
Hertfordshire County Council

Extreme Temperature Health Plan

Prepared for
Hertfordshire County Council
Professionals

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Section 1: Governance

1.1 Document Control

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Resilience Board trained: June 2023

Latest review approved by: Resilience Board / CPH Aideen Dunne

THIS DOCUMENT CONTAINS SENSITIVE INFORMATION AND SHOULD NOT BE PRINTED

Name (who)	Details (what)	Date	Version number
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Health Protection	Clinical Review (Geraldine Bruce)	October 2022	V 1.3
Annette Sheer	May (pre summer) post UKHSA update review (signed off by Resilience Board)	May 2023	V 2.0
Annette Sheer	Updates: <ul style="list-style-type: none"> UKHSA HHA risk assessment HCC IMT Thresholds Update to Action Cards Resilience Board trained Resilience Board signed off 	23/06/23	V 2.1
Annette Sheer	Updates: <ul style="list-style-type: none"> Action Card Roles and Responsibilities / updates to IMT threshold 	05/07/23	V 2.2
Jenay Boyd	Reference to OTCG inbox removed and replaced with Emergency.Response@hertfordshire.gov.uk	18/07/23	V 2.3
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Health Protection	Clinical Review	24 th October 2023	V3.0

CPH CYP & HP Aideen Dunne	Sign off	31 st October 2023	V3.0
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1.2 Abbreviations

Abbreviation	Meaning
AWHP	Adverse Weather and Health Plan
CHA	Cold Health Alerts
EoE	East of England
EH	Extreme Heat
EPRR	Emergency Preparedness Resilience Response
ER	Emergency Response
HHA	Health Alerts (HHA)
HETHP	HCC Extreme Temperature Health Plan
HCC	Hertfordshire County Council
HFRS	Hertfordshire Fire and Rescue Service
IMT	Incident Management Team
IRP	Incident Response Plan
JSNA	Joint Strategic Needs Assessment
NFA	No Further Action
NSRA	National Security Risk Assessment
NSWWS	National Severe Weather Warning Service
PH	Public Health
RA	Risk Assessment
UKHSA	UK Health Security Agency
WHA	Weather Health Alert
WHO	World Health Organisation

1.3 Plan Roles and Responsibilities

What	When	Who
Plan Owner	All year round	Executive Director of Community Protection & Chief Fire Officer Alex Woodman Director of Public Health Sarah Perman
Plan Author	All year round	Annette Sheer Laura Robertson In Partnership with Resilience Team
Plan Review	Twice a year May / October	Annette Sheer Laura Robertson
Action Card Reviews	Twice a year May / October	Directorate and Resilience Officer

		PH/ CP – David Rousseau ACS – David Rousseau Children – Carolyn Coates Environment – Carolyn Coates Resources (including comms) – Jessica Mason Resilience Team– Owen Thomlinson
Training, Testing, Exercise	Bi-annual	Annette Sheer Laura Robertson
Summer Communications (posted on the hub with sign posting emails to weather contact groups)	June	Annette Sheer Laura Robertson
Winter Communications (posted on the hub with sign posting emails to weather contact groups)	October	Annette Sheer Laura Robertson
Community Engagement via survey and or workshop	Bi-annual	Annette Sheer Laura Robertson

1.4 Plan Dependencies

What	When	Who
HCC to attend: Summer Preparedness Webinar / National plan	May	UKHSA / Met Office
HCC to attend: Winter Preparedness Webinar / National plan	September	UKHSA / Met Office

1.5 Supporting Evidence and Guidance

- UKHSA Adverse Weather and Health Plan
- UKHSA Adverse Weather and Health Plan Supporting Evidence
- User Guide – New impact – based Weather Health Alerting System
- For accessible text version, please email Emergencyresponse@hertfordshire.gov.uk
- The latest version of this plan can be found [here](#).
- If this is your first time reading this plan and you are in an incident response. Please read [local response guidance](#), follow the flow and review your relevant action card: [Hot](#) / [Cold](#)

Section 2: Plan Introduction

2.1 Aim – to work in line with local and national strategies and legislation :

Local

- **The Corporate Plan** - Healthy and fulfilling lives for our Hertfordshire residents - keeping everyone safe from risk and harm / climate change adaption Excellent council services for all – investing in our staff.
- **The PH Strategy** - the Director of Public Health has a statutory responsibility to be assured that adequate arrangements are in place to protect the health of residents and to work closely with the Local Resilience Forum and other agencies to prepare for future health protection emergencies. The Emergency Response Team chairs the LRF planning meeting and attends the LHRP's and HCC Resilience Board.
- The Health Protection Strategy
- Hertfordshire LRF and organisational / local Risk Registers
- Hertfordshire LRF Business Plan

National

- National Security Risk Assessment (NRSA)
- National Climate Change Risk Assessment (CCRA)
- National Adaptation Plan 2023-28
- [National Adverse Weather Plan](#)
- DPH EPRR Roles and Responsibilities

Key legislation:

- Civil Contingencies Act 2004
- Inquiries Act 2005
- National Health Service Act 2006
- Health and Social Care Act 2012
- The Climate Change Act 2008

The Climate Change Act (2008) the UK government has a **statutory obligation** to produce a national Climate Change Risk Assessment (CCRA) every 5 years. We are now on the 3rd one of these. From that, the UK Govt set out its plans to respond to the risks above through the [‘National Adaptation Plan’](#) 2023-28. Of the latest CCRA (2017) 9 of the 61 Climate risks were PH ones and 7 of those 9 were at the High-Risk category needing Urgent Action.

This plan is a recommended local adaptation of the UKHSA [Adverse Weather Health Plan 2023](#) (which is designed with a wider non area specific approach). Our plan is designed to

support and meet the commitments of the [National Adaptation Plan](#). It is Expected that reporting obligations will follow.

Hertfordshire County Council's Extreme Temperature Health Plan (HETHP) is a single local plan containing action cards and advice suitable and relevant to support and strengthen a local response.

The plan is focused on addressing the following:

1. Prevent the increase in years of life lost due to extreme temperature events
2. Prevent mortality due to extreme temperature events
3. Prevent morbidity due to extreme temperature events
4. Reduce the use of healthcare services due to extreme temperature events
5. Raise organisational awareness to the effects climate change and extreme temperatures can have on health
6. Using evidence base to understand the true effects extreme temperature events have on health inequalities and population health.

This plan **is not intended** to replace the existing:

- HCC Incident Response Plan (IRP) (should an HCC Incident be declared)
- Major Incident Framework (should a multi-agency major incident be declared)
- Multi Agency Flood and Reservoir Plan (should a multi-agency flood be declared)

2.2 Objectives

1. To support Hertfordshire County Council (HCC) **professionals (staff)** prepare, build, respond, and minimise risk of health effects from extreme temperature.
2. To support **Hertfordshire County Council staff who have roles and responsibilities to protect individuals, communities, settings, and services**. Namely but not limited to; social services, day care centres, residential homes and children's homes, schools and nurseries, children centres, cool and warm spaces, advice centres and voluntary organisations (where relevant) to prepare, respond and minimise risk of health effects from extreme temperature.

Thereby strengthening community resilience in the face of challenges from extreme temperatures.

Over the next 2 years we will be refining the measurement and evaluation of these objectives, testing effectiveness of community engagement via surveys, workshops and JSNA's.

To support the aims and objectives, individual action cards have been designed to support Directorates at the various weather alert levels.

2.3 In Scope

1. This plan applies to all HCC professionals (staff).
2. This plan applies to all HCC professionals who have a role or responsibility to protect individuals, communities, settings, and services. Namely but not limited to; social services, day care centres, residential homes and children's homes, schools and nurseries, children centres, cool and warm spaces, advice centres and voluntary organisations (where relevant).
3. This plan will work alongside and compliment an HCC Incident Response.
4. This plan will work alongside and compliment a multi-agency Major Incident Response (**HCC only**).
5. Heat health alerts (HHA)
6. Cold health alerts (CHA)
7. National Severe Weather Warning Service (NSWWS) **extreme heat** element (wider factors covered by Resilience Team)
8. Heatwave occurrences (defined as 28C+ 3 consecutive days)

2.4 Out of Scope

1. External partners and agencies who fall outside of the 'In Scope' remit.
2. Wider NSWWS / Met office alerts **not** relating to **extreme temperature** that require multi agency collaboration (monitored by Resilience Team)
3. Until future iterations, this plan currently does not cover flood health. Hertfordshire Multi-Agency Flood and Reservoir Plan / UKHSA plans are to be referenced in these scenarios.
Note: National guidance demonstrates a move towards a wider remit including medium term planning and adaptation to the challenges of climate change. This is a live document and future adaptations are to be anticipated.
4. The Local Authority, as a provider and commissioner of services as well as a Category 1 responder within the Civil Contingencies Act 2004, has a wide range of roles and responsibilities across all levels of the national hot and cold weather plans.

Section 3: Plan Activation

3.1 Seasonality

Although the national health alerts system operates heat 1st June to 30th September and cold from 1st November to 31st March, an out of season alert may still be issued if impacts from extreme weather on health (heat and cold) are expected. Therefore, the Hertfordshire Extreme Temperature Health Plan (HETHP) is active year-round and responds to the relevant alert level stage.

Increases and decreases in alert levels are triggered by the electronic alerts received from the UKHSA in partnership with the Met Office

Section 4: HEAT

4.1 UKHSA and Met Office New Heat IMPACT BASED RISK ASSESSMENT

In June 2023 UKHSA and Met Office moved to a new **impact-based** risk assessment (alerts no longer issued based solely on temperature threshold for activation) shown here at Fig 1.

Risk matrix: (figure 1)

	4	8	13	16
Likelihood	3	7	12	15
	2	6	10	14
	1	5	9	11
	Impact			

The full UKHSA Impact Texts for HEAT for each risk level can be found [here](#)

In line with other weather warning systems in operation within England (and the UK), warnings will be issued when the weather conditions have the potential to impact the health and wellbeing of the population.

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

Yellow and amber alert assessments cover a range of potential impacts (including impacts on specific vulnerable groups (for example the homeless) through to wider impacts on the general population) as well as the likelihood (low to high) of those impacts occurring. This additional information should aid making decisions about the appropriate level of response during an alert period. Within the alert that is issued, the combination of impact and likelihood will be displayed within a risk matrix as illustrated in Figure 1.

Once the decision is made to issue an alert (yellow, amber, or red), these will be cascaded to those registered to receive the alerts and made available on the new dedicated web platform. Alerts will be issued with as much lead time to the event as is possible to allow users time to make their local assessments and to initiate all appropriate actions to reduce harm to health.

Users should review every alert when issued to ensure they fully understand the potential impacts and how likely they are to occur.

4.2 How to register for National Health Alerts

- To register for the UKHSA and Met Office Weather **Health** Alerting system [click here](#)
- To register for the Met Office National **Severe Weather Warning Service** (NSWWS) [click here](#)
- National Cascade of warning- see Appendix 3

4.3 Heat Health Alerts and Extreme Heat – Target Audience

As per the diagram in [Section 8](#), in England there are 2 early warning systems related to high temperature.

1. **Heat Health Alerts** and
2. **Extreme Heat** warnings as **part of** the National Severe Weather Warning Service (**NSWWS**).

Since summer 2021 UKHSA and the Met Office have collaborated to ensure that the HHA and EH warnings are aligned and work together to communicate the expected impacts so that users act to minimise the potential impact.

Each system has a slightly different target audience yet work together to help focus the messages being transmitted.

