



Heatwave Plan for London Borough of Waltham Forest

Purpose of the Heatwave Plan

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

Version 3.8

June 2022

Developed by the Civil Protection Service and 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:** Ed Stagg, Public Health Strategist (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

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

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

1.6 VERSION CONTROL / HISTORY

Title: LBWF Heatwave Plan			
Location: O:\Public Health\New Public Health\Health Protection and Emergency Planning\Emergency plans\Heatwave			
Author:		Owner:	Approving body:
Ed Stagg		Director of Public Health (complete) Public Health responsible officer(s)	Director of Public Health
Version	Date of Change	Amendments	Responsible Officer
2014.0	Aug 2014	First draft – out for consultation	Lachlan Attwooll
2015.0	June 2015	Reviewed following publication of national plan.	Lachlan Attwooll
2.1	May 2016	Updated staff contacts, reviewed plan.	Lachlan Attwooll
2.2	Aug 2016	Updated alert recipient list Added PHE resources for public messaging	Lachlan Attwooll
3.0	May 2017	Review latest guidance and contact information	Pierre Rossouw
3.1	June 2017	Changes in personnel and other minor tweaks	Pierre Rossouw
3.2	June 2018	Updated staff contacts, reviewed plan. National plan <u>unchanged</u> .	Lachlan Attwooll
3.3	July 2018	Update staff names	Pierre Rossouw
3.4	May 2019	Added Heatwave Incident Situation Report and updated Heat Health Watch email alerts list	Jean Kiyori
3.5	May 2020	Updated Heatwave alert Distribution List and Heatwave Incident Situation Report	Jean Kiyori
3.6	June 2020	Updated in line with national guidance	Clare Ebberson / Laura Davidson
3.7	June 2021	Updated Heatwave alert Distribution List, Action Card Holders and Heatwave Incident Situation Report	Jean Kiyori Angharad Shambler

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		Updated escalation/meeting procedures and communication resources	
3.8	May 2022	Replaced civil protection responsibilities with public health. Updated links to all documents. Added section on heatwaves and infectious diseases. Updated Section 5 with all new action card holders. Updated Heat Health distribution list with new action card holders and deputies. Updated public health communications messages to reflect new national guidance. Added section on health impacts of hot weather (appendix 4). Added section on cool spaces (appendix 5). Updated online SITREP. Updated all action cards in conjunction with action card holders, added in links to UKHSA materials. Updated action card holders. Added action card contact details (appendix 9)	Ed Stagg

SECTION 2: SUMMARY AND PURPOSE OF PLAN

2.1 PLAN AIM

To ensure that the London Borough of Waltham Forest is prepared for and is able to respond effectively to a heatwave.

2.2 OBJECTIVES

This plan outlines how the Council will:

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

2.3 SCOPE

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

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

2.4 TRIGGERS

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

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

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

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

2.5 NOTIFICATION

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

2.6 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.

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:

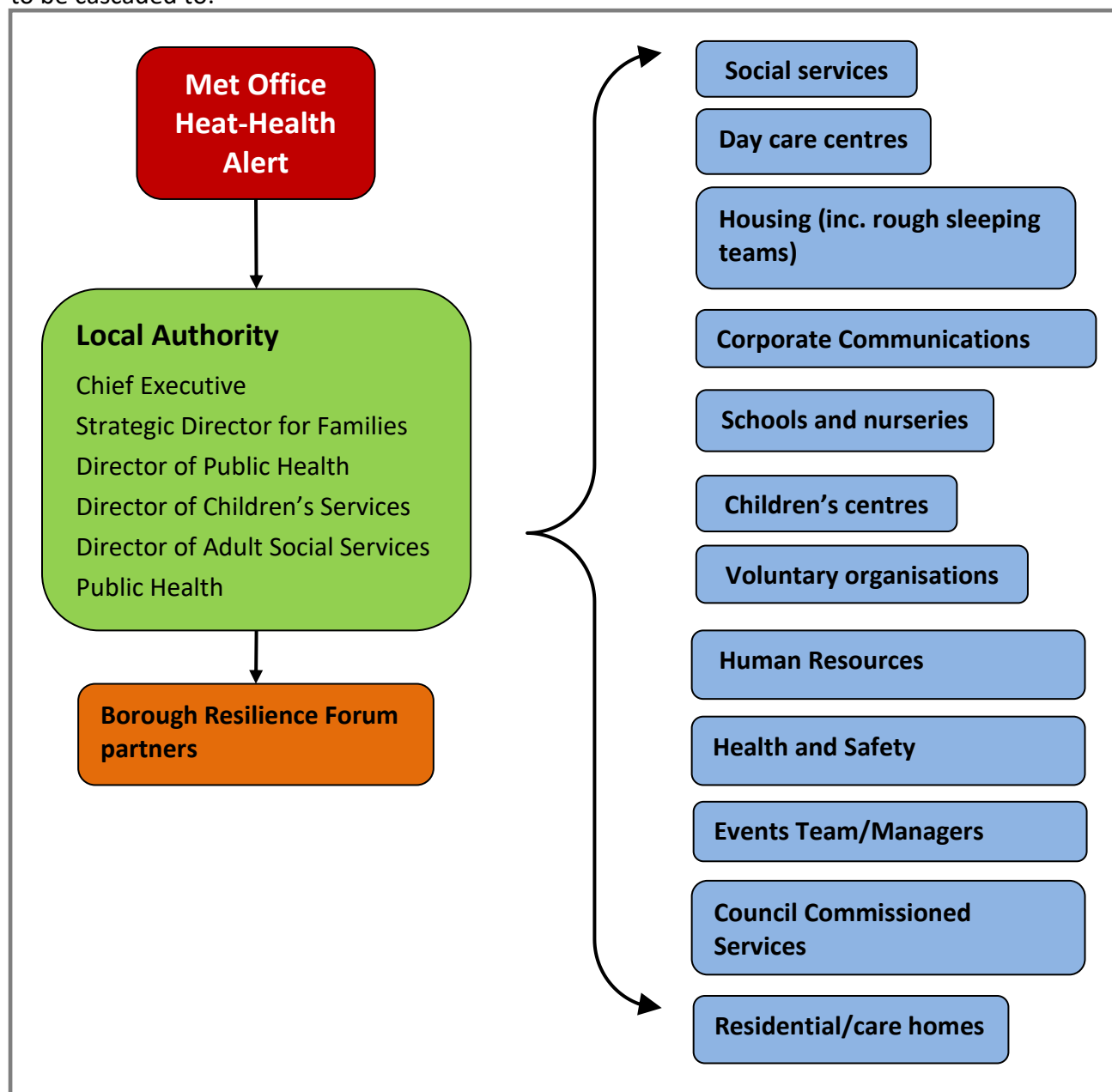


Figure 1: Cascade of Hot Weather Alerts

2.7 ACTIVATION

Once we are at Level 3, the Director of Public Health or nominated representative from the Public Health team will lead the Council response acting as the '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 Level 2 if level of risk is perceived to be high or there is more than 80% likelihood a Heatwave (Level 3) will be forecast. An initial "Activation" team meeting will be scheduled by the Public Health responsible officer(s), with compulsory attendance from the Heatwave Response Team, including the Director of Public Health and relevant PH colleagues, Director of Neighbourhoods and Corporate Communications colleagues to begin coordinating response and confirmation of appropriate actions. Where

required i.e. increased length of forecasted heatwave, this team will meet every few days as instructed by the Director of Public Health. Where required, additional colleagues may be invited to meetings i.e. lead/deputy action card holders.

The diagram below shows the escalation level and meetings required:

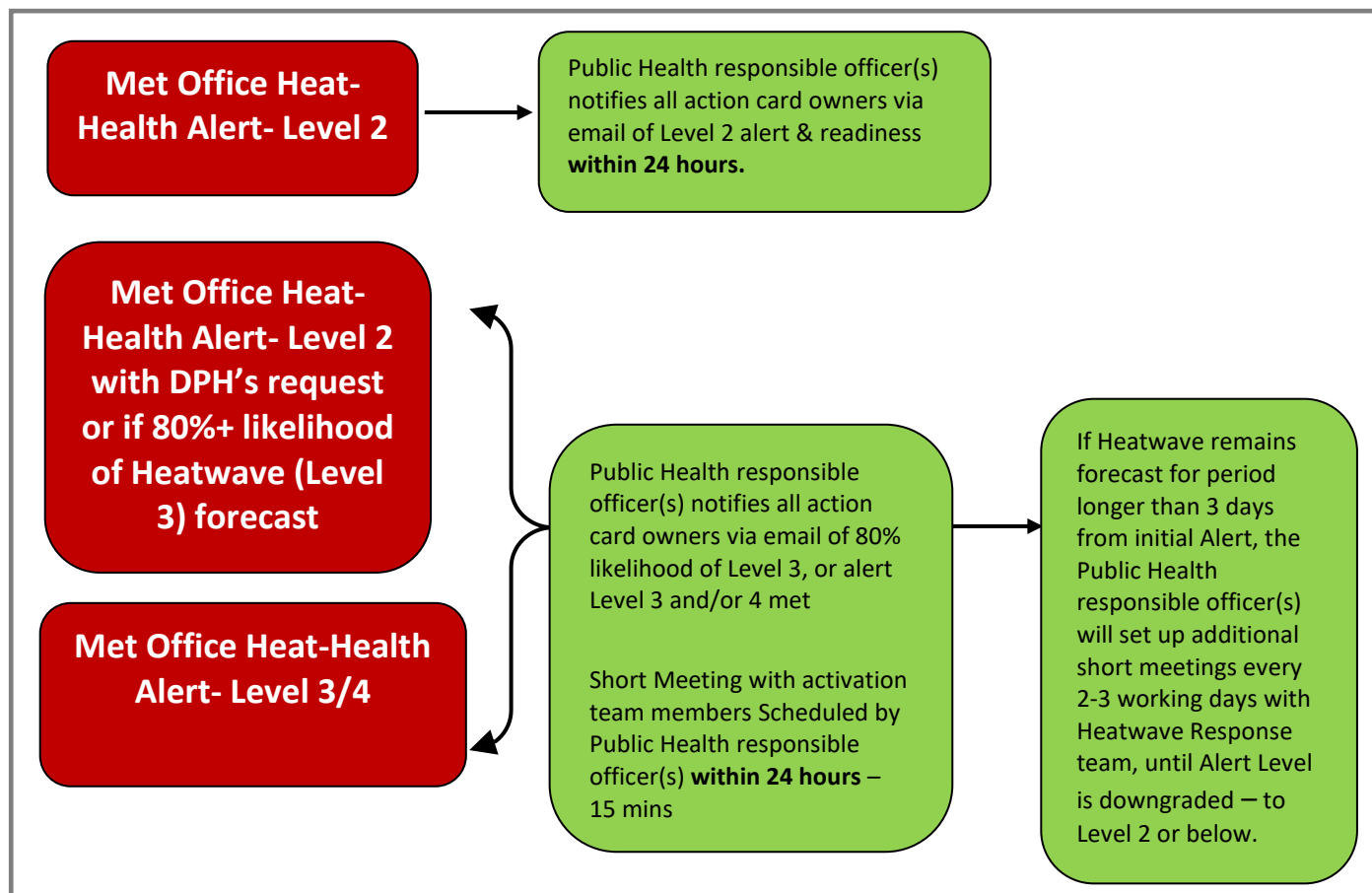


Figure 2: Escalation level and meetings required

2.8 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

Heatwave Plan for England (UKHSA)

