that schools have included consideration of cold weather as part of their routine business continuity and out of school plans</li><li>• Share information with schools about how families can access community living rooms and other support available across the borough. Info available at: <a href="https://www.walthamforest.gov.uk/get-involved/winter-spaces-network">https://www.walthamforest.gov.uk/get-involved/winter-spaces-network</a> and on the council's <a href="#">cost of living webpage</a>.</li><li>• Share cold weather planning guidance linked in this action card with schools</li></ul> <p><b>Schools:</b></p> <ul style="list-style-type: none"><li>• Ensure staff are signed up to cold weather alerts and are receiving these (sign up <a href="#">here</a>)</li><li>• Ensure staff are aware of the cold weather plan and their responsibilities in it</li><li>• Ensure that your school has considered severe cold weather as part of their business continuity plans and out of school plans. Ensure that plans are up to date.</li><li>• Ensure staff are aware of public health messages about how to stay well during cold weather. Public health messages are available at: <a href="https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter">https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter</a></li><li>• Ensure that plans are in place to communicate public health messages parents and pupils to mitigate the impact of the cold weather</li></ul>

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	<ul style="list-style-type: none"><li>• Ensure that plans to keep buildings and classrooms warm are in place and fit for purpose</li><li>• Ensure that supply of hot meals and snacks is sufficient</li><li>• 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</li><li>• 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. Information to support school staff is available <a href="#">here</a>.</li><li>• Share information with schools about services which families can access during the winter months. This information is available on the council's <a href="#">cost of living webpage</a>.</li><li>• Share info with families about how they can access community living rooms (<a href="https://www.walthamforest.gov.uk/get-involved/winter-spaces-network">https://www.walthamforest.gov.uk/get-involved/winter-spaces-network</a>)</li></ul>
YELLOW (response)	<p><b>Director of Education/Action Card holder:</b></p> <ul style="list-style-type: none"><li>• Seek assurance that schools are undertaking actions in this action card</li><li>• Seek assurance that schools are enacting business continuity and out of school plans</li><li>• Continue to share information with schools about how families can access community living rooms and cost of living support available across the borough</li><li>• Continue to share cold weather planning guidance with schools</li><li>• Feedback any concerns raised by Headteachers/Governors to public health</li></ul> <p><b>Schools:</b></p> <ul style="list-style-type: none"><li>• Ensure staff and pupils are aware of forecasted severe cold weather</li><li>• Ensure that your school is enacting their business continuity and out of school plans</li><li>• Ensure school staff are sharing public health messages about how to stay well during cold weather with pupils and parents/carers</li><li>• Ensure school staff are sharing details of community living rooms and other support available across the borough with families</li><li>• 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</li><li>• Ensure that school staff are supporting children who are most vulnerable to the impacts of cold weather</li><li>• Ensure that reasonable temperatures (at least 18°C) are being maintained in buildings and classrooms</li><li>• Ensure that staff and pupils are receiving sufficient supply of hot meals and snacks</li></ul>

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	<ul style="list-style-type: none"><li>• Ensure that staff are signposting families to support they can receive during the winter months</li><li>• Discuss with the Director of Education any concerns you have about your schools' ability to implement actions outlined in the action card</li></ul>
<b>AMBER (enhanced response)</b>	<p><b>Director of Education/Action Card holder:</b></p> <ul style="list-style-type: none"><li>• Seek assurance that schools are continuing to undertake actions below</li><li>• Continue to share information with schools about how families can access community living rooms &amp; cost of living support available across the borough</li><li>• Continue to share cold weather planning guidance with schools</li><li>• Make schools aware of any national communications in relation to cold weather</li><li>• Continue to feedback any concerns raised by headteachers/governors to public health</li></ul> <p><b>Schools:</b></p> <ul style="list-style-type: none"><li>• Continue to undertake actions listed in Yellow</li><li>• Ensure schools are aware of any changes in alert level</li><li>• Ensure that trip plans are revised to take account of cold weather, ice &amp; snow</li><li>• Ensure that teachers, assistants, school nurses and all child carers look out for signs of cold weather-related illness</li><li>• Ensure that buildings and classrooms stay at a reasonable temperature (at least 18°C). If you are struggling to do this, consider moving lessons to alternative classrooms or closing the school</li><li>• Ensure that staff and pupils continue to receive sufficient supply of hot meals and snacks</li><li>• Ensure that school staff are continuing to signpost families to support they can receive during the winter months</li><li>• Discuss with the Director of Education any concerns you have about your schools' ability to implement actions outlined in the action card</li></ul>
<b>RED (emergency response)</b>	<p>When Amber is prolonged:</p> <ul style="list-style-type: none"><li>• Continue to implement actions noted at Amber</li><li>• As for Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## Action Card 8 – Events