- The HHA primarily targets the health and social care sector and responder community while the;
- NSWWS has a wider audience that includes the responder community, but also the public.

- Since the health sector is likely to observe impacts before other sectors, the HHA will issue yellow to red alerts, whereas NSWWS will only issue amber and red alerts for EH.

To ensure both systems are aligned, UKHSA and the Met Office will work together to undertake a combined risk assessment to determine the expected impacts and the likelihood of those impacts occurring. This partnership working will ensure consistency across the systems, and a single message to users.

It should be noted that the HHA and NSWWS EH systems are both **separate to the Met Office 'Heatwave' Definition.**

Both are now impact based not temperature threshold based.

4.4 UKHSA and Met Office - HEAT HEALTH ALERTS (HHA)

The HHA is operational year-round. However, the core alerting season is between 1st June and 30th September. Within this core alerting period a Heat-Health Planner will also be issued every Monday and Friday to provide Heat-Health horizon scanning for the next 5 days, 6 to 15 days, and 16 to 30 days ahead.

During the warm season, UKHSA and the Met Office will monitor the weather forecasts and where episodes of hot weather are identified using pre-defined evidence-based considerations, a dynamic risk assessment will be carried out and the appropriate alert issued.

Commencing from 1 June 2023, HHAs and Heat-Health Planners will be issued by UKHSA in collaboration with the Met Office. Individuals and organisations that wish [to receive the impact based HHA must register](#) to receive the alerts where users will be able to specify which regions they wish to receive alerts for. You will be able to specify the government region they wish to receive alerts for. A new dedicated Weather-Health Alerting Service web platform has also been developed in which the current alert status over the 5 days ahead will be publicly available.

In addition, the HHA will move from the previous system based on probabilities of reaching threshold temperatures, to impact-based alerts. The new impact based HHAs will contain:

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

As was the case with the previous HHA, it is anticipated that organisations will initiate a cascade of alerts within their organisations and to partner organisations as appropriate and

as agreed locally. Figure 1 in Appendix 3 depicts the typical cascade of HHAs across the system.

4.5 The Heat-Health Alert colours

Green (*summer preparedness*) - No alert will be issued as the conditions are likely to have minimal impact on health. However, during periods where the risk is minimal it is important that organisations ensure that they have plans in place and are prepared to respond should an alert (yellow, amber, or red) be issued.

Yellow (*response*) - These alerts cover a range of situations. Yellow alerts may be issued during periods of heat which would be unlikely to impact most people, but those you are particularly vulnerable (E.g., the elderly with multiple health conditions and on multiple medications) and are likely to struggle to cope and where action is required within the health and social care sector specifically. A yellow alert may also be issued if the confidence in the weather forecast is low, but there could be more significant impacts if the worst-case scenario is realised. In this situation the alert may be upgraded as the confidence in both the weather forecast and the likelihood of observing those impacts improves.

Amber (*enhanced response*) - An amber alert would represent a situation in which the expected impacts are likely to be felt across the whole health service, with potential for the whole population to be at risk and where other sectors apart from health may also start to observe impacts, indicating that a coordinated response is required. In addition, in some circumstances a National Severe Weather Warning Service (NSWWS) Extreme Heat warning may be issued in conjunction with and aligned to the HHA. This situation would indicate that significant impacts are expected across multiple sectors.

Red (*emergency response*) - A red alert would indicate significant risk to life for even the healthy population. A red alert would be issued in conjunction with and aligned to a red NSWWS Extreme Heat warning. Several impacts would be expected across all sectors with a coordinated response essential.

4.6 Met Office (with UKHSA) - NATIONAL SEVERE WEATHER WARNING SERVICE (NSWWS) (including Extreme Heat)

The Met Office also issues weather warnings through the National Severe Weather Warning Service (NSWWS) across the entire UK for severe weather that has potential for impact and disruption to the UK (Rain, Thunderstorms, Wind, Snow, Lightning, Ice, **Extreme heat**, Fog) and uses a colour coded matrix system to convey the likelihood of impact and severity.

A NSWWS alerts the public and emergency responders of a severe weather that has a likelihood of low, medium, and high impact across various sectors causing widespread disruption such as damage to property, infrastructure and power lines, travel delays and cancellations, loss of water supplies and in the most severe cases, danger to life. The Met

Office operates 24 hours a day, 365 days a year, so warnings can be issued at any time, day or night.

4.7 Heatwave definition

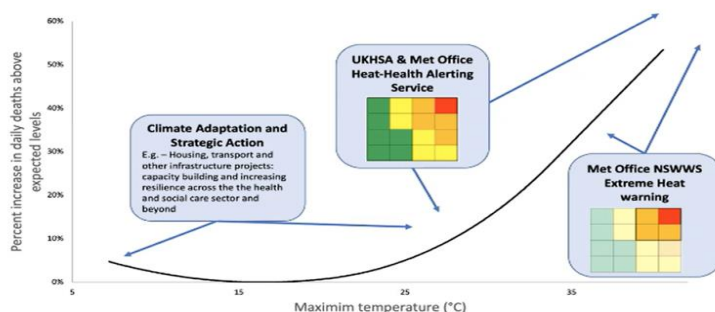
A heatwave in the UK is defined by the Met Office as a period of **three consecutive days** with daily maximum temperatures meeting or exceeding the heatwave temperature threshold. For Hertfordshire, this temperature is now 28°C. For details about ‘What is a heatwave?’ – please see: [What is a heatwave? - Met Office](#)

During the Heat Health ALERT period, the Met Office may forecast heatwaves, as defined by forecasts of day and night-time temperatures and their duration.

It should be noted that the HHA and NSWWS EH system is both **separate to the Met Office Heatwave Definition**.

4.8 Extreme Heat Warning, Heat-Health Alert and Heatwave Summary

- **NSWWS Extreme Heat Warning** – an **impact-based** warning designed to highlight the potential impacts of extreme heat to protect lives and property, helping people make better decisions to stay safe and thrive.
- **UK Health Security Agency (UKHSA) and Met Office Heat Health Alert** - An England only service considering the impact of prolonged extreme heat on public health, especially those with long-term health conditions.
- **Heatwave definition** - a threshold-based meteorological definition designed to provide the media and public with consistent and reliable messaging. A period of **three consecutive days** with daily maximum temperatures meeting or exceeding the heatwave temperature threshold. For Hertfordshire, this temperature is now 28°C.
- For a simplified table of alerts please view Section 8
- **Intersection of systems to address heat risk:**



- Response to heatwaves only part of addressing heat risk. Long term adaptation actions still required
- HHAs and NSWWS work in alignment
- UKHSA and Met Office work in partnership to maximise impact of warnings across health and wider society

Section 5: Extreme Heat

5.1 Impacts of Extreme Heat

Extreme heat is dangerous to everyone. It can have multiple impacts on the community including:

- Increased mortality rates.
- Increased hospital admittance.
- Greater impact upon vulnerable members of society including those over 65, those suffering from mental ill health, people who are bed bound, people taking certain types of medication, babies, and young children under 4yrs.
- Identified vulnerable individuals/populations may require increased home visits, etc.
- Additional support for residential care homes and institutional settings.
- Some workplace settings may be unsustainable.
- Disruption to public transport, with secondary impacts on service provision.
- Possibility that any heatwave may lead to water shortage.
- Increased demand on mortuary space and coroner with increased numbers of deaths at home.
- Difficulty in maintaining appropriate temperature in residential care establishments including hospitals.
- Potential increase in demand for social services from vulnerable members of the population.
- Becoming housebound and being unable to obtain food and/or medical supplies.

5.2 Groups at risk from Heatwaves and Extreme Heat

Although Extreme Heat is dangerous to everyone. There are certain groups that are more at-risk during a heatwave due to complex factors:

- Older people (especially those over 65 years old)
- Individuals with chronic or severe illnesses
- Young children (especially those under 5 years old)
- People with a serious chronic condition (especially heart or breathing problems)
- People with mobility problems: for example, people with Parkinson's disease or who have had a stroke.
- People with serious mental health problems
- People on certain medications, including those that affect sweating and temperature control.
- Homeless individuals (including those who sleep in shelters as well as outdoors)
- Individuals with alcohol and/or drug dependence
- Individuals affected by environmental factors and overexposure (e.g., living in heavily urban areas, children and adults taking part in organised sport)

- Individuals whose employment requires them to work outdoors (e.g., construction, grounds maintenance, etc.)
- Faith communities undertaking religious fasting periods.

It should be noted that in a moderate heatwave, it is mainly the at-risk groups mentioned above who are affected. However, during an extreme heatwave such as the one affecting France in 2003, fit and healthy people can also be affected.

Section 6: Heat – HCC Local Response

6.1 HCC plan approach

It is important to note this plan is a live document. HCC is a large, diverse County where it is recognised that every situation is unique; therefore, the plan is designed to act as a guide, acknowledging there will be times deviation will be a necessity.

Action cards and recommended IMT thresholds shown below, will support HCC senior leaders who have responsibilities and to ensure a sustainable, local, proportionate, timely, joined up and understood system for dealing with weather alerts received from UKHSA / Met Office, strengthening community resilience.

Resilience leads are advised to sign up to the [national alerts](#), additionally, when deemed an operational necessity, Public Health, will circulate internal communications as per process [flow charts](#).

6.2 HCC IMT Threshold Guidance See [flows](#) for HCC local response model (P17)

UKHSA / Met Office - Likelihood	UKHSA / Met Office - Impact	IMT
Green 1-4	Little Impact	No
Green 5	Potential for minor impacts	No
Green 6	Minor impacts possible	No
Yellow 7	Minor impacts probable to vulnerable population / health and social care sector	No
Yellow 8	Minor impacts expected to vulnerable population /health and social care sector	No
Yellow 9	Potential for significant impacts to vulnerable population /health and social care sector	No
Yellow 10	Significant impacts possible to vulnerable population / health and social care sector	Carry out service level RA and PH / ACS / CS IMT (if deemed an operational necessity to do so)

Yellow 11	Potential for severe impact to vulnerable population / health and social care sector	Carry out service level RA and PH / ACS / CS IMT (if deemed an operational necessity to do so)
Amber 12	Significant impacts probable to vulnerable population / health and social care sector and wider population	Carry out service level RA/ department IMT (if deemed an operational necessity to do so) Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT Teams chat / email)
Amber 13	Significant impacts expected to vulnerable population / health and social care sector and wider population	Carry out service level RA/ department IMT (if deemed an operational necessity to do so) Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat / meeting invite)
Amber 14	Severe impacts possible to vulnerable population / health and social care sector and wider population	Carry out service level RA/ department IMT (if deemed an operational necessity to do so) Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat/ meeting invite)
Amber 15	Severe impacts probable to vulnerable population / health and social care sector and wider population	Carry out service level RA/ department IMT (if deemed an operational necessity to do so) Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat/ meeting invite)
Red 16	Severe impacts expected across the whole population.	Organisational wide IMT

Aggravating factors (not exhaustive):

- Met office with UKHSA - NSWWS: amber / red extreme heat warning
- Met Office Heatwave alert (defined as 28C+ 3 consecutive days)
- Other critical incidents (s)
- Other major incident (s)
- Industrial action of any Category 1 or 2 responder organisation
- Media interest
- Current pressures on the NHS / Opel alert level raised

6.3 Heat - Local Response - Process Flows (to be read in conjunction with relevant action card)

GREEN: Heatwave/ Summer Preparedness Runs from 1 June to 30 September. The extreme weather plan will remain at **Green** unless a higher alert is triggered.