Available from: goo.gl/SnqHGu

Heatwave Plan for England (Easy read version) (UKHSA)

Available from: <https://tinyurl.com/4c7d2cw8>

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

Available from: <https://tinyurl.com/2p9dzerv>

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

Available from: <https://tinyurl.com/33ae96u5>

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

Available from: <https://tinyurl.com/y8u2ruyi>

Workplace health, safety and welfare (HSE)

Available from: goo.gl/iE4GIY

'Beat the heat' (UKHSA) – resources for the public including:

'Beat the Heat' staying safe in hot weather guidance

Available from: <https://tinyurl.com/yc4pai93>

'Beat the Heat' keep cool at home checklist

Available from: <https://tinyurl.com/3fbcztjn>

'Beat the Heat' poster

Available from: <https://tinyurl.com/yckv9wcs>

Recording from *'Heatwave Plan for England and Summer 2022 Preparedness: Stakeholder Webinar'* (UKHSA)

Available from: <https://tinyurl.com/2p8xvpwx> (Opens in Microsoft Teams)

Corporate Emergency Management Plan (LBWF)

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

SECTION 3: MANAGING OUR HEATWAVE RESPONSE

3.1 CORPORATE EMERGENCY MANAGEMENT PLAN (CEMP)

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

Useful components of the CEMP can be utilised as required.

3.2 DIRECTOR OF PUBLIC HEALTH (DPH)

The Director of Public Health is the lead officer in the Council for health. Given the serious threat to health posed by a heatwave, the Director of Public Health will take the lead during our heatwave response and in effect, will act as the Council's '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 services will need to take appropriate actions before and during a heatwave. These actions are described below, together with details of the officers responsible. For clarity there is an 'Action Card' for each service at the back of this document (see: Appendix 7).

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

3.4 PUBLIC HEALTH

The Public Health responsible officer(s) will ensure that appropriate Council staff receive the Heat 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 heatwave, the Director of Public Health may want to meet with services that have responsibilities under the plan, to be assured that appropriate actions are being taken. The BECC will be made available for this purpose.

3.4.2 Situation reporting

During a heatwave, the 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.

The Situational Response reports are now being collated online via Microsoft forms. You can access this in Appendix 6. It is the responsibility of the Public Health responsible officer(s) to send the link to fill in the form to all lead/deputy action card holders, with deadline for submission. Completed forms should then be downloaded and analysed by the Public

Health responsible officer(s). The form data should be circulated to the Heatwave Response team (see section 2.6, page 7) prior to any meetings. The Public Health responsible officer(s) should also alert the 'Council Silver' as to:

- Escalate which Action Card holders have not completed a SITREP form (follow-up will be required)
- Escalate any key themes/or any missing information from the action card holders forms

3.4.3 Working with local responders

The Public Health responsible officer(s) will confirm 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 heatwave.

3.5 DUTY COUNCIL SILVER

The Duty Council Silver will not be required to coordinate the heatwave response but will remain available to respond to any other emergency or Major Incident. The Public Health responsible officer(s) will ensure that whichever Divisional Director is on call is kept informed of the impacts of the heatwave and our response to it.

SECTION 4: RESPONSE TASKS

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

- the public
- key Council services
- care providers
- schools and children's centres
- the community and voluntary sector
- partners in the Borough Resilience Forum (BRF)

The hot weather communications plan is 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 hot weather alerts and assure themselves that their service users are aware of key public health messages.

4.1 PERSONALISED SUPPORT TO THE VULNERABLE

In addition to communication public health messages, staff who provide services to residents in their homes will be asked to consider what support could be given to service users to reduce the impact of a heatwave, for example the provision of electric fans or water jugs. Adult Social Care, Children's Social Care and Commissioning will decide if such support is appropriate and make any arrangements.

4.2 IDENTIFICATION OF THE VULNERABLE BY MULTI-AGENCY PARTNERS

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

4.3 IDENTIFICATION OF THE VULNERABLE BY 'FRONTLINE' COUNCIL SERVICES

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

4.4 MONITORING OF HEAT-RELATED ILLNESS AND DEATHS

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

- heat-related calls to NHS 111
- heat-related emergency department attendances
- heat-related GP consultations

Borough-level figures may also be available.

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

4.5 HEATWAVES & INFECTIOUS DISEASES

Action card holders and deputies may need to consider additional response tasks if a period of hot weather is expected to coincide with increased prevalence of infectious disease/s.

Appropriate consideration should be given to any disease specific control measures which may have unintended consequences for the management of hot weather and heatwaves (and vice versa). A couple of examples of this are:

- Opening windows to improve indoor ventilation. While this helps to reduce the spread of some airborne infectious diseases, on extremely hot days this may increase indoor room temperature.
- Use of electric fans indoors to reduce room temperature on hot days. This is effective at reducing room temperature when the temperature is below 35 °C but can also increase transmission of infectious diseases spread through droplets in the air - such as COVID-19. The World Health Organisation (WHO) have produced a handy infographic on 'good ventilation', including things to consider when the weather is too hot to open windows for long periods of time and when to use electric fans. This can be accessed at the following link:
<https://tinyurl.com/4tvm2fnk>.

When delivering actions in their action cards, action card holders/deputies and managers should consider how their usual heatwave actions can be adapted to meet specific disease control measures and consider any additional actions that may be needed in a situation whereby a period of hot weather is expected to coincide with increased prevalence of infectious disease/s. The focus should be on implementing all measures as safely as possible, given the individual and environmental circumstances, and without unduly prioritising one cause over another.

Action card holders, deputies and managers implementing action cards should refer to national guidance and seek specialist advice from the public health team if they have any questions or concerns around this. Additional sources of guidance include the UK Health Security Agency [www.gov.uk/government/organisations/uk-health-security-agency] and the Health and Safety Executive [www.hse.gov.uk].

High-risk settings, such as older adult residential care homes, should continue to seek the support of infection prevention and control specialists where appropriate.

SECTION 5: HEATWAVE ALERT LEVELS AND ACTIONS

5.1 ALERT LEVEL 1 – HEATWAVE AND SUMMER PREPAREDNESS

5.1.1 Summary

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

5.1.2 Actions

The table below summarises the actions associated with Alert Level 1 i.e. the start of the Heat Health-Watch email alerting system on 1 June. Responsible officers can delegate their responsibilities to other action card holders.

ALERT LEVEL 1 - HEATWAVE SEASON		
Task	Responsible officer(s)	Details of actions
Advise health and social care providers	Director Adult Social Care Corporate Director Children's Social Care Director of Integrated Commissioning Director of Public Health Public Health responsible officer(s)	<ul style="list-style-type: none"> • have arrangements in place to forward Heat Health Watch alerts to providers • encourage providers to have heatwave plans in place
Consider personalised support to vulnerable	Director Adult Social Care Corporate Director Children's Social Care Director of Integrated Commissioning	<ul style="list-style-type: none"> • ask visiting staff to consider what support could be given to vulnerable individuals
Advise schools and children's centres	Corporate Director Children's Social Care Director of Integrated Commissioning Director of Learning	<ul style="list-style-type: none"> • encourage all schools, youth facilities and children's centres to be ready for a heatwave

ALERT LEVEL 1 - HEATWAVE SEASON		
Task	Responsible officer(s)	Details of actions
Ensure office temperatures remain 'reasonable'	Assistant Director of People & Organisational Development Head of Health & Safety All managers	<ul style="list-style-type: none"> check that plans for keeping office temperatures 'reasonable' are in place
Advise residents	Director of Communications Director of Public Health Public Health responsible officer(s)	<ul style="list-style-type: none"> check that template public health messages reflect the latest guidance communicate risk reduction messages to the public (inc. sharing info about cool spaces)
Advise community and voluntary sector	Head of Communications & Engagement for Public Health Senior PR & Digital Manager Council services working with community and voluntary sector	<ul style="list-style-type: none"> engage the community and voluntary sector to help those most at risk
Identification of vulnerable residents by multi-agency partners	Director of Public Health Public Health responsible officer(s)	<ul style="list-style-type: none"> confirm that multi-agency arrangements for identification of the vulnerable are up-to-date

5.2 ALERT LEVEL 2 – HEATWAVE IS FORECAST – ALERT AND READINESS

5.2.1 Summary

Triggered as soon as the likelihood of threshold temperatures being reached in one or more regions on at least two consecutive days and the intervening night is 60% or above. Focus of efforts is on communication of the raised Alert Level together with advice.

Some consideration given to more pro-active interventions.

5.2.2 Actions

The table below summarises the actions associated with Alert Level 2. Responsible officers can delegate their responsibilities to other action card holders.