### RESPONSIBLE OFFICER(S)

Head Of Enterprise And Operations

Head Of Creative Engagement

Assistant Director, Culture & Heritage Services

Operations Manager

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure that staff and event organisers are signed up to cold weather alerts and are receiving these (sign up <a href="#">here</a>)</li><li>• 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</li><li>• 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: <a href="https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter">https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter</a>. Depending on the target audience of the event, staff should be aware of <a href="#">specific guidance for vulnerable people</a>.</li><li>• 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. Ensure that this is taken into consideration when planning events.</li><li>• 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.</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>• Ensure that staff and event organisers are aware of the forecasted cold weather and are prepared to take actions to mitigate the impact of the cold weather</li><li>• Ensure that staff are sharing public health messages that can residents to mitigate the impact of cold weather prior and during any planned events</li><li>• Ensure that organisers take steps to communicate the forecasted cold weather with the public/attendees so that they can make their own arrangements to stay warm during the event.</li><li>• 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</li></ul>

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	the day if poor weather is forecast, organising presence of first-aiders, ensuring icy surfaces have been gritted etc.
<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"><li>• Maintain actions at Yellow</li><li>• Ensure that event organisers are taking appropriate actions to mitigate the impact of cold weather on staff and service users</li></ul> <p>When Amber is prolonged:</p> <ul style="list-style-type: none"><li>• Maintain actions at Amber</li><li>• As for Amber</li><li>• Follow national guidance as per media advice</li></ul>
<b>RED (emergency response)</b>	

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## Action Card 9 – Facilities Management

### RESPONSIBLE OFFICER(S)

Corporate Director of Culture & Workforce Development

Head of Facilities Management

Head of Operations

Technical Service Manager

### RESPONSIBILITIES

- Keep office temperatures reasonable
- Ensure heating is working in libraries

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key Facilities staff are signed up to receive <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Check plans for keeping office temperatures reasonable during severe hot weather are up-to-date, in place and managers are aware of them.</li><li>• 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</li><li>• Ensure libraries are aware of forecasted cold weather and there are plans in place to inform staff and residents of forecasted cold weather</li><li>• Ensure libraries have plans in place to keep public spaces warm</li><li>• Ensure that <a href="#">posters on how to keep warm and well</a> are displayed around council buildings</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>• Ensure key Facilities staff are aware of the cold weather alert</li><li>• Implement plans to keep office temperatures reasonable</li><li>• Ensure that ways for staff and managers to raise any issues they are facing in maintaining warm room temperatures are communicated and any issues responded to</li><li>• Ensure libraries are using heating to keep public spaces warm and are allowing residents to use their facilities during cold weather</li><li>• </li></ul>
AMBER (enhanced response)	<ul style="list-style-type: none"><li>• Continue to implement plans to keep office temperatures reasonable</li><li>• Continue to respond to issues raised by staff around maintaining reasonable office temperatures</li><li>• Ensure libraries are continuing to use heating to keep public spaces warm and are allowing residents to use their facilities during hot weather</li></ul>

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	If heatwave is prolonged: <ul style="list-style-type: none"><li>• Maintain Amber actions</li><li>• As Amber</li><li>• Follow national guidance as per media advice</li></ul>
<b>RED (emergency response)</b>	

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## Action Card 10 – Health & Safety

### RESPONSIBLE OFFICER(S)

Corporate Director of Culture & Workforce Development  
Head of Health, Safety and Wellbeing  
Health & Safety Adviser

### RESPONSIBILITIES

- Ensure that Cold Weather Guidance for managers is updated regularly and is communicated with staff
- Ensure that managers are aware that they are required to conduct a cold weather risk assessment
- Ensure that staff working from home know how to keep their working space warm during cold weather