UKHSA / Met Office Heat Health Alert

- GREEN 1- 4 **Little Impact**
- GREEN 5 - **Potential for minor impacts**
- GREEN 6 - **Minor impacts possible**

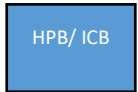
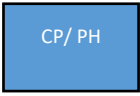
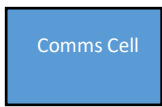
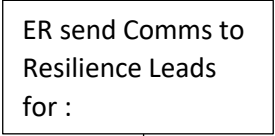
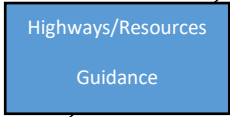
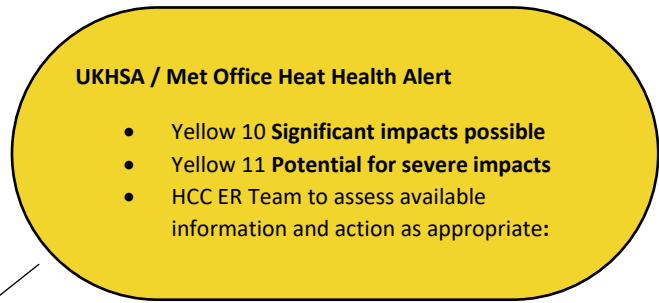
All users to follow Action Card Green 1-6

UKHSA / Met Office Heat Health Alert

- Yellow 7 **Minor impacts probable**
- Yellow 8 **Minor impacts expected.**
- Yellow 9 **Potential for significant**

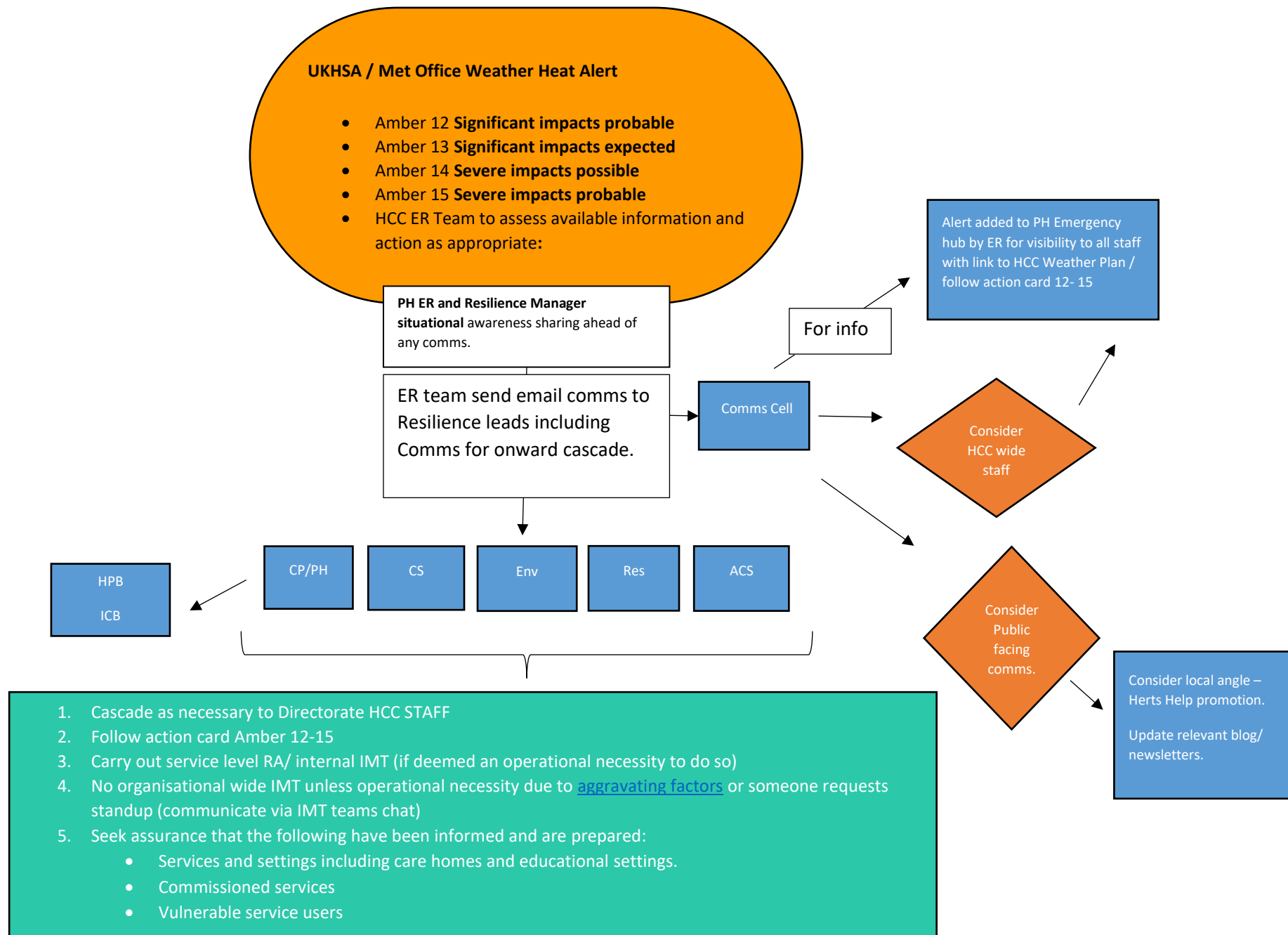
All users to follow Action Card Yellow 7-9

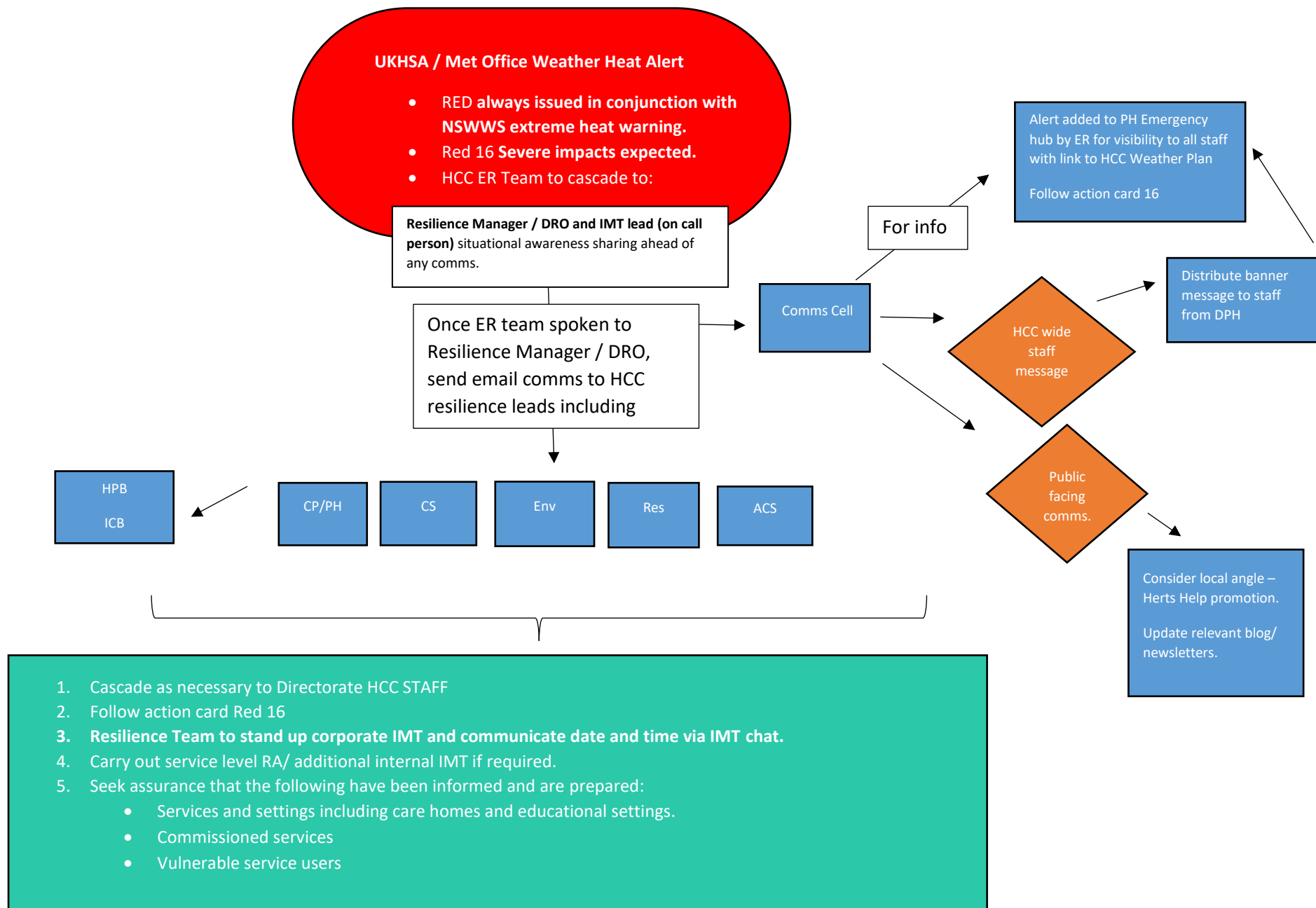
Resilience Leads to be signed up to national HHA alerts and [Extreme Hot Weather \(sharepoint.com\)](#) for the latest information, as [unless aggravating factors](#) no Public Health communications until level Yellow 10



Resilience Leads for Highways / Resources to be signed up to national HHA alerts and [Extreme Hot Weather \(sharepoint.com\)](#) for the latest information as unless aggravating factors no Public Health communications until level Amber 12

1. Cascade as necessary to Directorate HCC STAFF
2. Follow action card yellow 10-11
3. Carry out service level RA / internal IMT (if deemed an operational necessity to do so)
4. No organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat)
5. Seek assurance that the following have been informed and are prepared.
 - Services and settings including care homes and educational settings.
 - Commissioned services
 - Vulnerable service users





Section 7: HCC Heat and Summer Preparedness Action Card (s)

The HCC **Heat and Summer Preparedness** action card (s) will be triggered by national alerts with specific actions to be taken at the local level. The table below lays out all alert levels:

1. Adult Care Services
2. Environment Transport and Sustainable Growth
3. Resources (Including Comms and Human Resources)
4. Community Protection (Including Public Health, Excluding HFRS)
5. Children's Services (Early Years and Education Settings)
6. Resilience Team

Adult Care Services - Summer Preparedness Action Card.