ALERT LEVEL 2 - HEATWAVE IS FORECAST		
Task	Responsible officer(s)	Details of actions
Advise health and social care providers	Director Adult Social Care Corporate Director Children's Social Care Director of Integrated Commissioning Director of Public Health Public Health responsible officer(s)	<ul style="list-style-type: none"> confirm that providers are aware and taking appropriate steps to prepare
Consider personalised support to vulnerable	Director Adult Social Care Corporate Director Children's Social Care Director of Integrated Commissioning	<ul style="list-style-type: none"> prepare to distribute personalised support to vulnerable residents
Advise schools and children's centres	Corporate Director Children's Social Care Director of Integrated Commissioning Director of Learning	<ul style="list-style-type: none"> pass on heatwave alert to schools, youth facilities and children's centres offer advice on how schools can prepare for heatwave
Advise organisers of public events	Head of Enterprise and Operations Head of Creative Engagement Public Health responsible officer(s)	<ul style="list-style-type: none"> check that organisers of any public event planned for the heatwave period are aware of forecast and ready to take appropriate actions

ALERT LEVEL 2 - HEATWAVE IS FORECAST

Task	Responsible officer(s)	Details of actions
Warn staff + give advice	Head of Communications & Engagement for Public Health Senior PR & Digital Manager Public Health responsible officer(s) All managers	<ul style="list-style-type: none"> inform staff of heatwave forecast ensure staff know how to keep well during a heatwave ensure staff know about cool spaces across the borough
Check working arrangements	All managers	<ul style="list-style-type: none"> review working arrangements in light of forecast – particularly ‘critical’ Council services
Ensure office temperatures remain ‘reasonable’	Assistant Director of People & Organisational Development Head of Health & Safety All managers	<ul style="list-style-type: none"> check that plans for maintaining ‘reasonable’ temperatures are ready
Advise residents	Head of Communications & Engagement for Public Health Senior PR & Digital Manager Director of Public Health Public Health responsible officer(s)	<ul style="list-style-type: none"> communicate key public health messages to residents - see Appendix 2 communicate info. about cool spaces Appendix 5 Director of Public Health may wish to review messages
Advise community and voluntary sector	Head of Communications & Engagement for Public Health Senior PR & Digital Manager Council services working with community and voluntary sector	<ul style="list-style-type: none"> communicate key public health messages to community and voluntary groups for onward distribution inc. info about cool spaces

ALERT LEVEL 2 - HEATWAVE IS FORECAST

Task	Responsible officer(s)	Details of actions
Identification of vulnerable residents by multi-agency partners	Director of Public Health Public Health responsible officer(s)	<ul style="list-style-type: none"> ask partner agencies to prepare to share information on vulnerable residents
Identification of vulnerable residents by 'frontline' Council staff	Director Adult Social Care Corporate Director Children's Social Care Director of Integrated Commissioning All 'frontline services'	<ul style="list-style-type: none"> brief 'frontline' staff on heatwave impacts and their role in helping to identify vulnerable residents

5.3 ALERT LEVEL 3 – HEATWAVE CONDITIONS**5.3.1 Summary**

Triggered when the Met Office confirms threshold temperatures for one or more regions have been reached for one day and the following night, and the forecast for the next day is greater than 90% confidence that the day threshold will be met. Council will continue to communicate key public health messages whilst devoting resources to more active interventions.

5.3.2 Actions

The table below summarises the actions associated with Alert Level 3. The same actions will be carried out for Alert Level 4 (a National Emergency). Responsible officers can delegate their responsibilities to other action card holders.

ALERT LEVEL 3 - HEATWAVE CONDITIONS

Task	Responsible officer(s)	Details of actions
Advise health and social care providers	Director Adult Social Care Corporate Director Children's Social Care Director of Integrated Commissioning Director of Public Health Public Health responsible officer(s)	<ul style="list-style-type: none"> • seek assurances that providers are taking appropriate actions
Consider personalised support to vulnerable	Director Adult Social Care Corporate Director Children's Social Care Director of Integrated Commissioning	<ul style="list-style-type: none"> • distribute personalised support
Advise schools and children's centres	Corporate Director Children's Social Care Director of Integrated Commissioning Director of Learning	<ul style="list-style-type: none"> • warn all schools and children's centres and urge them to take appropriate actions • request all schools, youth services and children's centres revise trip plans to increase availability of water and sun protection
Advise organisers of public events	Head of Enterprise and Operations Head of Creative Engagement Public Health responsible officer(s)	<ul style="list-style-type: none"> • check that organisers of public events have taken appropriate actions
Monitor heat-related morbidity and mortality	Director of Public Health Public Health responsible officer(s)	<ul style="list-style-type: none"> • inform Director of Public Health of impacts of heatwave once data available
Warn staff + give advice	Head of Communications & Engagement for Public Health Senior PR & Digital Manager Public Health responsible officer(s) All managers	<ul style="list-style-type: none"> • highlight heatwave risks to staff • ensure staff know how to keep well during a heatwave • ensure staff know where cool spaces are situated across the borough

ALERT LEVEL 3 - HEATWAVE CONDITIONS

Task	Responsible officer(s)	Details of actions
Check working arrangements	All managers	<ul style="list-style-type: none"> review working arrangements to minimise impact – particularly ‘critical’ Council services
Ensure office temperatures remain ‘reasonable’	Assistant Director of People & Organisational Development Head of Health & Safety All managers	<ul style="list-style-type: none"> implement plans to maintain ‘reasonable’ working conditions

ALERT LEVEL 3 - HEATWAVE CONDITIONS

Task	Responsible officer(s)	Details of actions
Advise residents	Head of Communications & Engagement for Public Health Senior PR & Digital Manager Director of Public Health Public Health responsible officer(s)	<ul style="list-style-type: none"> • continue to communicate key public health messages to residents • communicate info. about cool spaces Appendix 5

ALERT LEVEL 3 - HEATWAVE CONDITIONS

Task	Responsible officer(s)	Details of actions
Advise community and voluntary sector	Head of Communications & Engagement for Public Health Senior PR & Digital Manager Council services working with community and voluntary sector	<ul style="list-style-type: none"> continue to communicate key public messages to community and voluntary groups inc. info about cool spaces
Identification of vulnerable residents by multi-agency partners/	Director of Public Health Public Health responsible officer(s)	<ul style="list-style-type: none"> request information on vulnerable residents from partner agencies

ALERT LEVEL 3 - HEATWAVE CONDITIONS

Task	Responsible officer(s)	Details of actions
Identification of vulnerable residents by 'frontline' Council staff	Director Adult Social Care Corporate Director Children's Social Care Director of Integrated Commissioning All 'frontline services'	<ul style="list-style-type: none"> ask 'frontline' Council services to look out for indications that a resident may be vulnerable to heatwave impacts e.g. frail elderly resident living in south-facing flat information should be passed to Adults' Care and Support

APPENDICES

APPENDIX 1: HEATWAVE EMAIL ALERTS

UKHSA'S MET OFFICE HEAT-HEALTH WATCH ALERTS

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

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

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

For more information or **to sign up for alerts please register your email address to receive alerts at:**

<https://public.govdelivery.com/accounts/UKMETOFFICE/subscriber/new?qsp=PHE>.

MET OFFICE NATIONAL SEVERE WEATHER WARNING SERVICE (NSWWS)

This is a new Met Office Extreme Heat Warning which launched in June 2021. It is designed to alert for extreme heat episodes that has the potential to cause danger to life or widespread disruption, i.e. August 2020. It will focus on impacts to the general population.

The system will only report AMBER and RED warnings only; and these notifications will go out 'when required' by email, web, SMS, TV and radio. These alerts will be closely coordinated with UKHSA Met Office Heat-Health Alerts in England.

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.

WALTHAM FOREST HEATWAVE ALERT DISTRIBUTION LIST 2022/23

The following table lists all colleagues who will receive UKHSA's Met Office Heat-Health Watch alerts in 2022/23. This list includes all action card holders and deputy action card holders listed in Appendix 7 and also Borough Resilience Forum partners. If you any of your LBWF colleagues have signed up to receive the Heat-Health Watch alerts and are not on this list, please update Ed Stagg (Edward.stagg@walthamforest.gov.uk) with this information.

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APPENDIX 2: PUBLIC HEALTH 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 hot 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>

SUMMARY OF KEY MESSAGES

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 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
- Wear light, loose-fitting cotton clothes

Cool yourself down:

- 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 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
- 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 or elderly people 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

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
- 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.

TARGETED PUBLIC HEALTH MESSAGES FOR KEY GROUPS

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.

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

Available from: <https://tinyurl.com/33ae96u5>

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

Available from: <https://tinyurl.com/y8u2ruyj>

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

Available from: <https://tinyurl.com/2p9dzerv>

SUMMARY OF SUGGESTED CONTENT FOR SOCIAL MEDIA

The following public health messages can be used to notify staff and residents about how to mitigate the impacts of hot weather via social media. Further information about this can be found in the UKHSA Hot Weather Communications Toolkit for 2022 on page 37.

- Look out for older people and others who may find it more difficult to stay cool and hydrated in hot weather. Stay #WeatherAware.
- It is important to check that older friends, family and neighbours are coping during the hot weather. Keep in touch over the phone and follow the guidance on how to safely care for others #BeattheHeat
- Drink plenty of fluids and avoid excess alcohol during the hot weather. Stay #WeatherAware
- A cool living space is especially important for infants, older people or those with long-term health conditions #BeattheHeat
- Keep indoor plants and bowls of water in the house during hot weather: evaporation helps cool the air. #BeattheHeat
- Avoid extreme physical exertion during the hot weather. If you can't avoid strenuous outdoor activity, keep it for cooler parts of the day e.g., early morning or evening. #BeattheHeat
- The best thing to do in the hot weather is stay out of the direct sun, especially between 11am and 3pm as UV rays are strongest during these hours. #BeattheHeat
- Stay #WeatherAware. Don't leave babies, children, older people or vulnerable people or pets alone in stationary cars in hot weather

- If going out in the hot weather, walk in the shade, apply sunscreen, wear a hat and light, loose cotton clothes #BeattheHeat.
 - Stay #WeatherAware: If you or others feel unwell, get dizzy, feel weak, anxious or have intense thirst, move to a cool place, rehydrate and cool your body down.
 - Rest immediately in a cool place if you have painful muscular spasms and drink plenty of cool drinks. Seek medical attention if you feel unusual symptoms or if symptoms persist. Stay #WeatherAware #BeattheHeat
-
- Useful twitter handles: @MetOffice, @UKHSA, @OHID, @LGAcomms, @NHSEngland, @NHSChoices.
 - Agreed hashtags to be included here: #heatwave #LBWF

UKHSA RESOURCES TO SHARE WITH THE PUBLIC/SERVICE USERS

- **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%20the%20Heat%20Poster%202022.pdf)
- **Beat the Heat: Keep cool at home checklist**
<https://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-keep-cool-at-home-checklist>
- **Easy read version of the Heatwave Plan for England 2022**
[https://webarchive.nationalarchives.gov.uk/ukgwa/20220329202109mp_/https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/729085/Heatwave Plan 2014 EasyRead.pdf](https://webarchive.nationalarchives.gov.uk/ukgwa/20220329202109mp_/https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/729085/Heatwave%20Plan%202014%20EasyRead.pdf)

Double click the word document icon below to access the UKHSA Hot Weather Communications Toolkit for 2022. If you are not viewing this document online and cannot click the icon below, contact Ed Stagg (Edward.stagg@walthamforest.gov.uk) for a copy of the toolkit.