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure key Health &amp; Safety staff are signed up to receive <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Update <a href="#">Cold Weather Guidance</a> for managers to reflect latest HSE guidance</li><li>• Agree communications to share with managers/staff at Yellow and Amber. This should include info. about how to maintain a reasonable office temperature, how staff can keep warm at home etc.</li><li>• Agree communications to share with managers to remind them to complete a cold weather risk assessment for staff they manage</li><li>• Put in place ways for staff and managers to raise any health &amp; safety-related issues</li><li>• Ensure that <a href="#">posters on how to keep warm and well</a> are displayed around council buildings</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>• Ensure key Health &amp; Safety staff are aware of the cold weather alert</li><li>• Ensure the internal communications team share communications about how to maintain a reasonable office temperature and how staff can keep warm at home with all relevant teams/manager</li><li>• Ensure the internal communications team share communications with managers reminding them to complete a cold weather risk assessment for staff they manage</li><li>• Share <a href="#">Cold Weather Guidance</a> with managers</li><li>• Ensure that ways for staff and managers to raise any health &amp; safety-related re: cold weather are communicated and any issues responded to</li></ul>

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<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"><li>• Ensure that the communications team continue to disseminate communications to all managers/staff about maintaining reasonable office temperatures (and keeping warm) during severe hot weather</li><li>• Ensure the internal communications team continue to share communications with managers reminding them to complete a cold weather risk assessment</li><li>• Continue to respond to issues raised by staff around maintaining reasonable office temperatures</li></ul> <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"><li>• Maintain Amber actions</li></ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>• As Amber</li><li>• Follow national guidance as per media advice</li></ul>

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## Action Card 11 – Voluntary & Community Sector

### RESPONSIBLE OFFICER(S)

Assistant Director – Strategy & Design – Corporate Development  
Head of Communities & Participation

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>Work with the communications team to ensure that key VCSO staff are aware of cold weather alerts (sign up <a href="#">here</a>), the cold weather plan, and public health messages to help people stay warm. Public health messages are available at: <a href="https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter">https://www.walthamforest.gov.uk/health-and-wellbeing/stay-well/winter-wellness-stay-healthy-winter</a></li><li>Explore opportunities to develop a community emergency plan to ensure that the role of the community and voluntary sector in response to cold weather is clear</li><li>Explore opportunities to set up rotas of volunteers to keep the community safe during inclement weather and to check on vulnerable people and neighbours</li><li>Review arrangements for snow angels (residents who help clear snow and ice from paths) are in place and up to date</li><li>Explore opportunities for the voluntary and community sector to support in checking on the welfare of vulnerable people during cold weather (e.g. by telephone, home visit etc.), sharing of public health messages to residents about <a href="#">how to stay warm, particularly at home</a> and <a href="#">support for residents who are struggling to look after themselves</a>. Depending on the beneficiaries of the VCSO, staff should be aware of <a href="#">specific guidance for vulnerable people</a>.</li><li>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</li><li>Consider including the role of the voluntary and community sector in business continuity plans for responding to the cold weather</li><li>Share information with VCSOs about the risks of severe cold weather, who is most at risk and what actions to take to support beneficiaries to stay well. This info is available <a href="#">here</a>.</li><li>Share information with VCSOs about services which vulnerable residents can access during the winter months and ask that their volunteers share this info with beneficiaries. This information is available on the council's <a href="#">cost of living webpage</a>.</li><li>Share info with VCSOs about how residents can access community living rooms and ask that their volunteers share this info with beneficiaries. Info. available at: <a href="https://www.walthamforest.gov.uk/get-involved/winter-spaces-network">https://www.walthamforest.gov.uk/get-involved/winter-spaces-network</a></li></ul>