Supporting Notes	<ul style="list-style-type: none"> • This action card is to be used as a high-level summary reminder. • Local services and teams are expected to have their own more detailed service level, operational specific accompanying action plans. • Read supporting flows.
Continuous Planning	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the national Adverse Weather Health Plan (publishing.service.gov.uk) • Work across ACS services and relevant partner organisations to ensure that systems are in place to identify and contact people who may be vulnerable (including homeless) in a hot weather / heatwave. • Ask frontline staff to proactively identify potentially vulnerable individuals (including the homeless) and explore with them how they are preparing for a hot weather / heatwave. • Ensure that frontline staff are aware of the health dangers of hot weather and know how to recognise signs and symptoms in themselves and others. • To support local adaptations - National Hot weather and health Action Cards, summarises suggested actions to be taken by different professional bodies and organisations in the event of extreme heat. • Additional guidance for professionals • Hot weather and health: events and mass gatherings - GOV.UK (www.gov.uk) • Beat the heat: hot weather advice - GOV.UK (www.gov.uk) • Supporting vulnerable people before and during a heatwave: for care home managers and staff • Hot weather and health: supporting vulnerable people - GOV.UK (www.gov.uk) • Extreme Hot Weather (sharepoint.com) Public Health Emergency Response hub
Green (preparedness)	<p>All Heads of Service or equivalent to:</p> <p>At 1-6 Risk Impact Level:</p> <ul style="list-style-type: none"> • Cascade the Adverse Weather Health Plan (publishing.service.gov.uk) to all relevant staff to ensure their full preparedness for a period of hot weather or extreme heat. • Provide all relevant staff with a copy of ACS Heatwave and Summer Preparedness Action Card. • Provide frontline staff with the advice for health and social care professionals guidance. • Ensure relevant partner organisations are aware of the guidance advice for care home managers and staff

	<ul style="list-style-type: none"> • Ensure that services have up-to-date business continuity plans and know how to action them. • Develop and agree a communications plan covering HCC, ACS, and partners (including HertsHelp). To include arrangements that ensure potentially vulnerable individuals are only contacted once. • Confirm that contact details are available for potentially vulnerable individuals. Particular attention to be paid to the contact details for individuals who have a history of wandering. • Confirm that contact details are held for all providers and that it is clear how each provider wants to receive hot weather / heatwave related information. • Ensure that all emergency contacts are held on Resilience Direct. • Confirm teams have in depth, service relevant, operational level hot / heatwave action plans in place. • Be aware of how to avoid dehydration in themselves and those they care for.
<p>Yellow (response)</p>	<p>All Heads of Service or equivalent to:</p> <p>At 7-9 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Green actions. <p>At 10- 11 Risk Impact Level:</p> <ul style="list-style-type: none"> • No organisational IMT unless operational necessity due to <u>aggravating factors</u> or someone requests standup (communicate via IMT teams chat) • Carry out service level risk assessment based on known information. • Once risk assessment complete, if deemed an operational necessity, consider an internal ACS Incident Management Team (IMT): • During IMT check: <ul style="list-style-type: none"> a) aware of their roles and responsibilities b) understand how exception reports are to be made. c) understand action that will be taken in the event a provider closes due to the heat. • Communicate alerts, guidance, and advice to and confirm preparedness of <ul style="list-style-type: none"> d) commissioned services e) other partners including voluntary groups and community groups. f) HertsHelp g) The provider hub • Identify a contact number / email address that providers can use if they need support and / or advice during a heatwave. • Liaise with the Customer Service Centre to ensure they are clear on messages where people get in touch.

	<ul style="list-style-type: none"> • Confirm front line staff have access to and understand <u>Supporting vulnerable people before and during a heatwave: for health and social care professionals</u> • Confirm that relevant partner organisations are familiar with the contents of <u>Supporting vulnerable people before and during a heatwave: for care home managers and staff</u> • Identify workplaces that are not air conditioned and publicise the locations of cool spaces where HCC staff can work. • Ensure arrangements are in place to support staff who are not able to work in an air-conditioned workplace. • Check that providers/services have arrangements in place for welfare checking high-risk clients. • Link with the voluntary sector to ensure supplies of water are available. • Request staff in short breaks units to contact families with members due to visit to confirm their visit intentions
Amber (enhanced response)	<p>Heads of Service or equivalent to:</p> <p>At 12-15 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Green, Yellow, and Amber actions. • Carry out service level RA/ internal IMT (if deemed an operational necessity to do so) • Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat). • Confirm that communication plans are in place and focus on sharing a single message. • Implement agreed processes for wellbeing checks on potential vulnerable individuals including reminding providers/services to check on high risk individuals. • Ensure providers and commissioned services are taking appropriate actions. • Remind providers/services to advise carers to contact GPs if they have health concerns. • Activate business continuity plans if required. • Check indoor temperatures in residential care settings. • Ensure that staff have access to UKHSA guidance to enable them to help/advise people we support. • Ensure staff working in non-air-conditioned offices remain hydrated if they are unable to work at another location. • Confirm that the voluntary sector has supplies of water available. • Respond to Resilience Team requests for information on actions taken / heatwave impacts.

<p>Red (emergency response)</p>	<p>Heads of Service or equivalent to:</p> <p>16 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Level Green, Yellow and Ambers actions and: • Resilience Team to stand up corporate IMT and communicate date and time via IMT chat. • Carry out service level RA/ additional internal IMT if required. • Comply as required with any additional requests from the Council’s IMT or the Cabinet Office.
<p>Stand Down</p>	<ul style="list-style-type: none"> • The Council’s IMT will advise stand down when the national alert levels return Green. • All leads to contribute to any debrief held because of response to an Amber or higher. • All leads to contribute to a debrief following the end of the Heat-Health watch period.

Environment and Transport / Sustainable Growth - Summer Preparedness Action Card.

Supporting Notes	<ul style="list-style-type: none"> • This action card is to be used as a high-level summary reminder. • Local services and teams are expected to have their own more detailed service level, operational specific accompanying action plans. • Read supporting flows.
Continuous Planning	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the national Adverse Weather Health Plan (publishing.service.gov.uk) • Work across Environment, Transport and Sustainable Growth and relevant partner organisations to ensure that systems are in place to identify and contact people who may be vulnerable in a heatwave. • Ask frontline staff to proactively identify potentially vulnerable individuals and explore with them how they are preparing for a heatwave. • Ensure that frontline staff are aware of the health dangers of hot weather and know how to recognise signs and symptoms in themselves and others. • To support local adaptations - National Hot weather and health Action Cards, summaries suggested actions to be taken by different professional bodies and organisations in the event of extreme heat. • Additional guidance for professionals. • Hot weather and health: events and mass gatherings - GOV.UK (www.gov.uk) • Beat the heat: hot weather advice - GOV.UK (www.gov.uk) • Hot weather and health: supporting vulnerable people - GOV.UK (www.gov.uk) • Extreme Hot Weather (sharepoint.com) Public Health Emergency Response hub.
Green (preparedness)	<p>All Heads of Service or equivalent to:</p> <p>1-6 Risk Impact Level:</p> <ul style="list-style-type: none"> • Cascade the National Adverse Weather Health Plan (publishing.service.gov.uk) to all relevant staff to ensure their full preparedness for a period of extreme heat.

	<ul style="list-style-type: none"> • Provide all relevant staff with a copy of Environment, Transport and Sustainable Growth Heatwave and Summer Preparedness Action Card. • Ensure that services have up-to-date business continuity plans and know how to action them. • Confirm that contact details are held for all providers and that it is clear how each provider wants to receive heatwave related information. • Ensure that all emergency contacts are held on Resilience Direct. • Confirm teams have in depth, service relevant, operational level heatwave action plans in place. • Be aware of how to avoid dehydration in yourself and those you care for. 	
Yellow (response)	<p>All Heads of Service or equivalent to:</p> <p>At 7-9 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Green actions. <p>At 10- 11 Risk Impact Level:</p> <ul style="list-style-type: none"> • No organisational IMT unless operational necessity due to <u>aggravating factors</u> or someone requests stand up (communicate via IMT teams chat) • Carry out service level risk assessment based on known information. • Once risk assessment complete, if deemed an operational necessity, consider an internal Incident Management Team (IMT): • Confirm all participants are: <ul style="list-style-type: none"> a) aware of their roles and responsibilities b) understand action that will be taken in the event a provider closes due to the heat. • Communicate alerts, guidance, and advice to and confirm preparedness of <ul style="list-style-type: none"> c) commissioned services d) other partners and HCC Services • Identify a contact number / email address that providers can use if they need support and / or advice during a heatwave. • Liaise with the Customer Service Centre to ensure they are clear on messages where people get in touch. • Identify workplaces that are not air conditioned and publicise the locations of cool spaces where HCC staff can work. • Ensure arrangements are in place to support staff who are not able to work in an air-conditioned workplace. 	

<p>Amber (enhanced response)</p>	<p>Heads of Service or equivalent to:</p> <p>12-15 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Green, Yellow, and Amber actions. • Carry out service level RA/ internal IMT (if deemed an operational necessity to do so) • Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests stand up (communicate via IMT teams chat) • Confirm that communication plans are in place and focus on sharing a single message. • Ensure provided and commissioned services are taking appropriate actions. • Activate business continuity plans if required. • Check indoor temperatures in any relevant building or service area. • Ensure that staff have access to UKHSA guidance to enable them to help/advise people we support. • Ensure staff working in non-airconditioned offices remain hydrated if they are unable to work at another location. • Respond to Resilience Team requests for information on actions taken / heatwave impacts. 	
<p>Red (emergency response)</p>	<p>16 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Level Green, Yellow and Ambers actions and: • Resilience Team to stand up corporate IMT and communicate date and time via IMT chat. • Carry out service level RA/ additional internal IMT if required. • Comply as required with any additional requests from the Council’s IMT or the Cabinet Office. 	

Stand Down	<ul style="list-style-type: none">• The Council's IMT will advise stand down when the national alert levels return Green.• All leads to contribute to any debrief held because of response to an Amber alert or higher.• All leads to contribute to a debrief following the end of the Heat-Health watch period.	
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Resources - Summer Preparedness Action Card.

Supporting Notes	<ul style="list-style-type: none"> • This action card is to be used as a high-level summary reminder. • Local services and teams are expected to have their own more detailed service level, operational specific accompanying action plans. • Read supporting flows.
Continuous Planning	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the national Adverse Weather Health Plan (publishing.service.gov.uk) Work across Resources and relevant partner organisations to ensure that systems are in place to identify and contact people who may be vulnerable in a heatwave. • Ask frontline staff to proactively identify potentially vulnerable individuals and explore with them how they are preparing for a heatwave. Ensure that frontline staff are aware of the health dangers of hot weather and know how to recognise signs and symptoms in themselves and others. • To support local adaptations - National Hot weather and health Action Cards, summaries suggested actions to be taken by different professional bodies and organisations in the event of extreme heat. • Additional guidance for professionals. • Hot weather and health: events and mass gatherings - GOV.UK (www.gov.uk) • Beat the heat: hot weather advice - GOV.UK (www.gov.uk) • Hot weather and health: supporting vulnerable people - GOV.UK (www.gov.uk) • Extreme Hot Weather (sharepoint.com) Public Health Emergency Response Hub
Green (preparedness)	<p>All Heads of Service or equivalent to:</p> <p>1-6 Risk Impact Level:</p> <ul style="list-style-type: none"> • Cascade the National Adverse Weather Health Plan (publishing.service.gov.uk) all relevant staff to ensure their full preparedness for a period of extreme heat

	<ul style="list-style-type: none"> • Provide all relevant staff with a copy of Resources Heatwave and Summer Preparedness Action Card • Ensure that services have up-to-date business continuity plans and know how to action them. • Confirm that contact details are available for potentially vulnerable individuals. • Ensure that all emergency contacts are held on Resilience Direct • Confirm teams have in depth, service relevant, operational level heatwave action plans in place. • Be aware the communications team action card. • Be aware of how to avoid dehydration in yourself and those you care for. 	
<p>Yellow (response)</p>	<p>All Heads of Service or equivalent to:</p> <p>At 7-9 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Level Green actions. <p>At 10- 11 Risk Impact Level:</p> <ul style="list-style-type: none"> • Carry out service level Risk Assessment based on known information. • No organisational IMT unless operational necessity due to <u>aggravating factors</u> or someone requests standup (communicate via IMT teams chat). • During IMT check: <ul style="list-style-type: none"> a) People aware of their roles and responsibilities • Communicate heatwave alerts, guidance, and advice to and confirm preparedness of <ul style="list-style-type: none"> b) commissioned services c) other partners and services • Liaise with the Customer Service Centre to ensure they are clear on messages where people make contact. • Identify workplaces that are not air conditioned and publicise the locations of cool spaces where HCC staff can work. • Ensure arrangements are in place to support staff who are not able to work in an air-conditioned workplace. 	