Heat%20health%20al
erts%20comms%20to

APPENDIX 3: GROUPS MOST VULNERABLE TO EXTREME HEAT

WHO IS MOST AT RISK?

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

- Older people, especially those over 75 or those living on their own who are socially isolated, or in a care home
- Babies and young children
- Pregnant women
- People living with serious mental health issues
- People on certain medications (for example, medications that control electrolyte balance, thermoregulation or cardiac function, including anticholinergics, vasoconstrictors, antihistamines, drugs that reduce renal function, diuretics, psychoactive drugs and antihypertensives)
- People living with a serious chronic condition, particularly breathing or heart problems but also those with diabetes, renal insufficiency or Parkinson's disease
- People who are unable to adapt their behaviour to keep cool, notably those with Alzheimers, those who have certain disabilities, including those who are bed-bound
- People who already have a high temperature from an infection
- People who have alcohol and/or drug dependency issues
- People who are physically impaired and have issues with mobility
- People who are physically active and who undertake physical work/activity outdoors, like manual workers, athletes, joggers etc.
- Rough sleepers/homeless people (those who sleep in shelters as well as outdoors) due to higher rates of chronic disease (often poorly controlled), smoking, respiratory conditions, substance dependencies and mental illness

APPENDIX 4: 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)

APPENDIX 5: COOL SPACES

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

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.

It is expected that all Cool Spaces, regardless of tier, will comply with COVID-19 safety guidance.

OVERHEATING IN LONDON

London is prone to overheating due to a changing climate and the 'Urban Heat Island' (UHI). The UHI can cause temperatures to be up to 10°C higher than surrounding rural areas. This is due to the sun's rays being absorbed by hard surfaces rather than by vegetation such as trees, plants and grass. Radiation from hard surfaces is then released into the air as heat. The UHI reduces the ability of cities to cool and impacts on our own capacity to regulate temperature.

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>

TIERS FOR COOL SPACES

As mentioned above, cool spaces are designated based on a set of criteria with three different tiers depending on the number of amenities offered. Below are details of the amenities on offer at each tier:

Tier 1 Cool Spaces	
General Criteria <ul style="list-style-type: none"> • Open to all members of the public during weekdays from at least 10:00 – 17:00, with weekend openings when possible • Free of charge • Access to free drinking water (i.e. water cooler, kitchen, water fountain, etc.) • Accessible to disabled persons • Access to toilets (on site or at short walk with signposting) 	
Indoor Spaces <ul style="list-style-type: none"> • Staffed with at least one person to ensure safety • Air conditioning or alternative cooling system that allows significant cooling¹ • Seating • Clearly stated maximum occupancy² 	Outdoor Spaces <ul style="list-style-type: none"> • Well shaded with trees and/or shading elements (e.g. umbrellas) allowing for cooling or presence of water features, (i.e. lake/river/canal, features for water play) • Shaded seating

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Tier 2 Cool Spaces	
General Criteria <ul style="list-style-type: none"> • Open to all members of the public during weekdays with specified hours of operation • Free of charge • Clearly states level of accessibility to disabled persons 	
Indoor Spaces <ul style="list-style-type: none"> • Access to free drinking water (i.e. water cooler, water fountain, kitchen, etc.) or Air conditioning or alternative cooling system that allows significant cooling¹ • Seating • Clearly stated maximum occupancy² 	Outdoor Spaces <ul style="list-style-type: none"> • Access to drinking water on site, nearby (and signposted) or through partnership with the London Refill scheme • Well shaded with trees and/or shading elements (e.g. umbrellas) allowing for cooling or presence of water features, (i.e. lake/river/canal, features for water play) • Ideally shaded seating (but not essential)
Tier 3 Shaded Spaces	
<ul style="list-style-type: none"> • Outdoor green areas, blue areas, or areas along blue spaces (i.e. river/canal esplanades) • Publicly accessible • Free of charge • Shading (e.g. tree canopy cover) 	

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.

APPENDIX 6: HEATWAVE INCIDENT SITUATION REPORT - SITREP

The link to the online form will be circulated following a level 2 or 3 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).

You can complete the SITREP form online via this link: <https://forms.office.com/r/OG3pbmHCZ0>

Below is a paper version of this SITREP form, however please use the online form linked above unless otherwise advised.

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

What actions have you/your team taken to communicate with service users about the hot weather?

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

APPENDIX 7: ACTION CARDS

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ACTION CARD 1 – PUBLIC HEALTH

RESPONSIBLE OFFICER(S)

Director of Public Health

Interim Public Health Consultant

Public Health Strategist

RESPONSIBILITIES

- Ensure that Heatwave plan is up-to-date and that key Council services are aware of their role
- Ensure that key staff receive Heat Health Watch alerts
- Ensure that residents and event organisers receive heatwave warnings and advice
- Lead the Council's response
- Seek assurances that Council services are taking the actions outlined in this plan
- Seek assurances that local health providers are prepared for heatwave impacts
- Monitor the impact of any heatwave on the Borough
- Provide strategic guidance to Directors and Chief Executive (if severity of heatwave requires it)
- Coordinate identification of vulnerable persons with other agencies

ACTIONS

Alert Level	Actions to be taken
Level 1 Heatwave season	<ul style="list-style-type: none">• Ensure the Heatwave plan is up to date• Ensure that appropriate Council staff are signed up to and receive Heat Health Watch alerts• 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• Ensure that template public health messages reflect the latest national guidance• Distribute latest copy of plan to all appropriate Council staff and partners and ensure they are aware of their actions around hot weather• Ensure current public health messages for heatwaves are reflected in Council's business continuity plan.• Ensure that hot weather considerations are included within Council business continuity plans• Provide advice to relevant leads and services as per action cards below

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	<ul style="list-style-type: none"> • Ensure that comms have copies of public health messages relevant to different levels of Heat alert and are aware of when to send these out and to whom • Confirm that multi-agency arrangements for identification of the vulnerable are up-to-date
Level 2 Heatwave is forecast	<ul style="list-style-type: none"> • Consider if Director of Public Health needs to lead as Council Silver • Ensure that staff are warned and given advice • Check that organisers of public events are aware of hot weather forecasts and are prepared for hot weather • Ask Council services to confirm they are prepared to implement plan • Discuss with Adult Social Care the possibility of personalised support • Discuss with DPH and Adult Social Care the need for 'frontline' staff to help identify vulnerable individuals who may need additional support • Ensure comms are prepared to issue public health messages to the public and other groups • Seek assurances that frontline workers including in health and social care, care homes and hospitals are aware of how to support service users to stay cool and provide advice. This could be through STP networks, Health and Wellbeing Board dissemination or Health Protection Forum, newsletters or other appropriate channels • Seek assurances that local health and social care providers are prepared for heatwave. For example, checking they are aware of their action card and have taken steps including briefing/training staff. • Ask partner agencies to prepare to share information on vulnerable • Consider whether 'frontline' services should be asked to help to identify vulnerable residents and which services would be best placed to do this • When Level 3 is forecast, arrange a meeting with action card leads to assess readiness for Level 3 and ensure actions are being taken forwards as appropriate
Level 3 Heatwave conditions	<ul style="list-style-type: none"> • Act as Council Silver, advised by Public Health responsible officer(s) • Ask Council services to confirm they are implementing this plan • Check that organisers of public events have taken appropriate actions to mitigate the impact of the hot weather • If appropriate, ask 'frontline' services to identify vulnerable residents • Provide strategic guidance to Directors and Chief Executive • Request information on vulnerable residents from partner agencies • Seek assurances that local health providers are responding appropriately to mitigate the impact of the hot weather • Support organisations to reduce unnecessary travel • Provide advice on measures that may be required to reduce harm from excess heat at public events and advise cancellation if needed

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	<ul style="list-style-type: none"> • Monitor heat-related morbidity and mortality in the borough.
Level 4 National emergency	<ul style="list-style-type: none"> • As for level 3

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

OFFICIAL
ACTION CARD 2 – ADULT SOCIAL CARE

RESPONSIBLE OFFICER(S)

Director, Adult Social Care
Assistant Director ASC
Divisional Director, ASC
Head(s) of Service, ASC

RESPONSIBILITIES

- Ensure that council social care providers receive Heat Health Watch alerts
- Seek assurances that council social care providers are taking appropriate actions in response to Heat Health Watch alerts
- Consider taking additional steps to reduce impact of heatwave on vulnerable residents known to adult social care

SETTINGS

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

ACTIONS

Alert Level	Actions to be taken
Level 1 Heatwave season	<p>For adult social care:</p> <ul style="list-style-type: none">• Ensure key social care staff and care providers are receiving <u>Heat Health Watch alerts</u> (contact Edward Stagg (edward.stagg@walthamforest.gov.uk) if you are not sure how to do this)• Review information about the impact of infectious diseases and hot weather implications on health and how to mitigate these, and consider how these actions can be applied in your service and business continuity plan. This is important particularly for high-risk settings such as older adult residential care homes• Ensure social care staff, care home managers are aware of the heatwave plan and their roles and responsibilities in response to heatwave alerts and share any new heatwave planning guidance. This could be through staff bulletins/newsletters, team meetings, a training session etc.• Ensure social care business continuity plans include consideration of heatwaves and are up to date and have been shared with staff