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<b>YELLOW (response)</b>	<ul style="list-style-type: none"> <li>• Ensure VCSOs (particularly those who support vulnerable residents) are aware of the forecasted cold weather</li> <li>• Activate community emergency plans as appropriate</li> <li>• Activate plans for snow angels as appropriate</li> <li>• Work with the communications team and the voluntary and community sector to disseminate public health messages to vulnerable people to help them stay warm</li> <li>• Work with the communications team and the voluntary and community sector to disseminate public health messages to vulnerable people to help them stay warm</li> <li>• Ensure VCSO staff are looking out for signs of cold weather-related illness</li> <li>• Ensure VCSOs are sharing details of community living rooms and other support available across the borough with service users</li> <li>• Work with the voluntary and community sector to implement ways of undertaking welfare checks on vulnerable residents to ensure they are able to keep warm and/or access further support, where required i.e. mobilising connecting communities/stay safe champions to support, providing blankets and other resources designed to keep people warm. Welfare checks may involve checking that room temperatures at home are reasonable (at least 18°C) and that medications and food supplies are stored correctly.</li> <li>• 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).</li> </ul>
<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"> <li>• Continue actions as per Yellow unless advised to the contrary</li> <li>• Implement any national emergency response arrangements by central government</li> <li>• Follow key public health and weather alert messages as broadcast on the media and ensure the voluntary and community sector are aware of these</li> <li>• Ensure that residents, particularly vulnerable residents are being signposted to services which they can access during the winter months</li> </ul> <p>When Amber is prolonged:</p> <ul style="list-style-type: none"> <li>• Maintain actions at Amber</li> <li>• Ask VCSOs to increase support provided to the vulnerable, this could include increasing the frequency of welfare checks to ensure that beneficiaries are staying warm</li> <li>• Ask VCSOs to monitor cold weather-related illness and deaths among service users and report this to the council's VCSO team</li> </ul>
<b>RED (emergency response)</b>	<ul style="list-style-type: none"> <li>• As for Amber</li> <li>• Follow national guidance as per media advice</li> </ul>

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## Action Card 12 – Highways & Traffic Management

### RESPONSIBLE OFFICER(S)

Head of Highway Network Management  
Highways Infrastructure Manager

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>Update the Council's approved Winter Service Plan and if necessary, work with partner agencies (e.g. transport for London) to ensure road/pavement gritting preparations are in place to provide access to critical services, roads including hills, segregated cycling routes and pedestrian hotspots at transport hubs</li></ul>
YELLOW (response)	<ul style="list-style-type: none"><li>Apply the Council's approved Winter Service Plan and if necessary, work with partner agencies (e.g. transport for London) to ensure road/pavement gritting arrangements are carried out to provide access to critical services, road, segregated cycling routes and pedestrian hotspots at transport hubs</li></ul>
AMBER (enhanced response)	<ul style="list-style-type: none"><li>Ensure actions at Yellow are maintained</li></ul> <p>When Amber is prolonged:</p> <ul style="list-style-type: none"><li>Maintain actions at Amber</li><li>Consider more frequent/widespread gritting arrangements as per the Winter Service Plan</li></ul>
RED (emergency response)	<ul style="list-style-type: none"><li>As for Amber</li><li>Follow national guidance as per media advice</li></ul>

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## Action Card 13 - Early Help, Employment, Libraries & Family Hubs

### RESPONSIBLE OFFICER(S)

Director Of Early Help & Prevention  
Assistant Director Supporting Families & Communities  
Assistant Director Employment Business & Skills  
Head Of Libraries & Registrars  
Assistant Director for Early Help Delivery  
Libraries Partnership Manager  
Team Manager Adult Early Help  
Neighbourhood Family Outreach Manager

### RESPONSIBILITIES

- Ensure council services and staff receive Weather-Health alerts
- Ensure councils and staff are aware of the Severe Weather plan and the actions they can take to mitigate the impact of cold weather on residents
- Disseminate public health messages re: severe cold weather with vulnerable residents and the general public
- Identify vulnerable residents that teams come into contact with and provide/signpost to support to help them cope