Amber (enhanced response)	<p>Heads of Service or equivalent to:</p> <p>At 12-15 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Level Green and Yellow actions. • Carry out service level RA / internal IMT (if deemed an operational necessity to do so) • Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat) • Ensure provided and commissioned services are taking appropriate actions. • Activate business continuity plans if required. • Ensure that staff have access to UKHSA guidance to enable them to help/advise people we support. • Ensure staff working in non-airconditioned offices remain hydrated if they are unable to work at another location. • Respond to Resilience Team requests for information on actions taken / heatwave impacts. 	
Red (emergency response)	<p>Heads of Service or equivalent to:</p> <p>At 16 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Level Green, Yellow and Ambers actions • Resilience Team to stand up corporate IMT and communicate date and time via IMT chat (ensure your deputies are on the IMT chat, in incidence of power outage, revert to business continuity plans) • Carry out service level RA/ additional internal IMT if required. • Comply as required with any additional requests from the Council’s IMT or the Cabinet Office 	
Stand Down	<ul style="list-style-type: none"> • The Council’s IMT will advise stand down when the national alert levels return Green. • All leads to contribute to any debrief held because of response to an Amber alert or higher. • All leads to contribute to a debrief following the end of the Heat-Health watch period. 	

Communications - Summer Preparedness Action Card.

Supporting Notes	<ul style="list-style-type: none"> • This action card is to be used as a high-level summary reminder. • Local services and teams are expected to have their own more detailed service level, operational specific accompanying action plans. • Read supporting flows.
Continuous Planning	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the national Adverse Weather Health Plan (publishing.service.gov.uk) Work across Resources and relevant partner organisations to ensure that systems are in place to identify and contact people who may be vulnerable in a heatwave. • Ask frontline staff to proactively identify potentially vulnerable individuals and explore with them how they are preparing for a heatwave. Ensure that frontline staff are aware of the health dangers of hot weather and know how to recognise signs and symptoms in themselves and others. • To support local adaptations - National Hot weather and health Action Cards, summaries suggested actions to be taken by different professional bodies and organisations in the event of extreme heat. • Additional guidance for professionals. • Hot weather and health: events and mass gatherings - GOV.UK (www.gov.uk) • Beat the heat: hot weather advice - GOV.UK (www.gov.uk) • Hot weather and health: supporting vulnerable people - GOV.UK (www.gov.uk) • Extreme Hot Weather (sharepoint.com) Public Health Emergency Response hub
Green (preparedness)	<p>All Heads of Service or equivalent to:</p> <p>1-6 Risk Impact Level:</p> <ul style="list-style-type: none"> • Be aware of Resources action card.

	<ul style="list-style-type: none"> Comms to work in partnership with Public Health Emergency Response and ensure that both the council’s website and intranet site are updated with advice on preparing for and responding to extreme temperatures. Beat the heat: hot weather advice - GOV.UK (www.gov.uk)/ Adverse Weather Health Plan (publishing.service.gov.uk) and Public Health Emergency Response Hub - RESEARCH & DESIGN (sharepoint.com) Comms to ensure messages are aligned to UKHSA and NHS messages, press releases, social media campaigns etc. 	
Yellow (response)	<p>All Heads of Service or equivalent to:</p> <p>At 7-9 Risk Impact Level:</p> <ul style="list-style-type: none"> Continue all Level Green actions. <p>At 10- 11 Risk Impact Level:</p> <ul style="list-style-type: none"> Continue all Level Green actions and No organisational IMT unless operational necessity due to <u>aggravating factors</u> or someone requests standup (communicate via IMT teams chat). Support with any relevant IMT’s. 	
Amber (enhanced response)	<p>Heads of Service or equivalent to:</p> <p>At 12-15 Risk Impact Level:</p> <ul style="list-style-type: none"> Continue all Level Green and Yellow actions. Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat). Confirm that communication plans follow process flows on page 17 – 20. Respond to Resilience Team requests for information on actions taken / heatwave impacts. 	

Red (emergency response)	<p>Heads of Service or equivalent to:</p> <p>At 16 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Level Green, Yellow and Ambers actions. • Resilience Team to stand up corporate IMT and communicate date and time via IMT chat (ensure your deputies are on the IMT chat, in incidence of power outage, revert to business continuity plans). • Comply as required with any additional requests from the Council's IMT or the Cabinet Office. 	
Stand Down	<ul style="list-style-type: none"> • The Council's IMT will advise stand down when the national alert levels return Green. • All leads to contribute to any debrief held because of response to an Amber alert or higher. • All leads to contribute to a debrief following the end of the Heat-Health watch period. 	

Community Protection (Including Public Health) - Summer Preparedness Action Card.

Supporting Notes	<ul style="list-style-type: none"> • This action card is to be used as a high-level summary reminder. • Local services and teams are expected to have their own more detailed service level, operational specific accompanying action plans. • Read supporting flows.
Continuous Planning	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the national Adverse Weather Health Plan (publishing.service.gov.uk) • Work across Public Health and relevant partner organisations to ensure that systems are in place to identify and contact people who may be vulnerable in a heatwave. Ask frontline staff to proactively identify potentially vulnerable individuals and explore with them how they are preparing for a heatwave. • Ensure that frontline staff are aware of the health dangers of hot weather and know how to recognise signs and symptoms in themselves and others. • To support local adaptations - National Hot weather and health Action Cards, summaries suggested actions to be taken by different professional bodies and organisations in the event of extreme heat. • Additional guidance for professionals • Hot weather and health: events and mass gatherings - GOV.UK (www.gov.uk) • Beat the heat: hot weather advice - GOV.UK (www.gov.uk) • Supporting vulnerable people before and during a heatwave: for care home managers and staff Supporting vulnerable people before and during hot weather: social care managers, staff, and carers - GOV.UK (www.gov.uk) • Hot weather and health: supporting vulnerable people - GOV.UK (www.gov.uk) • Supporting vulnerable people before and during hot weather: healthcare professionals - GOV.UK (www.gov.uk) • Looking after children and those in early years settings during heatwaves: for teachers and professionals - GOV.UK (www.gov.uk) • Extreme Hot Weather (sharepoint.com) Public Health Emergency Response hub.
Green (Preparedness)	<p>All Heads of Service or equivalent to:</p> <p>At 1-6 Risk Impact Level:</p>

	<ul style="list-style-type: none"> • Cascade the National Adverse Weather Health Plan (publishing.service.gov.uk) to all relevant staff to ensure their full preparedness for a period of extreme heat. • Provide all relevant staff with a copy of Community Protection Heatwave and Summer Preparedness Action Card • Ensure that services have up-to-date business continuity plans and know how to action them. • Confirm that contact details are available for potentially vulnerable individuals. • Ensure that all emergency contacts are held on Resilience Direct • Confirm teams have in depth, service relevant, operational level heatwave action plans in place. • Work with comms to ensure that both the council’s website and intranet site are updated with advice on preparing for, and responding to, heatwaves. Beat the heat: hot weather advice - GOV.UK (www.gov.uk) / Adverse Weather Health Plan (publishing.service.gov.uk) To ensure appropriate advisory messages have been prepared at the start of the summer season • Ensure work is ongoing with the County Safety Advisory Group to ensure appropriate risk mitigations in place for events and sufficient water supplies are in place. • Public Health Emergency Response Team to ensure the HCC Extreme Temperature Plan is trained, tested, reviewed May (ahead of summer) and October (ahead of winter), cascaded, and stored appropriately on resilience direct. • Be aware of how to avoid dehydration in yourself and those you care for.
Yellow (response)	<p>All Heads of Service or equivalent to:</p> <p>At 7-9 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Green actions. <p>At 10- 11 Risk Impact Level:</p> <ul style="list-style-type: none"> • No organisational IMT No organisational IMT unless operational necessity due to <u>aggravating factors</u> or someone requests standup (communicate via IMT teams chat). • Carry out service level risk assessment based on known information. • Once risk assessment complete, if deemed an operational necessity, consider an internal Incident Management Team (IMT):

	<p>and confirm all participants are:</p> <ul style="list-style-type: none"> a) aware of their roles and responsibilities b) understand how exception reports are to be made. <ul style="list-style-type: none"> • Communicate alerts, guidance, and advice to and confirm preparedness of <ul style="list-style-type: none"> c) commissioned services d) other partners and services • Liaise with the Customer Service Centre to ensure they are clear on messages where people make contact. • Identify workplaces that are not air conditioned and publicise the locations of cool spaces where HCC staff can work. • Ensure arrangements are in place to support staff who are not able to work in an air-conditioned workplace. • Communicate public heatwave messages and alerts to commissioned services and confirm preparedness. • Increase advice to staff (liaising with Corporate Communications) • Support other council depts, including communications, with appropriate advice and guidance. • Provide advice, in conjunction with national guidance and public health, to clients, vulnerable and community groups (liaising with Corporate Communications) • PH Emergency Response Team to ensure appropriate comms cascade through the Directorate. • Portable fan guidance to be circulated to HCPA and partners.
<p>Amber (enhanced response)</p>	<p>All Heads of Service or equivalent to:</p> <p>At 12-15 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Level Green and Yellow actions. • ER team to work with HCC Resilience Team to share situational awareness reports. • Carry out service level RA/ internal IMT (if deemed an operational necessity to do so). • Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat). • Confirm that communication plans are in place and focus on sharing a single message. • Ensure provided and commissioned services are taking appropriate actions. • Activate business continuity plans if required.

	<ul style="list-style-type: none"> • Ensure that staff have access to UKHSA guidance to enable them to help/advise people we support. • Ensure staff working in non-air-conditioned offices remain hydrated if they are unable to work at another location. • Respond to Resilience Team requests for information on actions taken / heatwave impacts. • Work with comms to ensure that key, targeted messages are issued to the public and stakeholders regarding an Amber alert including press releases, social media and that the council's internet and intranet sites are updated regarding an Amber alert. • Support the Resilience Team / Cabinet Office with the Incident Management Response
Red (emergency response)	<p>Heads of Service or equivalent to:</p> <p>At 16 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Level Green, Yellow and Ambers actions and: • Resilience Team to stand up corporate IMT and communicate date and time via IMT chat (ensure your deputies are on the IMT chat, in incidence of power outage, revert to business continuity plans) • If required, support Resilience Team with IMT set up. • Carry out service level risk assessment / additional internal IMT if required. • Comply as required with any additional requests from the Council's IMT or the Cabinet Office.
Stand Down	<ul style="list-style-type: none"> • The Council's IMT will advise stand down when the national alert levels return to Green. • All leads to contribute to any debrief held because of response to an Amber level or higher. • All leads to contribute to a debrief following the end of the Heat-Health watch period.