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	<ul style="list-style-type: none"> • Remain aware of public health messages that can support front line professionals and service users to mitigate the impact of hot weather on service users (these messages can be found in the local and national heatwave plan and also in the UKHSA <u>'Supporting vulnerable people before and during a heatwave: for care home managers and staff' guidance</u>) • Ensure social care staff are aware of public health messages around heatwaves and how they can support service users to stay cool. • Consider putting up UKHSA <u>'Beat the Heat' posters</u> around settings to remind staff and service users how to stay safe during hot weather • Ensure social care staff know how to recognize signs of heatstroke and heat related illness, including nausea, drowsiness and headache. You could do this/or managers can do this through regular briefings, staff bulletins or supervisions/1 to 1 with frontline/social care staff • Ensure there are measures in place within adult social care services to support vulnerable service users – e.g. providing brief advice on measures individuals or carers can take including minimizing time outside, ensuring adequate ventilation, ensuring fridges/freezers are working, etc. • Ensure adult care services have a sufficient supply of ice and water, but also oral rehydration salts, orange juice and bananas to help maintain electrolyte balance for those on diuretics. Ensure adequate supply of fans, water sprays, working thermometers, sunscreen etc. If supply is inadequate consider revising business continuity plans to ensure these can be in place if hot weather is forecast • Consider plans for how particularly vulnerable residents can be identified and additional checks carried out to ensure they are keeping cool and supported to get help, if needed (e.g. over 75s; those with chronic and severe illness, including heart conditions, diabetes, respiratory or renal insufficiency, Parkinson's disease, or severe mental illness; those on medications that potentially affect renal function, sweating, thermoregulation or electrolyte balance; those who are unable to adapt their behaviour to keep cool, including those with Alzheimer's, disabilities, or who are bed bound) • Consider whether the Council intends to provide targeted support to vulnerable individuals during a heatwave e.g. electric fans, water jugs, sunscreen etc. • Ensure that care providers visiting people in their own homes are aware of public health messages around heatwaves and how they can support service users to stay cool at home. This information is included in the heatwave plan and the UKHSA <u>'Beat the Heat' keep cool at home checklist</u>. • Ask council adult social care managers to review the UKHSA <u>'Supporting vulnerable people before and during a heatwave: for care home managers and staff' guidance</u> and consider any actions as a result
Level 2 Heatwave is forecast	<ul style="list-style-type: none"> • Seek assurance that plan is being implemented by adult social care services and care providers. For example, while staff should have been made aware of risks and actions at Level 1, in Level 2 you should ensure staff are routinely carrying out

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	<p>these actions and maintaining awareness. Discuss with adult social care services if there are any concerns they foresee in implementing the plan i.e. re access to/provision of supplies to residents as noted in Level 1, and any support that may be required</p> <ul style="list-style-type: none"> • Where necessary, adult social care staff should review service users/residents care plans and adapt in light of any additional risk posed by heatwave - making note of any additional users that may be vulnerable and/or socially-isolated. Further discussion with adult social care services on possibility of personalized support for some individuals as required • Ensure the most vulnerable service users are identified (e.g. those listed in level 1) and plan in place for vulnerable residents to receive appropriate support and advice (if prolonged L2 alert or if Level 3 is notified). Consider which of your service users may be most at risk from heatwave harms and ensure they receive specific advice for their needs (for example, dependent on their type of accommodation, age etc). It may be necessary to implement more regular check-ups/assessments with these service users to ensure they are aware of the advice and taking relevant measures to support their own health • Review the full guidance on keeping buildings and rooms cool (e.g. opening windows at night, using shade and natural ventilation) and suggest actions that adult social care services can take. Note that fans should only be used in single rooms for residents who do not have COVID-19 and have not been a close contact of a confirmed case. Fans are also not recommended to be used in temperatures above 35°C • Ensure front line social care staff are disseminating public health messages around hot weather and how people can stay cool to service users. This can be done through spot checks/audits, regular supervisions or peer assessments, for example • Seek assurance of plans for cold drinks/other hot weather supplies to be distributed regularly to residents in the event of a heatwave (L3,4, 5). • Ensure business continuity plans are enacted, where appropriate
<p>Level 3 Heatwave conditions</p>	<ul style="list-style-type: none"> • Ensure that advice is maintained during heatwave conditions respectively regarding behaviours to protect health during hot weather (e.g. fluid intake, reducing excessive sun exposure, avoiding diving into cold water) • Carry out welfare checks to all residents (in the settings above) noted as vulnerable/socially-isolated that may be negatively affected by heatwave • Provide supplies to adult social care service users and identified vulnerable residents i.e. checking on personal supply or providing ice and cold water, oral rehydration salts, orange juice and bananas to help maintain electrolyte balance for those on diuretics. Provide supply of fans, water sprays and working thermometers (where required) • Liaise with relevant agencies who may also have interaction with your service users/residents to ensure vulnerable individuals continue to receive messages and that other agencies are aware of how to best support people. For example, working with housing providers, health services, charities, care providers providing home visits etc. to remind staff to keep an eye out for vulnerable tenants during heatwaves

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	<ul style="list-style-type: none"> • 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 • Support adult social care staff to continue to relay key public health messages to adult social care service users and residents to help them adequately manage the hot weather. • Adult social care staff to check that vulnerable residents are managing to keep cool, and if they aren't, seek further support – welfare check • Seek regular feedback from frontline staff and service users about their confidence in and ability to follow advice and measures to reduce risk • Remind staff that face masks should be changed when they get damp - staff may need to change their masks more often in hot weather <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"> • Continue/maintain actions throughout the heatwave, including keeping rooms and buildings cool, more frequent checks on residents if heatwave is prolonged to check on health and whether further supplies are needed, also ensuring sufficient fluid intake for residents, cool and loose clothing etc. • Monitor heat-related illness and mortality of service users and report any trends or issues to your commissioning lead and/or the Director of Public Health/Public Health responsible officer listed in the action card for Public Health • Continue implementation of business continuity plan and actions noted at Level 3 • Follow national guidance as per media advice
Level 4 National emergency	<ul style="list-style-type: none"> • Continue actions as per level 2 and 3 • Follow national guidance as per media advice

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

OFFICIAL
ACTION CARD 3 – CHILDREN’S SOCIAL CARE

RESPONSIBLE OFFICER(S)

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

RESPONSIBILITIES

- Ensure children’s social care services and staff (including foster carers) are aware of the heatwave plan and actions they can take to mitigate the impact on service users (including young carers and their families)
- Ensure children’s social care services and staff (including foster carers) are prepared to implement plans to mitigate the impact of severe hot weather on service users (including young carers and their families)

SETTINGS

**Settings include all children’s care homes that are both owned by LBWF or commissioned by LBWF, foster care and kinship care placements*

ACTIONS

Alert Level	Actions to be taken
Level 1 Heatwave season	<p>For children’s social care:</p> <ul style="list-style-type: none">• Ensure key children’s social care staff and foster carers are receiving <u>Heat Health Watch alerts</u> (contact Edward Stagg (edward.stagg@walthamforest.gov.uk) if you are not sure how to do this)• Ensure social care staff and foster carers are aware of the heatwave plan and their roles and responsibilities in response to heat health alerts and share any new heatwave planning guidance. This could be through staff bulletins/newsletters, team meetings, a training session etc.• Ensure children’s social care business continuity plans include consideration of heatwaves and are up to date and have been shared with staff• Remain aware of public health messages that can support front line professionals, foster carers and service users to mitigate the impact of hot weather on service users (these messages can be found in the local and national heatwave plan and also

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	<p>the UKHSA <u>'Looking after children and those in early years settings during heatwaves: for teachers and professionals guidance.</u></p> <ul style="list-style-type: none"> • Ensure children's social care staff and foster carers are aware of public health messages around heatwaves and how they can support service users/children looked after to stay cool • Consider putting up UKHSA <u>'Beat the Heat' posters</u> around your setting to remind staff and service users how to stay safe during hot weather • Ensure social care staff and foster carers know how to recognize signs of heatstroke and heat related illness, including nausea, drowsiness and headache. You/managers can do this through regular briefings, staff bulletins or supervisions/1 to 1 with frontline/social care staff • Ensure there are measures in place within children's social care services to support vulnerable service users/families – e.g. providing brief advice on measures individuals or carers can take including minimizing time outside, ensuring adequate ventilation, ensuring fridges/freezers are working etc. • Ensure children's social care services and foster care placements have a sufficient supply of ice and water. Ensure adequate supply of fans, water sprays, working thermometers, sunscreen etc. If supply is inadequate consider revising business continuity plans to ensure these can be in place if hot weather is forecast • Ensure frontline staff are confident with advising on heatwave messages to vulnerable service users (e.g. through spot checks, training, supervision with managers, etc.) • Consider plans for how particularly vulnerable children/families can be identified and additional checks carried out to ensure they are keeping cool and supported to get help, if needed e.g. those who are unable to adapt their behaviour to keep cool, including those with severe learning difficulties, those who are bed-bound, children with Child in Need (CiN) and Child Protection (CP) plans • Ask council children's social care managers, staff and foster carers to review the UKHSA <u>'looking after children and those in early years settings during heatwaves'</u> guidance and consider any actions as a result <p>Also see commissioners action card for commissioned children's social care services</p>
<p>Level 2 Heatwave is forecast</p>	<ul style="list-style-type: none"> • Seek assurance that plan is being implemented by children's social care services and foster carers. For example, while staff should have been made aware of risks and actions at Level 1, in Level 2 you should ensure staff are routinely carrying out these actions and maintaining awareness. Discuss with children social care services and foster carers if there are any concerns they foresee in implementing the plan i.e. re access to/provision of supplies to residents as noted in Level 1, and any support that may be required

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	<ul style="list-style-type: none"> • Where necessary, children's social care staff should review service users/residents/families care plans and adapt in light of any additional risk posed by heatwave - making note of any additional users that may be vulnerable and/or socially-isolated. Further discussion with childrens social care services and foster carers on possibility of personalised support for some individuals as required • Ensure the most vulnerable service users/families are identified (e.g. those listed in level 1) and plans are in place for vulnerable service users to receive appropriate support and advice (if prolonged L2 alert or if Level 3 is notified). Consider which of your service users/families may be most at risk from heatwave harms and ensure they receive specific advice for their needs (for example, dependent on their type of accommodation, age, health conditions etc.) It may be necessary to implement more regular check-ups/assessments with these service users to ensure they are aware of the advice and taking relevant measures to support their own health • Review the full guidance on keeping buildings and rooms cool (e.g. opening windows at night, using shade and natural ventilation) and suggest actions that children's social care services and foster carers can take. Note that fans should only be used in rooms where no service users/families have a confirmed or suspected case (based on symptoms) of COVID-19. Fans are also not recommended to be used in temperatures above 35°C • Ensure social care staff and foster carers are disseminating public health messages around hot weather and keeping cool to service users/looked after children. This can be done through spot checks/audits, regular supervisions or peer assessments, for example • Seek assurance of plans for cold drinks/other hot weather supplies to be distributed regularly to residents in the event of a heatwave (L3,4, 5) • Ensure business continuity plans are enacted, where appropriate
<p>Level 3 Heatwave conditions</p>	<ul style="list-style-type: none"> • Ensure that advice is maintained during heatwave conditions respectively regarding behaviours to protect health during hot weather (e.g. fluid intake, reducing excessive sun exposure, avoiding diving into cold water) • Carry out welfare checks to all those noted as vulnerable/socially-isolated residents/families that may be negatively affected by heatwave, including young carers and families who may have been placed in Early Help duty status • Provide supplies to children's social care service users/looked after children and identified vulnerable residents/families i.e. checking on personal supply or providing ice and cold water. Provide supply of fans, water sprays, working thermometers and sunscreen (where required) • Liaise with relevant agencies who may also have interaction with your service users/residents/families to ensure vulnerable individuals continue to receive messages and that other agencies are aware of how to best support people. For example, working with schools, health services, charities etc. to encourage staff to keep an eye out for vulnerable children/families during heatwaves