**SETTINGS/SERVICES:** Libraries, Family Hubs, Welcome Hub (WF Max), Employment

Alert Level	Actions to be taken
GREEN (preparedness)	<ul style="list-style-type: none"><li>• Ensure staff are signed up to receive <a href="#">Weather-Health alerts</a> (contact <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> if you are not sure how to do this)</li><li>• Ensure staff are aware of the Severe Weather plan and their roles and responsibilities in response to Weather-Health alerts</li><li>• Ensure any business continuity plans are up to date, include consideration of cold weather and are shared with staff</li><li>• Ensure staff are aware of the risks of severe cold weather, who is most at risk and how to respond when a person drawing on care and support is unwell</li><li>• Ensure staff are aware of public health messages around cold weather and how they can support people drawing on care and support to stay warm. This includes staff who visit people in their own homes. Public health messages on the <a href="#">Council's website</a></li><li>• Ensure staff are aware of <a href="#">community living rooms</a> available across the borough and how residents can access these.</li><li>• Ensure there are measures in place to identify and support vulnerable people drawing on care and support e.g. share advice on measures individuals can take to keep warm, implement measures to keep settings/homes warm, provide supplies to help keep people drawing on care and support warm, share advice on</li></ul>

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	<p>how to correctly store medications, share advice on the signs and symptoms of cold weather-related illness and what to do if people feel unwell. Advice available <a href="#">here</a></p> <ul style="list-style-type: none"> <li>• Ensure there are plans in place to keep buildings warm</li> <li>• Consider whether teams intend to provide targeted support to vulnerable residents during a cold weather snap</li> </ul>
<b>YELLOW (response)</b>	<ul style="list-style-type: none"> <li>• Ensure key staff are aware of the forecasted cold weather</li> <li>• Ensure staff are sharing news of the forecast with residents they support</li> <li>• Ensure staff are disseminating public health messages around cold weather and how people can stay warm and safe to people drawing on care and support</li> <li>• Ensure business continuity plans are enacted, where appropriate</li> <li>• Ensure staff are sharing details of community living rooms, warm spaces and other support available across the borough with people drawing on care and support</li> <li>• Identify vulnerable people drawing on care and support and provide package of support to them where required e.g. share advice on measures individuals can take to keep warm, provide supplies to help keep people drawing on care and support warm, implement measures to keep settings/homes warm, share advice on how to correctly store medications, share advice on the signs and symptoms of cold weather-related illness and what to do if people feel unwell. Advice available <a href="#">here</a></li> <li>• Ensure indoor temperatures remain warm. If teams are struggling to keep indoor temperatures warm and these buildings are owned by the council, log a call with the Facilities Management helpdesk to raise this.</li> <li>• Continue to share information with residents about services which vulnerable residents can access during the winter months, this includes community living rooms and warm spaces across the borough</li> <li>• Continue to consider how best to reach those who are most vulnerable to the impacts of cold weather and prioritise as necessary</li> <li>• Ensure that agencies you work with who also come into contact with vulnerable residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau etc. are sharing public health messages to mitigate the impact of cold weather on service users and residents.</li> </ul>
<b>AMBER (enhanced response)</b>	<ul style="list-style-type: none"> <li>• Ensure that public health messages continue to be shared with 1) people drawing on care and support and 2) more widely with the general public</li> <li>• Ensure details of community living rooms, warm spaces and other support available continue to be shared with people drawing on care and support and the general public</li> </ul>

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<b>RED (emergency response)</b>	<ul style="list-style-type: none"><li>• Provide support to those who have been identified as vulnerable e.g. share advice on measures individuals and carers can take to keep warm, provide supplies to help keep people drawing on care and support warm, implement measures to keep settings/homes warm, share advice on how to correctly store medications, share advice on the signs and symptoms of cold weather-related illness and what to do if people feel unwell</li><li>• Ensure indoor temperatures remain warm. If teams are struggling to keep indoor temperatures cool and these buildings are owned by the council, log a call with the Facilities Management helpdesk to raise this.</li><li>• Support staff to remain fit and well during spells of cold weather. For example, ensure they have regular breaks, and have access to warm areas, hot drinks etc.</li><li>• Seek regular feedback from staff and people drawing on care and support about how well they are coping with the cold weather and raise this with managers</li><li>• Ensure that agencies you work with who also come into contact with residents and service users e.g. Tenant Management organisations, customer resolution service, Citizens Advice Bureau continue to share public health messages to mitigate the impact of cold weather on service users and residents</li></ul> <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"><li>• Maintain Amber actions throughout the alert</li><li>• Monitor cold weather-related illness and deaths among people drawing on care and support and report this to managers</li><li>• During a prolonged period of severe cold weather, the Director of Public Health may ask for these frontline staff to keep an eye out for residents that may struggle to cope with the weather and to pass any relevant information to Adult Social Care, Children's Social Care and Commissioning colleagues to ensure they get the support they need.</li></ul> <ul style="list-style-type: none"><li>• As for Amber</li><li>• Follow national guidance as per media advice</li></ul>
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## APPENDIX 9: ACTION CARD HOLDERS DISTRIBUTION LIST