Children Services (Early Years and Education Settings) - Summer Preparedness Action Card

Supporting Notes	<ul style="list-style-type: none"> • This action card is to be used as a high-level summary reminder. • Local services and teams are expected to have their own more detailed service level, operational specific accompanying action plans. • Read supporting flows. 	
Continual Planning	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the National Adverse Weather Health Plan (publishing.service.gov.uk). • Work across HCC Directorates and Children’s Early Years and Education Settings, services and partner organisations to ensure that systems are in place to identify and contact people and places who may be vulnerable in a heatwave. • Ensure that frontline staff are aware of the health dangers of hot weather and know how to recognise signs and symptoms in themselves and others. • Ask frontline staff to proactively identify potentially vulnerable individuals and explore with them how they are preparing for a heatwave. • To support local adaptations - National Hot weather and health Action Cards, summaries suggested actions to be taken by different professional bodies and organisations in the event of extreme heat. • Additional guidance for professionals. • Beat the heat: hot weather advice - GOV.UK (www.gov.uk) • Hot weather and health: supporting vulnerable people - GOV.UK (www.gov.uk) • Looking after children and those in early years settings during heatwaves: for teachers and professionals - GOV.UK (www.gov.uk) • Extreme Hot Weather (sharepoint.com) Public Health Emergency Response hub. 	
Green (preparedness)	<p>All Heads of Service or equivalent to:</p> <p>At 1-6 Risk Impact Level:</p>	

	<ul style="list-style-type: none"> • Cascade the National Adverse Weather Health Plan (publishing.service.gov.uk) to all relevant HCC staff (including educational settings if education leads deem appropriate) to ensure their full preparedness for a period of extreme heat • Provide all relevant staff with a copy of Children Services Heatwave and Summer Preparedness Action Card • Ensure that services have up-to-date business continuity plans and know how to action them. • Confirm that contact details are available for potentially vulnerable individuals. • Ensure that all emergency contacts are held on Resilience Direct • Confirm teams have in depth, service relevant, operational level heatwave action plans in place. • Ensure appropriate advisory messages have been prepared at the start of the summer season and shared on platforms like the Grid. • Ensure establishments such as nurseries and schools are aware of the Adverse Weather Health Plan (publishing.service.gov.uk) and guidance for teachers and professionals. • Early years, education settings and children social care managers should be fully prepared to mitigate the increased risk to health of the pupils. • Special schools pose an increased risk. They should be provided with additional PH support if necessary. The PH Health Protection Team HertsHPT.SPOC@hertfordshire.gov.uk can be contacted in these circumstances. • Ensure that schools are taking appropriate action to plan and prepare for hot weather. • Be aware of how to avoid dehydration in yourself and those you care for. 	
Yellow (response)	<p>All Heads of Service or equivalent to:</p> <p>At 7-9 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Green actions. <p>At 10- 11 Risk Impact Level:</p>	

	<ul style="list-style-type: none"> • No organisational IMT unless operational necessity due to <u>aggravating factors</u> or someone requests standup (communicate via IMT Teams chat). • Carry out service level risk assessment based on known information. • Once risk assessment complete, if deemed an operational necessity, consider an internal Interim Management Team (IMT): • During IMT check all participants are: <ul style="list-style-type: none"> a) aware of their roles and responsibilities b) understand how exception reports are to be made. • Communicate alerts, guidance, and advice to and confirm preparedness of <ul style="list-style-type: none"> c) commissioned services d) other partners and services • Liaise with the Customer Service Centre to ensure they are clear on messages where people get in touch. • Identify workplaces that are not air conditioned and publicise the locations of cold spaces where HCC staff can work. • Ensure arrangements are in place to support staff who are not able to work in an air-conditioned workplace. • Communicate the Yellow alert to all early years, education settings and children’s social care to seek assurance that schools are taking appropriate action in preparing for a potential hot weather. 	
<p>Amber (enhanced response)</p>	<p>All Heads of Service or equivalent to:</p> <p>At 12-15 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Green, Yellow, and Amber actions. • Carry out service level RA/ internal IMT (if deemed an operational necessity to do so). • Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat) Confirm that communication plans are in place and focus on sharing a single message. • Ensure provided and commissioned services are taking appropriate actions. • Activate business continuity plans if required. 	

	<ul style="list-style-type: none"> • Ensure that staff have access to UKHSA guidance to enable them to help/advise people we support. • Ensure staff working in non-airconditioned offices remain hydrated if they are unable to work at another location. • Respond to Resilience Team requests for information on actions taken / heatwave impacts. • Ensure that schools are supported and taking appropriate action in dealing with the impact of a heatwave. 	
Red (emergency response)	<p>Heads of Service or equivalent to:</p> <p>At 16 Risk Impact Level:</p> <ul style="list-style-type: none"> • Continue all Level Green, Yellow and Ambers actions and: • Resilience Team to stand up corporate IMT and communicate date and time via IMT chat (ensure your deputies are on the IMT chat, in incidence of power outage, revert to business continuity plans). • Carry out service level RA/ additional internal IMT if required. • Comply as required with any additional requests from the Council’s IMT or the Cabinet Office 	
Stand Down	<ul style="list-style-type: none"> • The Council’s IMT will advise stand down when the national alert levels return Level Green • All leads to contribute to any debrief held because of response to Amber or higher. • All leads to contribute to a debrief following the end of the Heat-Health watch period. 	

Resilience Team - Summer Preparedness Action Card.

Role	<p>Preparedness</p> <ol style="list-style-type: none"> 1. Advise Directorates of the requirements of the Adverse Weather Health Plan (publishing.service.gov.uk) and HCC Extreme Temperature Health Plan 2. In Partnership with PH Emergency Response, seek assurance that departments receive Heat-Health Alerts, have undertaken appropriate planning and are able to carry out the actions allocated to them. 3. In partnership with PH Emergency Response, work with Corporate Communications to ensure appropriate advisory warn and inform messages are pre-prepared. <p>Response</p> <ol style="list-style-type: none"> 4. Monitor Heat-Health Alerts and Extreme Heat Warnings and escalate or disseminate, as appropriate. 5. Resilience Team in partnership with PH Emergency Response will agree the appropriate action(s) to be undertaken in the event of an Amber or Red Heat-Health Alert / Extreme Heat Warning (standing up of IMTs etc.). 6. Act as the conduit to the LRF and wider multi-agency partners.
Continual planning	<ul style="list-style-type: none"> • Be familiar with the National Adverse Weather Health Plan (publishing.service.gov.uk)
Green (preparedness)	<ul style="list-style-type: none"> • No specific actions (watch and wait)
Yellow (response)	<ul style="list-style-type: none"> • No specific actions (watch and wait)

Amber (enhanced response)	<p>Potential actions:</p> <ul style="list-style-type: none"> • Share situational awareness internally. • Issue public health advice internally or externally • Consider establishing the Incident Management Team in line with the Incident Response Plan. • Consider sharing situational awareness and/or public health advice with multi-agency and LRF partners. • Consider declaring a major incident in line with the Major Incident Framework 	
Red (emergency response)	<ul style="list-style-type: none"> • As above • Conversation / situational awareness between Alex Woodman, Resilience Manager, and IMT lead prior to any action. • Stand up corporate IMT and communicate date and time via IMT chat (supported by PH Emergency Response) 	
Stand Down	<ul style="list-style-type: none"> • Ensure that departments are stood down following any internal or external response to an Amber alert or higher. • Ensure that HCC contributes to any multi-agency or external debrief held because of the response to an Amber alert or higher. • In partnership with PH conduct and facilitate an internal debrief following the end of the Heat-Health watch period 	

Section 8: HEAT ALERTS

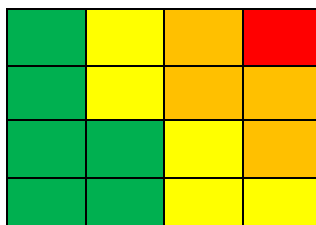
England has 2 early warning systems related to high temperature, HHA and the EH warnings as part of the National Severe Weather Warning Service (NSWWS).

[User Guide - Impact-based Weather and Health Alerting System \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

Since summer 2021 UKHSA and the Met Office have collaborated to ensure that the HHA and EH warnings are aligned and work together to communicate the expected impacts so that users act to minimise the potential impact.

Each system has a slightly different target audience yet work together to help focus the messages being transmitted.

Both are **Impact Based** (not temp threshold based):



To ensure both systems are aligned, UKHSA and the Met Office will work together to undertake a combined risk assessment to determine the expected impacts and the likelihood of those impact occurring. This partnership working will ensure consistency across the systems, and a single overall message to users.

Alerts can run concurrently together.

Both separate to the Met Office Heatwave definition

2. Extreme Heat (EH) - [National Severe Weather Warning System \(NSWWS\)](#)

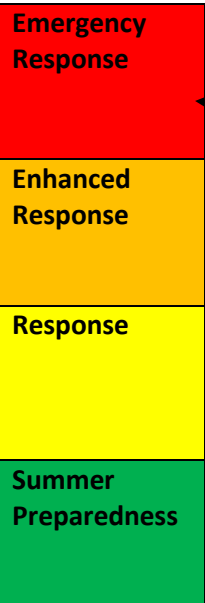
- Met Office in collaboration with UKHSA Alert System
- **Impact based.**
- Target audience that includes the **responder community and public**
- Due to the fact the health sector is likely to observe impacts before other sectors the HHA will issue yellow to red alerts, whereas **NSWWS will only issue amber and red** alerts for Extreme Heat

HEATWAVE:

- Met Office Alert
- Separate to Heat Health Alerts and NSWWS (EH)
- Only **temp threshold**-based alert
- Alerts can run concurrently together.

HERTFORDSHIRE HEATWAVE DEFINITION:

- 28C + for 3 consecutive days



1. [Heat Health Alerts \(HHA\)](#)

- Met Office and UKHSA Alert System
- Green to Red Alert Levels
- 1st June – 30th September
- **Impact based.**
- Primarily targets the **health and social sector and community responder community.**
- Due to the fact the health sector is likely to observe impacts before other sectors the HHA will issue **yellow to red alerts**, whereas NSWWS will only issue amber and red alerts for Extreme Heat

Note: alerts can run together or independently

Section 9: COLD

9.1 UKHSA and Met Office New COLD IMPACT BASED RISK ASSESSMENT

In June 2023 UKHSA and Met Office moved to a new **impact-based** risk assessment (alerts no longer issued based solely on temperature threshold for activation).

In line with other weather warning systems in operation within England (and the UK), warnings will be issued when the weather conditions have the potential to impact the health and wellbeing of the population.

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

Yellow and amber alert assessments cover a range of potential impacts including impacts on specific vulnerable groups, for example homeless, through to wider impacts on the general population. This is combined with the likelihood (low to high) of those impacts occurring. This additional information should aid making decisions about the appropriate level of response during an alert period. Within the alert that is issued, the combination of impact and likelihood will be displayed within a risk matrix as illustrated in Figure 1.

Risk based assessment:

Risk matrix: (figure 1)

	4	8	13	16
Likelihood	3	7	12	15
	2	6	10	14
	1	5	9	11
		Impact		

The full UKHSA impact texts for COLD are awaited.

Once the decision is made to issue an alert (yellow, amber, or red), these will be cascaded to those registered to receive the alerts and made available on the new dedicated web platform. Alerts will be issued with as much lead time to the event as is possible to allow users time to make their local assessments and to initiate all appropriate actions to reduce harm to health.

Users should review every alert when issued to ensure they fully understand the potential impacts and how likely they are to occur.

9.2 Registering for National Health Alerts

- To register for the UKHSA and Met Office Weather **Health** Alerting system [click here](#). Note you only need to register once for CHA and HHA alerts.
- To register for the Met Office National **Severe Weather Warning Service** (NSWWS) [click here](#)
- National Cascade of warning- see Appendix 3

9.3 Cold Health Alerts and National Severe Weather Warning Service (NSWWS) target audience

In England there are 2 early warning systems related to extreme cold temperature and winter weather, including **Cold Health Alerts** and the **National Severe Weather Warning Service (NSWWS)**.