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	<ul style="list-style-type: none"> • 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 • Support children's social care staff and foster carers to continue to relay key public health messages to children's social care service users/looked after children and residents to help them adequately manage the hot weather. • Children's social care staff and foster carers to check that vulnerable residents are managing to keep cool, and if they aren't, seek further support • Seek regular feedback from frontline staff/ foster carers and service users/looked after children about their confidence in and ability to follow advice and measures to reduce risk • Remind staff that face masks should be changed when they get damp - staff may need to change their masks more often in hot weather <p>If heatwave is prolonged:</p> <ul style="list-style-type: none"> • Continue/maintain actions throughout the heatwave, including keeping rooms and buildings cool, more frequent checks on residents if heatwave is prolonged to check on health and whether further supplies are needed, also ensuring sufficient fluid intake for residents, cool and loose clothing etc. • Young carers and families placed in Early Help duty to be reviewed and reassigned to a family practitioner so that appropriate support and advice can be offered. Family practitioner to expedite reviews of particularly vulnerable children/families • Monitor heat-related illness and mortality of service users and report any trends or issues to your commissioning lead and/or to the Director of Public Health/Public Health responsible officer listed in the action card for Public Health • Continue implementation of business continuity plans and actions noted at Level 3 • Follow national guidance as per media advice
Level 4 National emergency	<ul style="list-style-type: none"> • Continue actions as per level 2 and 3 • Follow national guidance as per media advice

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

OFFICIAL
ACTION CARD 4 – CORPORATE COMMUNICATIONS

RESPONSIBLE OFFICER(S)

Senior PR & Digital Manager

Senior PR & Digital Officer

Head of Communications & Engagement for Public Health

Campaigns Officer

RESPONSIBILITIES

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

ACTIONS

Alert Level	Actions to be taken
Level 1 Heatwave season	<ul style="list-style-type: none">• Check that template public health communication messages reflect the latest guidance (advised by Public Health)• Ensure that the hot weather pages of the Council website are running and have been updated with the latest guidance• Issue proactive “<i>stay well in the heat</i>” messages to the public through the Council’s different communications channels e.g. newsletters, social media etc. These should include references to cool spaces across the borough. Consider how best to reach those who are most vulnerable to the impacts of hot weather, this information is included in the local and national heatwave plan as well as the UKHSA ‘Beat the Heat’ guidance.• Disseminate proactive public health heatwave weather messages to professionals and the voluntary sector, again considering how best to reach those who are most vulnerable to the impacts of hot weather
Level 2 Heatwave is forecast	<ul style="list-style-type: none">• Continue to provide public health hot weather messages to the public (see the local and national Heatwave plan) through the Council’s communications channels. This should include making people aware that a heatwave is forecast, how they can keep well in hot weather and any specific messages relevant to Level 2.• Continue to provide public health hot weather messages to professionals, neighbourhood officers, the voluntary sector and staff, through the Council’s communications channels. This should include making people aware that a heatwave is forecast and any specific messages relevant to Level 2.

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	<ul style="list-style-type: none"> Continue to consider how best to reach those who are most vulnerable to the impacts of hot weather and prioritise as necessary
Level 3 Heatwave conditions	<ul style="list-style-type: none"> Continue to provide public health hot weather messages to the public (see the local and national heatwave plan) through the Council's communications channels. This should include making people aware that a heatwave is forecast, how they can keep well in hot weather and any specific messages relevant to Level 3. Continue to provide public health hot weather messages to professionals, the voluntary sector and staff, through the Council's communications channels. This should include making people aware that a heatwave is forecast and any specific messages relevant to Level 3. At this point, involve the on-call team to help with the dissemination of messages to staff and to the public Follow national guidance as per media advice
Level 4 National emergency	<ul style="list-style-type: none"> Continue to provide public health hot weather messages to the public (see the national Heatwave plan) through the Council's communications channels. This should include making people aware that a heatwave is forecast, how they can keep well in hot weather and any specific messages relevant to Level 4. Continue to provide public health hot weather messages to professionals, the voluntary sector and staff, through the Council's communications channels. This should include making people aware that a heatwave is forecast and any specific messages relevant to Level 4. Follow national guidance as per media advice

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

OFFICIAL
ACTION CARD 5 – HOUSING (INC. ROUGH SLEEPERS)

RESPONSIBLE OFFICER(S)

Corporate Director of Housing
Corporate Director - Housing Strategy & Options
Divisional Director of Housing Assets
Divisional Director of Housing Operations
Head of Housing Strategy
Rough Sleeping Coordinator

RESPONSIBILITIES

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

ACTIONS

Alert Level	Actions to be taken (or considered)
Level 1 Heatwave Season	<ul style="list-style-type: none">• Ensure consideration of hot weather/heatwaves has been included as part of routine housing business continuity plans and is up to date• Be assured that commissioned housing providers have included consideration of hot weather/heatwaves as part of their routine business continuity plans• Ensure that '<i>stay well in the heat</i>' communications to Waltham Forest residents include advice about how to keep their homes cool during summer and promote use of the '<u>keep cool at home</u>' checklist. Communications could be sent out to Tenants & Residents Associations; Estate WhatsApp groups, notice boards and involved residents database as well as Community Centre users/stakeholders• Ensure that housing staff, including the rough sleeping outreach team and projects teams 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 '<u>Beat the Heat</u>' guidance• 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

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	<ul style="list-style-type: none"> 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. <i>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.</i> Ensure there are measures in place to support rough sleepers 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
Level 2 Heatwave is forecast	<ul style="list-style-type: none"> Ensure housing staff, the rough sleeping outreach team and projects teams are aware of the heatwave alert Ensure that housing staff (inc. rough sleeping team and projects team) are communicating messages to service users and residents about how to keep their homes cool/how to mitigate the impact of hot weather, including encouraging use of the <u>‘keep cool at home’ checklist</u> where appropriate. This can be done via daily contacts or via other communication channels to Tenants & Residents Associations; Estate WhatsApp groups, notice boards and involved residents database as well as Community Centre users/stakeholders Ensure that housing staff, including the rough sleeping outreach team and projects teams 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 <u>‘Beat the Heat’ guidance</u> 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 Activate business continuity arrangements and emergency plans as required Activate plans to support those living in LBWF housing to maintain their homes at “reasonable temperatures during hot weather, as appropriate, including ensuring vulnerable people are managing to cool their home/stay cool” Encourage staff to consider postponing/rearranging visits to cooler parts of the day (or different days) Consider holding outdoor consultation meetings indoors (if it is cooler than outside) or in cool/shaded areas Consider suspending/partially suspending activities such as Murals on Estates and gardening projects if weather gets too hot
Level 3 Heatwave Conditions	<ul style="list-style-type: none"> Continue to implement actions as per level 2 alert, including continuing to communicate public health messages to service users and residents via the previously mentioned channels 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 hot weather on service users and residents Ensure continuity arrangements are being enacted as appropriate (including by commissioned housing services) Encourage staff to postpone/rearrange visits to cooler parts of the day (or different days)

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	<ul style="list-style-type: none"> • Hold outdoor consultation meetings indoors (if it is cooler than outside) or in cool/shaded areas • Suspend/partially suspend activities such as Murals on Estates and gardening projects if weather gets too hot <p>In the event of a prolonged heatwave:</p> <ul style="list-style-type: none"> • 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
Level 4 National emergency	<ul style="list-style-type: none"> • Continue actions as per level 2 • Follow national guidance as per media advice

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

OFFICIAL

ACTION CARD 6 – COUNCIL COMMISSIONED SERVICES

RESPONSIBLE OFFICER(S)

Divisional Director of Integrated Commissioning
Head of Placements & Supplier Quality
Head of Integrated Commissioning (Older People, Community Health, And Wellbeing Services)
Interim Assistant Director for Integrated Commissioning
Contract Monitoring Officer
Contracts Co-Ordination Officer
Service Managers for Commissioned Services

RESPONSIBILITIES

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

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 (or considered)
Level 1 Heatwave season	Commissioner/deputies: <ul style="list-style-type: none">• Ensure commissioned services are aware of the heatwave plan and seek assurance they have the below arrangements in place• Review information about the impact of infectious diseases and hot weather implications on health and how to mitigate these and consider how these actions can be applied in your service and business continuity plan. This is important particularly for high-risk settings such as older adult residential care homes

Service managers for commissioned services:

- Ensure your service is signed up for the Heat Health Watch Alerts (contact Edward Stagg (edward.stagg@walthamforest.gov.uk) if you are not sure how to do this)
- Ensure frontline staff are aware of the hot weather plan and public health advice for hot weather. This could be through staff bulletins/newsletters, team meetings, a training session etc.
- Ensure you have an up-to-date copy of the local heatwave plan and are aware of your responsibilities in relation to hot weather alerts – speak to your commissioning lead if unsure.
- Check your business continuity plans and ensure it includes consideration of heatwave risks in light of current guidance. Ensure they are up to date.
- Remain aware of public health messages that can support front line professionals and service users to mitigate the impact of hot weather (these messages can be found in the local and national heatwave plan and also the UKHSA guidance documents for care home managers and staff, health and social care professionals and teachers and professionals)
- Ensure staff are aware of public health messages around heatwaves and how they can support service users to stay cool
- Ensure staff know how to recognize signs of heatstroke and heat related illness, including nausea, drowsiness and headache. You/managers can do this through regular briefings, staff bulletins or supervisions/1 to 1 with frontline staff
- Consider putting up UKHSA 'Beat the Heat' posters around your setting to remind staff and service users how to stay safe during hot weather
- Ensure there are measures in place to support your vulnerable service users – e.g. providing brief advice on measures individuals or carers can take including minimizing time outside, ensuring adequate ventilation, ensuring fridges/freezers are working, etc.
- Ensure that you have a sufficient supply of ice and water, but also oral rehydration salts, orange juice and bananas to help maintain electrolyte balance for those on diuretics. Ensure adequate supply of fans, water sprays, working thermometers, sunscreen etc. If supply is inadequate consider revising business continuity plans to ensure these can be in place if hot weather is forecast
- Ensure frontline staff are confident with advising on heatwave messages to vulnerable service users (e.g. through spot checks, training, supervision with managers, etc.)
- Consider plans for how particularly vulnerable residents can be identified and additional checks carried out to ensure they are keeping cool and supported to get help, if needed (e.g. over 75s; infants; those with chronic and severe illness, including heart conditions, diabetes, respiratory or renal insufficiency, Parkinson's disease, or severe mental illness; those on medications that potentially affect renal function, sweating, thermoregulation or electrolyte balance; those who are