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

ACTION CARD	LEAD ACTION CARD HOLDER	DEPUTY ACTION CARD HOLDER
1 – PUBLIC HEALTH (page 47 & 48, 81 & 82)	DIRECTOR OF PUBLIC HEALTH – <b>JOE MCDONNELL</b>	CONSULTANT IN PUBLIC HEALTH – <b>HADJER NACER-LAIDI</b> PUBLIC HEALTH STRATEGIST- <b>EDWARD STAGG</b> PUBLIC HEALTH STRATEGIST- <b>CLAIRE MOSS</b>
2 – ADULT SOCIAL CARE (page 49-51, 83 & 84)	CORPORATE DIRECTOR ASC OPERATIONS – <b>ANN MCGALE</b>	ASSISTANT DIRECTOR, HOME FIRST – <b>KEVIN MAKAMBE</b> HEAD OF SERVICE, ADULT SOCIAL CARE - <b>HANNAH MENSAH</b> HEAD OF SERVICE, ADULT SOCIAL CARE- <b>ALAM KHAN</b>
3 – CHILDREN'S SOCIAL CARE (page 52-54, 85-87)	CORPORATE DIRECTOR CHILDREN'S SOCIAL CARE - <b>DANIEL PHELPS</b>	ASSISTANT DIRECTOR OF CORPORATE PARENTING – <b>ABIGAIL ADIEZE</b> ASSISTANT DIRECTOR FOR QUALITY ASSURANCE & PRINCIPLE REVIEWING OFFICER – <b>KATHI GITTENS</b> ASSISTANT DIRECTOR - MASH, SAFEGUARDING AND FAMILY SUPPORT – <b>JAMES THOMPSON</b> ASSISTANT DIRECTOR FOR YOUTH AND FAMILY RESILIENCE SERVICE – <b>ANNE MARIE-KOROMA</b>
4 – CORPORATE COMMUNICATIONS (page 55 & 56, 88 & 89)	STRATEGIC COMMUNICATIONS MANAGER FOR PUBLIC HEALTH – <b>WILLIAM HAYDON</b> SENIOR PR & DIGITAL MANAGER – <b>NICK DOVEY</b>	PUBLIC HEALTH STRATEGIC COMMUNICATIONS OFFICER – <b>MATTHEW RILEY</b> SENIOR INTERNAL COMMUNICATIONS OFFICER - <b>DENZIL FERNANDES</b>
5 - HOUSING (inc. Rough Sleepers & those in Temporary Accommodation) (page 57-62, 90-94)	CORPORATE DIRECTOR OF HOUSING – <b>JANE MARTIN</b> LSA TO JANE MARTIN – <b>ALEXANDER IRVINE</b>	DIRECTOR OF HOUSING DELIVERY AND ASSETS – <b>MARK CRANE</b> DIRECTOR OF HOUSING MANAGEMENT – <b>CATE EVANS</b> HEAD OF INCOME AND LETTINGS – <b>CHARLIE CONYERS</b> DIRECTOR OF HOUSING OPTIONS AND SUPPORT - <b>LINDSAY MEGSON</b>