Each system has a slightly different target audience but work together to help focus the messages being transmitted.

The CHA primarily targets the health and social care sector and responder community, whilst the NSWWS has a wider audience that includes the responder community, but also the public. Since the health sector is more likely to observe impacts before other sectors, the CHA will issue yellow up to red alerts, whereas NSWWS will only issue amber and red alerts for Severe Weather.

9.4 UKHSA and Met Office - COLD HEALTH ALERTS (CHA)

The CHA is operational year-round. However, the core alerting season is between 1st November and 31st March. Within this core alerting period a COLD-Health Planner will also be issued every Monday and Friday to provide COLD-Health horizon scanning for the next 5 days, 6 to 15 days, and 16 to 30 days ahead.

During the Cold season, UKHSA and the Met Office will monitor the weather forecasts and where episodes of cold weather are identified using predefined evidence-based considerations, a dynamic risk assessment will be carried out and the appropriate alert issued.

Commencing from 1 November, CHAs and Cold-Health Planners will be issued by UKHSA in collaboration with the Met Office. Individuals and organisations that wish [to receive the impact based CHA must register](#) to receive the alerts where users will be able to specify which regions they wish to receive alerts for. A new dedicated Weather-Health Alerting Service web platform has also been developed in which the current alert status over the 5 days ahead will be publicly available.

In addition, the CHA will move from the previous system based on probabilities of reaching threshold temperatures, to impact-based alerts. The new impact based CHAs will contain:

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

As was the case with the previous CHA, it is anticipated that organisations will initiate cascade of alerts within their organisations and to partner organisations as appropriate and as agreed locally. Figure 1 in Appendix 3 depicts the typical cascade of CHAs across the system.

9.5 Cold-Health Alert colours

Green (*winter preparedness*) - No alert will be issued as the conditions are likely to have minimal impact on health. However, during periods where the risk is minimal it is important that organisations ensure that they have plans in place and are prepared to respond should an alert (yellow, amber, or red) be issued.

Yellow (*response*) - These alerts cover a range of situations. Yellow alerts may be issued during periods of cold which would be unlikely to impact most people, but those you are particularly vulnerable (e.g., the elderly with multiple health conditions and on multiple medications) and are likely to struggle to cope and where action is required within the health and social care sector specifically. A yellow alert may also be issued if the confidence in the weather forecast is low, but there could be more significant impacts if the worst-case scenario is realised. In this situation the alert may be upgraded as the confidence in both the weather forecast and the likelihood of observing those impacts improves.

Amber (*enhanced response*) - An amber alert would represent a situation in which the expected impacts are likely to be felt across the whole health service, with potential for the whole population to be at risk and where other sectors apart from health may also start to observe impacts, indicating that a coordinated response is required. In addition, in some circumstances a National Severe Weather Warning Service (NSWWS) may be issued for snow, ice or wind warning may be issued in conjunction with and aligned to the CHA. This situation would indicate that significant impacts are expected across multiple sectors.

Red (*emergency response*) - A red alert would indicate significant risk to life for all the population. The UK Govt will declare an emergency if there is a severe or prolonged cold

weather affecting sectors other than health and social care. Several impacts would be expected across all sectors with a coordinated response essential.

9.6 Met Office (with UKHSA) - NATIONAL SEVERE WEATHER WARNING SERVICE (NSWWS)

The Met Office **also issues** weather warnings through the National Severe Weather Warning Service (NSWWS) across the entire UK for severe weather that has potential for impact and disruption to the UK (Rain, Thunderstorms, Wind, Snow, Lightning, Ice, Extreme heat, Fog) and uses a colour coded matrix system to convey the likelihood of impact and severity.

A NSWWS warning alerts the public and emergency responders of a severe weather warning that has a likelihood of low, medium, and high impact across various sectors causing widespread disruption such as damage to property, infrastructure and power lines, travel delays and cancellations, loss of water supplies and in the most severe cases, danger to life. The Met Office operates 24 hours a day, 365 days a year, so warnings can be issued at any time, day, or night.

Section 10: Cold – Local Response

10.1 HCC Plan Approach

It is important to note this plan is a live document. HCC is a large, diverse County where it is recognised that every situation is unique; therefore, the plan is designed to act as a guide, acknowledging there will be times deviation will be a necessity.

Action cards and recommended IMT thresholds will support HCC senior leaders who have responsibilities and to ensure a sustainable, local, proportionate, timely, joined up and understood system for dealing with weather alerts received from UKHSA / Met Office, strengthening community resilience.

Resilience leads are advised to sign up to the [national alerts](#), additionally, when deemed an operational necessity, Public Health, will circulate internal communications as per process [flow charts](#).

10.2 HCC IMT Threshold Guidance See [flows](#) for HCC cold local response model.

UKHSA / Met Office - Likelihood	UKHSA / Met Office - Impact	IMT
Green 1-4	Little Impact	No
Green 5	Potential for minor impacts	No
Green 6	Minor impacts possible	No
Yellow 7	Minor impacts probable to vulnerable population / health and social care sector	No
Yellow 8	Minor impacts expected to vulnerable population / health and social care sector	No
Yellow 9	Potential for significant impacts to vulnerable population / health and social care sector	No
Yellow 10	Significant impacts possible to vulnerable population / health and social care sector	Carry out service level RA and PH / ACS / CS IMT (if deemed an operational necessity to do so)
Yellow 11	Potential for severe impact to vulnerable population / health and social care sector	Carry out service level RA and PH / ACS / CS IMT (if deemed an operational necessity to do so)
Amber 12	Significant impacts probable to vulnerable population / health and social care sector and wider population	Carry out service level RA/ department IMT (if deemed an operational necessity to do so) Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT Teams chat / email)
Amber 13	Significant impacts expected to vulnerable population / health and social care sector and wider population	Carry out service level RA/ department IMT (if deemed an operational necessity to do so) Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT Teams chat / meeting invite)
Amber 14	Severe impacts possible to vulnerable population / health and social care sector and wider population	Carry out service level RA/ department IMT (if deemed an operational necessity to do so) Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT Teams chat/ meeting invite)
Amber 15	Severe impacts probable to vulnerable population / health and social care sector and wider population	Carry out service level RA/ department IMT (if deemed an operational necessity to do so) Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT Teams chat/ meeting invite)

Red 16	Severe impacts expected across the whole population.	Organisational wide IMT
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Aggravating factors (not exhaustive):

- Met office with UKHSA - NSWWS: amber / red extreme weather warning.
- Other critical incidents (s)
- Other major incident (s)
- Industrial action of any Category 1 or 2 responder organisation
- Media interest
- Current pressures on the NHS / Opel alert level raised

10.3. **COLD** - Local Response - Process Flows (to be read in conjunction with relevant action card)

GREEN: Cold/ Winter Preparedness Runs from 1 Nov to 31 March. The extreme weather plan will remain at **Green** unless a higher alert is triggered.

UKHSA / Met Office Cold Health Alert

- GREEN 1- 4 **Little Impact**
- GREEN 5 - **Potential for minor impacts**
- GREEN 6 - **Minor impacts possible**

All users to follow Action Card Green 1-6

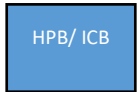
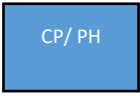
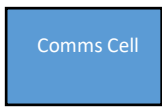
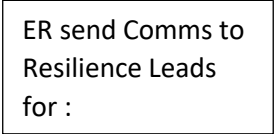
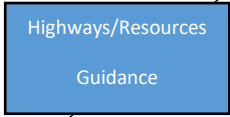
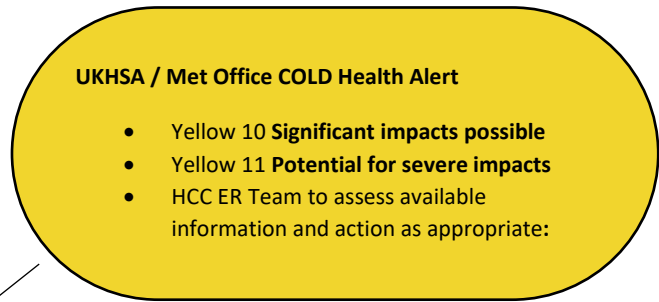
UKHSA / Met Office Cold Health Alert

- Yellow 7 **Minor impacts probable**
- Yellow 8 **Minor impacts expected.**
- Yellow 9 **Potential for significant impact**

All users to follow Action Card Yellow 7-9

Resilience Leads to be signed up to national HHA alerts and [Extreme Cold Weather \(sharepoint.com\)](#)

the latest information, as [unless aggravating factors](#) no Public Health communications until level Yellow 10

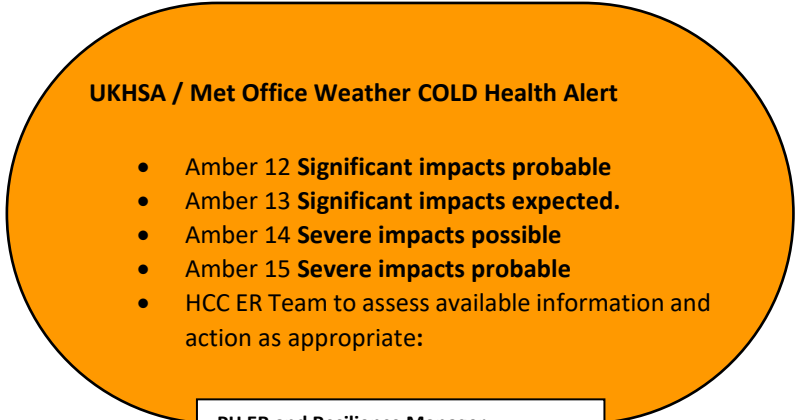


Resilience Leads for Highways / Resources to be signed up to national HHA alerts and for the latest information.

[Extreme Cold Weather \(sharepoint.com\)](#)

as unless [aggravating factors](#) no Public Health communications until level Amber 12

1. Cascade as necessary to Directorate HCC STAFF
2. Follow action card yellow 10-11
3. Carry out service level RA / internal IMT (if deemed an operational necessity to do so)
4. No organisational wide IMT unless operational necessity due to [aggravating factors](#) or someone requests standup (communicate via IMT teams chat)
5. Seek assurance that the following have been informed and are prepared.
 - Services and settings including care homes and educational settings.
 - Commissioned services
 - Vulnerable service users



PH ER and Resilience Manager
situational awareness sharing ahead of any comms.

ER team send email comms to Resilience leads including Comms for onward cascade.

Comms Cell

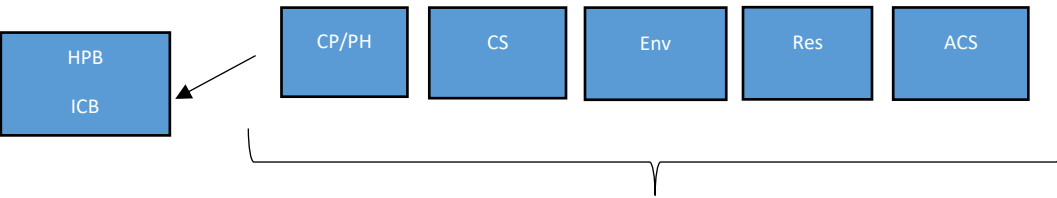
For info

Alert added to PH Emergency hub by ER for visibility to all staff with link to HCC Weather Plan / follow action card 12- 15.