	<p>unable to adapt their behaviour to keep cool, including those with Alzheimer's, disabilities, or who are bed bound; children with Child in Need (CiN) and Child Protection (CP) plans)</p> <ul style="list-style-type: none"> Review the relevant UKHSA guidance documents for either <u>care home managers and staff</u>, <u>health and social care professionals</u> or <u>teachers and professionals</u> and ensure your staff do the same. Consider any actions as a result
<p>Level 2 Heatwave is forecast</p>	<p>Commissioner/deputies:</p> <ul style="list-style-type: none"> Implement the plan, led by the service manager. For example, while staff should have been made aware of risks and actions at Level 1, in Level 2 you should ensure service managers are routinely carrying out these actions and maintaining awareness Feedback any concerns raised by service managers to the appropriate leads in adult and/or children's social care <p>Service managers for commissioned services:</p> <ul style="list-style-type: none"> Implement the plan. For example, while staff should have been made aware of risks and actions at Level 1, in Level 2 you should ensure staff are routinely carrying out these actions and maintaining awareness. Where requested, provide assurances to commissioners about how you are implementing the plan. This could include sharing the relevant section of your business continuity plan or guidance documents you have shared with staff and service users Discuss with your commissioning lead any concerns you foresee in your ability to implement the plan and any support you may require. Ensure the most vulnerable service users are identified (e.g. those listed in level 1) and can receive appropriate support and advice. Where necessary, care plans should be reviewed and adapted in light of any additional risk posed by heatwave. Consider which of your service users may be most at risk from heatwave harms (this information is included in the local and national heatwave plan and also in the UKHSA '<u>Beat the Heat</u>' guidance) and ensure they receive specific advice for their needs (for example, dependent on their type of accommodation, age, medications they are taking etc.) It may be necessary to implement more regular checkups/assessments with these service users to ensure they are aware of the advice and taking relevant measures to support their own health. Identify cool areas in the care setting and make staff and family members (where appropriate) aware of these – move residents if necessary and safe to do so Review the full guidance on keeping buildings and rooms cool (e.g. opening windows at night, using shade and natural ventilation) and take actions relevant to your premises. Note that fans should only be used in rooms where no service users/families have a confirmed or suspected case (based on symptoms) of COVID-19. Fans are also not recommended to be used in temperatures above 35°C

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	<ul style="list-style-type: none"> • Arrange for cold drinks to be distributed regularly to residents/service users in the event of a heatwave • Discuss with the Council Adult Social Care, Children's Social Care and Commissioning teams the possibility of personalised support if required (e.g. mutual aid, food parcels, water etc.) • Ensure your frontline staff are disseminating public health messages around hot weather and keeping cool to service users. You could do this through spot checks/audits, regular supervisions or peer assessments, for example. • Ensure business continuity plans are enacted, where appropriate.
Level 3 Heatwave conditions	<p>Commissioner/deputies:</p> <ul style="list-style-type: none"> • Feedback any concerns raised by service managers to the appropriate leads in adult and/or children's social care <p>Service managers for commissioned services:</p> <ul style="list-style-type: none"> • Ensure that advice is maintained during heatwave conditions respectively regarding behaviours to protect health during hot weather (e.g. fluid intake, reducing excessive sun exposure, avoiding diving into cold water) • Carry out welfare checks to all those noted as vulnerable/socially-isolated residents/families that may be negatively affected by heatwave • Liaise with relevant agencies who also have interaction with your service users to ensure vulnerable individuals continue to receive messages and that other agencies are aware of how to best support people. For example, working with out of hours services, duty service, district nurses, housing providers etc. to encourage staff to keep an eye out for vulnerable tenants during heatwaves and to ensure messages are consistent. • 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. • Continue/maintain actions throughout the heatwave, including keeping rooms and buildings cool, more frequent checks on residents if required, ensuring sufficient fluid intake for residents, cool and loose clothing etc. • Seek regular feedback from frontline staff and service users about their confidence in and ability to follow advice and measures to reduce risk • Discuss with your commissioning lead any difficulties you are experiencing in implementing the plan and any support you may require • Remind staff that face masks should be changed when they get damp - staff may need to change their masks more often in hot weather <p>If heatwave is prolonged:</p>

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	<ul style="list-style-type: none"> Continue/maintain actions throughout the heatwave, including keeping rooms and buildings cool, more frequent checks on residents if heatwave is prolonged to check on health and whether further supplies are needed, also ensuring sufficient fluid intake for residents, cool and loose clothing etc. Monitor heat-related illness and mortality of service users and report any trends or issues to your commissioning lead Continue implementation of business continuity plans and actions noted at Level 3 Follow national guidance as per media advice
Level 4 National emergency	<ul style="list-style-type: none"> Continue actions as per level 2 and 3 Additional or more frequent updates to commissioners may be required

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

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ACTION CARD 7 – SCHOOLS & EDUCATIONAL SETTINGS

RESPONSIBLE OFFICER(S)

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

RESPONSIBILITIES

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

ACTIONS

Alert Level	Actions to be taken (or considered)
<p style="text-align: center;">Level 1 Heatwave season</p>	<p>Director of Learning/deputies:</p> <ul style="list-style-type: none"> • Ensure that information and advice is shared with schools/educational settings to enable them to prepare for Heatwaves and be assured they have adequate arrangements in place to prepare and respond to Heatwaves <p>Headteacher/Governors:</p> <ul style="list-style-type: none"> • Ensure staff are aware of the hot weather plan and public health advice for hot weather. This could be through staff bulletins/newsletters, team meetings, a training session etc. • Ensure your school or organisation is signed up for the <u>Heat Health Watch Alerts</u> (contact Edward Stagg (edward.stagg@walthamforest.gov.uk) if you are not sure how to do this)

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	<ul style="list-style-type: none"> • Ensure you have an up-to-date copy of the local heatwave plan and are aware of your responsibilities in relation to hot weather alerts – speak to your contact at the Council if you are unsure. • Check your business continuity plans and ensure they include consideration of heatwave risks in light of current guidance. Ensure they are up to date. • Ensure school staff are confident with advising on heatwave messages to young people (e.g. through training, staff bulletins, etc.) • Liaise with facilities/estates team to identify measures that may need to be taken to keep buildings cool (see more below) • Consider putting up UKHSA <u>'Beat the Heat' posters</u> around your setting to remind staff and students how to stay safe during hot weather • Review the UKHSA <u>'Looking after children and those in early years settings during heatwaves: for teachers and professionals'</u> guidance and ensure other school staff review this too. Consider any actions as a result of this.
<p>Level 2 Heatwave is forecast</p>	<p>Director of Learning:</p> <ul style="list-style-type: none"> • Ensure that schools/educational settings are aware that a heatwave is forecast and be assured they are making adequate arrangements to respond to Heatwaves <p>Headteacher/Governors:</p> <ul style="list-style-type: none"> • Ensure there is sufficient training and awareness so that teachers, assistants, school nurses and all child carers can look out for signs of heat stress, heat exhaustion and heatstroke (e.g. nausea, dizziness, headaches, dehydration). This information is included in the UKHSA <u>'Looking after children and those in early years settings during heatwaves: for teachers and professionals guidance'</u>. • Recognise that some groups of children and young people are more vulnerable (e.g. those who are overweight, taking medication, under four years of age, those with disabilities or complex health needs and identify any particularly at-risk children. • The school nurse, community health practitioner, family health visitor or the child's specialist health professional may be able to advise on the particular needs of the individual child. Support staff should be made aware of the risks and how to manage them. • Implement the heatwave plan, led by school nurse, headteacher or designated heatwave lead. For example, while staff should have been made aware of risks and actions at Level 1, in Level 2 you should ensure staff are routinely carrying out these actions and maintaining awareness. • Discuss with the Council's Education team any concerns you foresee in your ability to implement the plan and any support you may require.

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	<ul style="list-style-type: none"> • Liaise with facilities manager/team to identify actions to keep buildings cool (for example, ventilation, installing blinds for shade, moving classes to cooler rooms where needed) • Ensure staff are disseminating health messages to children (around drinking water, staying in the shade, recognizing symptoms of heat related illness) • Ensure business continuity plans are enacted, where appropriate.
<p>Level 3 Heatwave conditions</p>	<p>Director of Learning:</p> <ul style="list-style-type: none"> • Be assured that schools/educational settings are taking adequate action to respond to the heatwave and reduce risk in educational settings <p>Headteacher/Governors:</p> <ul style="list-style-type: none"> • Teachers, assistants, school nurses and all child carers should look out for signs of heat stress, heat exhaustion and heatstroke. • Ensure that on very hot days (in excess of 30°C) children do not take part in vigorous physical activity • Encourage children playing outdoors to stay in the shade as much as possible • 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 • Ensure there are adequate supplies of cold drinking water and ice. • Ensure facilities staff are taking appropriate measures. For example, windows and other ventilation openings should be opened during the cool of early morning or preferably overnight to allow stored heat to escape from the building (check insurance conditions and the need for security if windows are to be left open overnight); use of outdoor sun awnings if available, or indoor blinds, but do not let solar shading devices block ventilation openings or windows; keep the use of electric lighting and other electrical appliances to a minimum during heatwaves. • If possible, use those classrooms or other spaces which are less likely to overheat, and adjust the layout of teaching spaces to avoid direct sunlight on children • Use oscillating mechanical fans if temperatures are below 35°C – at temperatures above 35°C fans may not prevent heat-related illness and may worsen dehydration • Seek regular feedback from staff and service about their confidence in and ability to follow advice and measures to reduce risk • Ensure that advice is maintained during heatwave conditions to children and young people regarding behaviours to protect health during hot weather (e.g. fluid intake, reducing excessive sun exposure) • 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.