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		<p>ASSISTANT DIRECTOR HOUSING – <b>ADAM JENNER</b></p> <p>ASSISTANT DIRECTOR HOUSING REPAIRS – <b>SHARON LEIGH-GORDON</b></p> <p>INTERIM HEAD OF PREVENTION AND ASSESSMENT – <b>PHIL TAYLOR</b></p> <p>HEAD OF HOUSING STRATEGY AND PARTNERSHIPS – <b>EOIN QUIERY</b></p> <p>HOUSING STRATEGY OFFICER - <b>KATY REVETT</b></p> <p>HOUSING COMMUNICATIONS LEAD – <b>EMMA SMITH</b></p> <p>TENANCY MANAGER – <b>SHARON ALLEN-CABEY</b></p> <p>HOUSING PARTNERSHIPS MANAGER – <b>JACK BALDAN</b></p> <p>INDEPENDENT LIVING SERVICE TEAM MANAGER – <b>CARLYNNE PREVILLE</b></p> <p>ROUGH SLEEPING COORDINATOR – <b>ALEXANDER OLAYIWOLA</b></p> <p>TMO MANAGEMENT OFFICER - <b>OSAMA HASSAN</b></p>
6 - COUNCIL COMMISSIONED SERVICES (page 63-66, 95-98)	<p>DIRECTOR OF INTEGRATED COMMISSIONING – <b>SUE BOON</b></p> <p>HEAD OF SUPPLIER QUALITY &amp; CONTRACTS – <b>MANDY HUDSON</b></p> <p>PLACEMENT MANAGER - <b>MICHELLE COLE-FRAME</b></p>	<p>ASSISTANT DIRECTOR FOR INTEGRATED COMMISSIONING – <b>SARAH PERRIN</b></p> <p>SUPPLIER QUALITY MANAGER - <b>ANGELA WOOD</b></p> <p>SUPPLY QUALITY GOVERNANCE LEAD - <b>FEMI FAMOSA</b></p> <p>COMMISSIONING SUPPLIER RELATIONSHIP MANAGER – <b>DANIEL EKECHI</b></p>
7 – SCHOOLS AND EDUCATIONAL SETTINGS (page 67-69, 99-101)	<p>DIRECTOR OF EDUCATION – <b>MARY JARRETT</b></p> <p>LEADERSHIP SUPPORT</p> <p>ASSISTANT - <b>TAYABA ABBASI</b></p>	<p>ASSISTANT DIRECTOR POST 16 &amp; SCHOOL OPERATIONS - <b>LINDSAY JACKSON</b></p> <p>HEAD OF EARLY YEARS, CHILDCARE AND BUSINESS DEVELOPMENT – <b>EVE MCLOUGHLIN</b></p> <p>PLACE DEVELOPMENT AND PREMISES MANAGER - <b>KEVIN MURPHY</b></p> <p>EDUCATION ENRICHMENT PROJECT MANAGER - <b>FERN EDWARDS</b></p> <p>DIGITAL &amp; CONTENT OFFICER - <b>SEV HASSAN</b></p>
8 - EVENTS (page 70 & 71, 102 & 103)	HEAD OF CREATIVE ENGAGEMENT - <b>HADRIAN GARRARD</b>	ASSISTANT DIRECTOR, CULTURE AND HERITAGE SERVICES - <b>LORNA LEE</b>

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		OPERATIONS MANAGER – <b>LARA AMOSA</b>
9 – FACILITIES MANAGEMENT (page 72 & 73)	CORPORATE DIRECTOR OF CULTURE & WORKFORCE DEVELOPMENT – <b>LEE WITHAM</b> HEAD OF FACILITIES MANAGEMENT – <b>AYDIN SIPALOGLU</b>	HEAD OF OPERATIONS – <b>AMIE O'BRIEN</b> TECHNICAL SERVICE MANAGER – <b>ALEX GOODEN</b>
10 - HEALTH AND SAFETY (page 75-76 & 105 &106)	CORPORATE DIRECTOR OF CULTURE & WORKFORCE DEVELOPMENT – <b>LEE WITHAM</b>	HEAD OF HEALTH, SAFETY AND WELLBEING - <b>GEOFF SCHOOLING</b>
11 – VOLUNTARY & COMMUNITY SECTOR (page 77-79, 107 & 108)	HEAD OF COMMUNITIES & PARTICIPATION – <b>YVONNE CAMPBELL</b>	COMMUNITY ACTION MANAGER - <b>ANOUSKA HOFFMAN</b> PROGRAMME MANAGER, COMMUNITIES & PARTICIPATION – <b>THOMAS STOCKTON</b>
12 – HIGHWAYS & TRAFFIC MANAGEMENT (page 109)	HEAD OF HIGHWAY NETWORK MANAGEMENT- <b>DECLAN LYNCH</b>	HIGHWAYS INFRASTRUCTURE MANAGER – <b>GARETH JONES</b>
13 – EARLY HELP & LIBRARIES (page 110-112)	DIRECTOR OF EARLY HELP AND PREVENTION – <b>LAURA BUTTERWORTH</b> ASSISTANT DIRECTOR SUPPORTING FAMILIES AND COMMUNITIES – <b>TESS GLENDAY</b> ASSISTANT DIRECTOR EMPLOYMENT BUSINESS AND SKILLS - <b>REBECCA DAVEY</b> HEAD OF LIBRARIES & REGISTRARS – <b>EMMA APPLEFORD-JOHN</b> ASSISTANT DIRECTOR FOR EARLY HELP DELIVERY – <b>SADE ALADE</b>	LIBRARIES PARTNERSHIP MANAGER – <b>JO TANNER</b> TEAM MANAGER ADULT EARLY HELP – <b>CAOIMHE MCKENNA</b> NEIGHBOURHOOD FAMILY OUTREACH MANAGER – <b>MEGAN LODGE</b>