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	<ul style="list-style-type: none"> • 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.
Level 4 National emergency	Director of Learning: <ul style="list-style-type: none"> • Be assured that schools/educational settings are taking adequate action to respond to the heatwave emergency and reduce risk in educational settings • As for level 3. Additional or more frequent updates to the Council's education team may be required

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

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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 (or considered)
Level 1 Heatwave season	<ul style="list-style-type: none">• Confirm that key staff are signed up for the Heat Health Watch Alerts (contact Edward Stagg (edward.stagg@walthamforest.gov.uk) if you are not sure how to do this)• Ensure that all staff and event organisers are aware of the heatwave plan and their roles and responsibilities in response to heat health alerts and share any new heatwave planning guidance. This could be through staff bulletins/newsletters, team meetings, a training session etc.• Remain aware of public health messages that can support staff and residents to mitigate the impact of hot weather on staff and service users (these messages can be found in the local and national heatwave plan and also the UKHSA 'Beat the Heat' guidance)• Ensure staff and event organisers know how to recognise signs of heatstroke and heat related illness, including nausea, drowsiness and headache (these messages can be found in the UKHSA 'Beat the Heat' guidance). Ensure staff are aware of groups who are particularly vulnerable to the heat• Remain aware of the actions event organisers can take to minimise the impact of hot weather on service users/residents for both indoor and outdoor events. Some of this information can be found in the local heatwave plan and the UKHSA 'Beat the Heat' guidance)• Consider putting up UKHSA 'Beat the Heat' posters around event venues to remind staff and service users how to stay safe during hot weather

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Level 2 Heatwave is forecast	<ul style="list-style-type: none"> Confirm that event organisers are aware of forecast and are prepared to take actions (such as first provide aid support, free water and supplies of ice, cool and shaded areas at the event) 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.
Level 3 Heatwave conditions	<ul style="list-style-type: none"> Check that event organisers are taking appropriate actions to mitigate the impact of hot weather on staff and service users
Level 4 National emergency	<ul style="list-style-type: none"> As for Level 3.

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

Action Card 9 – Health & Safety (inc. Facilities Management)**RESPONSIBLE OFFICER(S)**

Assistant Director of People & Organisational Development
Head of Health and Safety/Director of Wellbeing

RESPONSIBILITIES

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

ACTIONS

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

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

APPENDIX 8: HEATWAVE 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 45)	DIRECTOR OF PUBLIC HEALTH – JOE MCDONNELL	INTERIM CONSULTANT IN PUBLIC HEALTH - SEETA REDDY PUBLIC HEALTH STRATEGIST- ED STAGG
2 – ADULT SOCIAL CARE (page 48)	DIRECTOR ADULT SOCIAL CARE – DARREN MCAUGHTRIE	ASSISTANT DIRECTOR OF ASC OPERATIONS - CATH SCHOLEFIELD DIVISIONAL DIRECTOR ADULTS SOCIAL CARE – MAUREEN MCELENEY HEAD OF SERVICE, ADULT SOCIAL CARE - HANNAH MENSAH HEAD OF SERVICE, ADULT SOCIAL CARE- ALAM KHAN HEAD OF SERVICE, ADULT SOCIAL CARE- JOHN GIFFNEY HEAD OF SERVICE, HOME ADAPTION SERVICE - HARRY PEACOCK
3 – CHILDREN'S SOCIAL CARE (page 52)	CORPORATE DIRECTOR CHILDREN'S SOCIAL CARE - DANIEL PHELPS DIVISIONAL DIRECTOR EARLY HELP- ALASTAIR MACORKINDALE	ASSISTANT DIRECTOR OF CORPORATE PARENTING – ABIGAIL ADIEZE INTERIM HEAD OF EARLY HELP DELIVERY - SADE ALADE
4 – CORPORATE COMMUNICATIONS (page 56)	SENIOR PR & DIGITAL MANAGER – NICK DOVEY HEAD OF COMMUNICATIONS AND ENGAGEMENT FOR PUBLIC HEALTH – MARTIN SZYBUT	CAMPAIGNS OFFICER - MARTA MAZZOLI SENIOR PR & DIGITAL OFFICER - ELEANOR LEVY
5 - HOUSING (inc. Rough Sleepers) (page 58)	CORPORATE DIRECTOR OF HOUSING - DARREN WELSH CORPORATE DIRECTOR - HOUSING STRATEGY & OPTIONS - MODESTER ANUCHA	DIVISIONAL DIRECTOR OF HOUSING ASSETS - SUMITRA GOMER HEAD OF HOUSING STRATEGY - JAMES MCHUGH

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		DIVISIONAL DIRECTOR HOUSING OPERATIONS - JANE MARTIN ROUGH SLEEPING COORDINATOR – PAULINE JONES
6 - COUNCIL COMMISSIONED SERVICES incl. Care Homes and Residential Homes (page 61)	DIRECTOR OF INTEGRATED COMMISSIONING – MARK LOBBAN HEAD OF PLACEMENTS & SUPPLIER QUALITY – MANDY-HOLLAND MARTIN	HEAD OF INTEGRATED COMMISSIONING (OLDER PEOPLE, COMMUNITY HEALTH, and WELLBEING SERVICES) – MICHAEL CLEARY INTERIM ASSISTANT DIRECTOR FOR INTEGRATED COMMISSIONING - ANNA SAUNDERS CONTRACT MONITORING OFFICER - RAMESH DHOKIA CONTRACTS CO-ORDINATION OFFICER - FEMI FAMOSA
7 – SCHOOLS AND EDUCATIONAL SETTINGS (page 66)	DIRECTOR OF LEARNING – LAUREN OVENDEN (PA - LISA SCHWARTZ)	CHILDREN’S SERVICES: HEAD OF HUMAN RESOURCES – GERRY KEMBLE HEAD OF EDUCATION BUSINESS EFFECTIVENESS - LINDSAY JACKSON HEAD OF EARLY YEARS, CHILDCARE AND BUSINESS DEVELOPMENT – EVE MCLOUGHLIN PLACE DEVELOPMENT AND PREMISES MANAGER - KEVIN MURPHY OUT OF SCHOOL AND POSITIVE ACTIVITY OFFICER - FERN EDWARDS
8 - EVENTS (page 70)	HEAD OF ENTERPRISE AND OPERATIONS - BISI OYEKANMI HEAD OF CREATIVE ENGAGEMENT - HADRIAN GARRARD	ASSISTANT DIRECTOR, CULTURE AND HERITAGE SERVICES - LORNA LEE
9 –HEALTH AND SAFETY (Inc. Facilities Management (page 72)	ASSISTANT DIRECTOR OF PEOPLE & ORGANISATIONAL DEVELOPMENT – STACY BAILEY	HEAD OF HEALTH & SAFETY - DAVID GARIOCH

APPENDIX 9: HEATWAVE ACTION CARD HOLDERS CONTACT DETAILS

ACTION CARD	ACTION CARD HOLDER	EMAIL ADDRESS	PHONE NUMBER
1 – PUBLIC HEALTH	JOE MCDONNELL SEETA REDDY ED STAGG	joe.mcdonnell@walthamforest.gov.uk seeta.reddy@walthamforest.gov.uk edward.stagg@walthamforest.gov.uk	07730 766421 07551 575301
2 – ADULT SOCIAL CARE	DARREN MCAUGHTRIE CATH SCHOLEFIELD MAUREEN MCELENEY HANNAH MENSAH ALAM KHAN JOHN GIFFNEY HARRY PEACOCK	darren.mcaughtrie@walthamforest.gov.uk cath.scholefield@walthamforest.gov.uk maureen.mceleney@walthamforest.gov.uk hannah.mensah@walthamforest.gov.uk alam.khan@walthamforest.gov.uk john.giffney@walthamforest.gov.uk harry.peacock@walthamforest.gov.uk	07816 135124 07866 853945 07968 254304 07553 029026 07741 327835 07837 603223 07741 661255
3 – CHILDREN'S SOCIAL CARE	DANIEL PHELPS ALASTAIR MACORKINDALE ABIGAIL ADIEZE SADE ALADE	daniel.phelps@walthamforest.gov.uk alastair.macorkindale@walthamforest.gov.uk abigail.adieze@walthamforest.gov.uk sade.alade@walthamforest.gov.uk	07765 251778 020 8496 6827 07715 536869 07816 152341
4 – CORPORATE COMMUNICATIONS	NICK DOVEY MARTIN SZYBUT ELEANOR LEVY MARTA MAZZOLI	nick.dovey@walthamforest.gov.uk martin.szybute@walthamforest.gov.uk eleanor.levy@walthamforest.gov.uk marta.mazzoli@walthamforest.gov.uk	07918 770745 07967 348679
5 – HOUSING (inc. Rough Sleepers)	DARREN WELSH MODESTER ANUCHA JANE MARTIN SUMITRA GOMER JAMES MCHUGH PAULINE JONES	darren.welsh@walthamforest.gov.uk modester.anucha@walthamforest.gov.uk jane.martin@walthamforest.gov.uk sumitra.gomer@walthamforest.gov.uk james.mchugh@walthamforest.gov.uk pauline.jones@walthamforest.gov.uk	07455 215534 07730 289145 07817 031726 07891 945724 07570 225636
6 - COUNCIL COMMISSIONED SERVICES incl. Care Homes and Residential Homes	MARK LOBBAN MANDY-HOLLAND MARTIN MICHAEL CLEARY ANNA SAUNDERS RAMESH DHOKIA FEMI FAMOSA	mark.lobban@walthamforest.gov.uk mandy.holland-martin@walthamforest.gov.uk michael.cleary@walthamforest.gov.uk anna.saunders@walthamforest.gov.uk ramesh.dhokia@walthamforest.gov.uk femi.famosa@walthamforest.gov.uk	 07931 780246
7 – SCHOOLS AND EDUCATIONAL SETTINGS	LAUREN OVENDEN GERRY KEMBLE LINDSAY JACKSON EVE MCLOUGHLIN KEVIN MURPHY FERN EDWARDS	lauren.ovenden@walthamforest.gov.uk gerry.kemble@walthamforest.gov.uk lindsay.jackson@walthamforest.gov.uk eve.mcloughlin@walthamforest.gov.uk kevin.murphy@walthamforest.gov.uk fern.edwards@walthamforest.gov.uk	07817 431464 07817 432304 07969 023814 020 8496 5089 07854 268393
8 - EVENTS	BISI OYEKANMI HADRIAN GARRARD LORNA LEE	bisi.oyekanmi@walthamforest.gov.uk hadrian.garrard@walthamforest.gov.uk lorna.lee@walthamforest.gov.uk	07786 561079 07791 742836

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9 – HEALTH AND SAFETY (INCL. FACILITIES MANAGEMENT)	STACY BAILEY DAVID GARIOCH	stacy.bailey@walthamforest.gov.uk david.garioch@walthamforest.gov.uk	07967 590011
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