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## APPENDIX 10: ACTION CARD HOLDERS CONTACT DETAILS

ACTION CARD	ACTION CARD HOLDER	EMAIL ADDRESS	PHONE NUMBER
1 – PUBLIC HEALTH	JOE MCDONNELL HADJER NACER-LAIDI ED STAGG CLAIREE MOSS	<a href="mailto:joe.mcdonnell@walthamforest.gov.uk">joe.mcdonnell@walthamforest.gov.uk</a> <a href="mailto:Hadjer.nacer-laidi@walthamforest.gov.uk">Hadjer.nacer-laidi@walthamforest.gov.uk</a>  <a href="mailto:edward.stagg@walthamforest.gov.uk">edward.stagg@walthamforest.gov.uk</a> <a href="mailto:Claire.Moss@walthamforest.gov.uk">Claire.Moss@walthamforest.gov.uk</a>	07730 766421  07551 575301
2 – ADULT SOCIAL CARE	ANN MCGALE KEVIN MAKAMBE HANNAH MENSAH ALAM KHAN	<a href="mailto:ann.mcgle@walthamforest.gov.uk">ann.mcgle@walthamforest.gov.uk</a> <a href="mailto:kevin.makambe@walthamforest.gov.uk">kevin.makambe@walthamforest.gov.uk</a> <a href="mailto:hannah.mensah@walthamforest.gov.uk">hannah.mensah@walthamforest.gov.uk</a> <a href="mailto:alam.khan@walthamforest.gov.uk">alam.khan@walthamforest.gov.uk</a>	07553 029026 07741 327835
3 – CHILDREN'S SOCIAL CARE	DANIEL PHELPS ABIGAIL ADIEZE JAMES THOMPSON ANN-MARIE KOROMA KATHI GITTENS	<a href="mailto:daniel.phelps@walthamforest.gov.uk">daniel.phelps@walthamforest.gov.uk</a> <a href="mailto:abigail.adieze@walthamforest.gov.uk">abigail.adieze@walthamforest.gov.uk</a> <a href="mailto:james.thompson3@walthamforest.gov.uk">james.thompson3@walthamforest.gov.uk</a> <a href="mailto:anne-marie.koroma@walthamforest.gov.uk">anne-marie.koroma@walthamforest.gov.uk</a> <a href="mailto:kathi.gittens@walthamforest.gov.uk">kathi.gittens@walthamforest.gov.uk</a>	07765 251778 07715 536869 07929 205209 07776 660067 07816 133065
4 – CORPORATE COMMUNICATIONS	NICK DOVEY WILLIAM HAYDON MATTHEW RILEY DENZIL FERNANDES	<a href="mailto:nick.dovey@walthamforest.gov.uk">nick.dovey@walthamforest.gov.uk</a> <a href="mailto:william.haydon@walthamforest.gov.uk">william.haydon@walthamforest.gov.uk</a> <a href="mailto:matthew.riley@walthamforest.gov.uk">matthew.riley@walthamforest.gov.uk</a> <a href="mailto:denzil.fernandes@walthamforest.gov.uk">denzil.fernandes@walthamforest.gov.uk</a>	07918 770745 07967 348679
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