Consider HCC wide staff

Consider Public facing comms.

Consider local angle – Herts Help promotion.
Update relevant blog/ newsletters.



AMBER: Other sectors, apart from health and social care (for example transport) may also start to observe impacts, indicating that a coordinated response is required. In addition, in some circumstances a National Severe Weather Warning Service (NSWWS) warning may be issued for snow, ice or wind in conjunction with and aligned to the CHA. This situation would indicate that significant impacts are expected across multiple sectors.

1. Cascade as necessary to Directorate HCC STAFF
2. Follow action card Amber 12-15
3. Carry out service level RA/ internal IMT (if deemed an operational necessity to do so)
4. No organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat)
5. Seek assurance that the following have been informed and are prepared.
 - Services and settings including care homes and educational settings.
 - Commissioned services
 - Vulnerable service users

UKHSA / Met Office COLD Health Alert

- Red 16 Severe impacts expected.
- RED 16 Significant risk to life for all
- HCC ER Team to cascade to:

Resilience Manager / DRO and IMT lead (on call person) situational awareness sharing ahead of any comms.

Once ER team spoken to Resilience Manager / DRO send email comms to HCC resilience leads including



For info

Alert added to PH Emergency hub by ER for visibility to all staff with link to HCC Weather Plan
Follow action card 16.

Distribute banner message to staff from DPH.

HCC wide staff message

Public facing comms.

Consider local angle – Herts Help promotion.
Update relevant blog/newsletters.

RED: Severe impacts would be expected across all sectors, and a coordinated response is essential. The UK government will declare an emergency if there is severe or prolonged cold weather affecting sectors other than health and social care, and if the conditions require a coordinated multi-agency response.

1. Cascade as necessary to Directorate HCC STAFF
2. Follow action card Red 16
3. Resilience Team to stand up corporate IMT and communicate date and time via IMT chat.
4. Carry out service level RA/ additional internal IMT if required.
5. Seek assurance that the following have been informed and are prepared.
 - Services and settings including care homes and educational settings.
 - Commissioned services
 - Vulnerable service users

Section 11: HCC Cold and Winter Preparedness Action Card (s)

The HCC **Cold and Winter Preparedness Programme** action card will be triggered by activation of national Cold Health Alerts with specific actions to be taken at the local level. The action cards are organized in the following Directorate groupings:

1. Adult Care Services
2. Environment Transport and Sustainable Growth
3. Resources (Including Comms and Human Resources)
4. Community Protection (Including PH, Excluding HFRS)
5. Children's Services (Early Years and Education Settings)
6. Resilience Team

Adult Care Services – Cold and Winter Preparedness Action Card.

<p>Continual Planning</p>	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the National Adverse Weather Health Plan (publishing.service.gov.uk) • Work within your organisation and with partner organisations to ensure that systems are developed to support the identification and sharing of information with people who may be vulnerable to cold weather. • Ensure frontline staff are aware of the health dangers of cold weather and know how to recognise signs and symptoms. • Frontline staff should use every opportunity including clinic attendances and home visits to identify vulnerable people and discuss cold weather preparedness. • Work with partners to ensure that vulnerable clients are receiving the benefits that they are entitled to. 	
<p>Green (preparedness)</p>	<p>At Levels 1 - 6 All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Cascade the Adverse Weather Health Plan (publishing.service.gov.uk) to all relevant staff to ensure their full preparedness for a period of extreme cold • Provide all relevant staff with a copy of ACS Cold and Winter Preparedness Action Card • Consider the use of national guidance assets Cold weather plan: action cards for cold weather alert service - GOV.UK (www.gov.uk) • Use home-visits as opportunities to identify vulnerable people and work with at risk individuals to discuss winter preparedness. • Ensure that eligible residents and staff have taken advantage of influenza, Covid and other vaccination programs on offer. • Ensure care homes are aware of the cold weather plan and are planning for potential cold weather. • Check residents room temperature (if visiting) and ensure that they have at least one room that meets recommended room temperatures (see appendix 2) • Ensure relevant partner organisations are aware of the guidance advice for care home managers and staff 	

	<ul style="list-style-type: none"> • Ensure that services have up-to-date business continuity plans and know how to action them. • Develop and agree a communications plan covering HCC, ACS, and partners (including HertsHelp). To include arrangements that ensure potentially vulnerable individuals are only contacted once. • Confirm that contact details are available for potentially vulnerable individuals. Particular attention to be paid to the contact details for individuals who have a history of wandering. • Confirm that contact details are held for all providers and that it is clear how each provider wants to receive cold related information. • Ensure that all emergency contacts are held on Resilience Direct • Confirm teams have in depth, service relevant, operational level cold action plans in place. 	
<p>Yellow (response)</p>	<p>All Heads of Service or equivalent to:</p> <p>At 7-9 Alert level:</p> <ul style="list-style-type: none"> • Continue all Green actions. <p>At 10 – 11 Alert level:</p> <ul style="list-style-type: none"> • No organisational IMT unless operational necessity due to <u>aggravating factors</u> or someone requests standup (communicate via IMT teams chat) • Carry out service level risk assessment based on known information. • Once risk assessment complete, if deemed an operational necessity, consider an internal ACS Incident Management Team (IMT): • During IMT check: <ul style="list-style-type: none"> a) aware of their roles and responsibilities b) understand how exception reports are to be made. c) understand action that will be taken in the event a provider closes due to the heat. • Communicate cold alerts, guidance, and advice to and confirm preparedness of <ul style="list-style-type: none"> d) commissioned services e) other partners including voluntary groups and community groups. f) HertsHelp 	

	<p>g) The provider hub</p> <ul style="list-style-type: none"> • Identify a contact number / email address that providers can use if they need support and / or advice during cold weather. • Liaise with the Customer Service Centre to ensure they are clear on messages where people make contact. • Confirm front line staff have access to and understand Tips for staying warm and well this winter - GOV.UK (www.gov.uk) / Cold weather plan: action cards for cold weather alert service - GOV.UK (www.gov.uk) • Publicise the locations of warm spaces where HCC staff can work. • Ensure arrangements are in place to support staff who are not able to work in a heated workplace. • Check that providers/services have arrangements in place for welfare checking high-risk clients. • Link with the voluntary sector to ensure supplies of cold weather clothing banks are available. 	
<p>Amber (enhanced response)</p>	<p>Heads of Service or equivalent to: At Alert 12 - 15</p> <ul style="list-style-type: none"> • Continue all Green, Yellow, and Amber actions. • Carry out service level RA/ internal IMT (if deemed an operational necessity to do so) • Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat). • Confirm that communication plans are in place and focus on sharing a single message. • Implement agreed processes for wellbeing checks on potential vulnerable individuals including reminding providers/services to check on high risk individuals. • Ensure provided and commissioned services are taking appropriate actions. • Remind providers/services to advise carers to contact GPs if they have health concerns. • Activate business continuity plans if required. • Check indoor temperatures in residential care settings. • Ensure that staff have access to UKHSA guidance to enable them to help/advise people we support. • Confirm that the voluntary sector has supplies of warm drinks and clothing available. • Respond to Resilience Team requests for information on actions taken / cold weather impacts. 	
<p>Red (emergency response)</p>	<p>Heads of Service or equivalent to: At Alert 16</p>	

	<ul style="list-style-type: none"> • Continue all Level Green, Yellow and Ambers actions. • Resilience Team to stand up corporate IMT and communicate date and time via IMT chat. • Carry out service level RA/ additional internal IMT if required. • Comply as required with any additional requests from the Council’s IMT or the Cabinet Office 	
Stand Down	<ul style="list-style-type: none"> • The Council’s IMT will advise stand down when the national alert levels return Green. • All leads to contribute to any debrief held because of response to an Amber alert or higher. • All leads to contribute to a debrief following the end of the Cold-Health watch period 	

Environment and Transport / Sustainable Growth – Cold and Winter Preparedness Action Card.

Support Notes	<p>This action card is to be used as a high-level summary reminder.</p> <p>Local services and teams are expected to have their own more detailed service level, operational specific accompanying action plans.</p>	
Continuous Planning	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the Adverse Weather Health Plan (publishing.service.gov.uk) • Work across HCC Directorates, Environment and Transport / Sustainable Growth services and partner organisations to ensure that systems are in place to identify and contact people who may be vulnerable in a cold weather. • Ensure that frontline staff are aware of the health dangers of cold weather and know how to recognise signs and symptoms in themselves and others. • Ask frontline staff to proactively identify potentially vulnerable individuals and explore with them how they are preparing for a cold weather. 	
Green (preparedness)	<p>All Heads of Service or equivalent to: At Levels 1 - 6</p> <ul style="list-style-type: none"> • Cascade the National Adverse Weather Health Plan (publishing.service.gov.uk) to all relevant staff to ensure their full preparedness for a period of cold weather. • Provide all relevant staff with a copy of Environments Cold and Winter Preparedness Action Card. • Provide all relevant staff with a copy of Environment, Transport, Sustainable Growth Preparedness Action Card. • Ensure that eligible clients and colleagues have taken advantage of influenza and other vaccination programmes. • Ensure that services have up-to-date business continuity plans and know how to action them. 	

	<ul style="list-style-type: none"> • Confirm that contact details are held for all providers and that it is clear how each provider wants to receive cold related information. • Ensure that all emergency contacts are held on Resilience Direct. • Confirm teams have in depth, service relevant, operational level cold weather action plans in place. • Ensure that clients and colleagues have taken advantage of influenza and other vaccination programmes. 	
<p>Yellow (response)</p>	<p>All Heads of Service or equivalent to: At 7-9 Alert level:</p> <ul style="list-style-type: none"> • Continue all Green actions. <p>At 10 – 11 Alert level:</p> <ul style="list-style-type: none"> • No organisational IMT unless operational necessity due to <u>aggravating factors</u> or someone requests standup (communicate via IMT teams chat). • Carry out service level risk assessment based on known information. • Once risk assessment complete, if deemed an operational necessity, consider an internal ACS Incident Management Team (IMT). Establish an Interim Management Team (IMT) and confirm all participants are: <ul style="list-style-type: none"> a) aware of their roles and responsibilities b) understand how exception reports are to be made. c) understand action that will be taken in the event a provider closes due to the cold. • Communicate cold weather alerts, guidance, and advice to and confirm preparedness of <ul style="list-style-type: none"> d) commissioned services e) other partners and HCC Services • Identify a contact number / email address that providers can use if they need support and / or advice during a cold weather. • Liaise with the Customer Service Centre to ensure they are clear on messages where people get in touch. • Identify workplaces that are not air conditioned and publicise the locations of warm spaces where HCC staff can work. • Consider how forecast weather conditions may impact on your work. • Make sure that staff are prepared for an influx of weather-related injuries and illnesses. 	

Amber (enhanced response)	<p>All Heads of Service or equivalent to: At Alert 12 - 15</p> <ul style="list-style-type: none"> • Continue all Green, Yellow • Carry out service level RA/ internal IMT (if deemed an operational necessity to do so) • Consider organisational wide IMT unless operational necessity due to aggravating factors or someone requests standup (communicate via IMT teams chat). • Activate the IMT and agree meeting frequency. • Confirm that communication plans are in place and focus on sharing a single message. • Ensure provided and commissioned services are taking appropriate actions. • Activate business continuity plans if required. • Check indoor temperatures in any relevant building or service area. • Ensure that staff have access to UKHSA guidance to enable them to help/advise people we support. • Ensure staff working in warm spaces. • Respond to Resilience Team requests for information on actions taken / cold weather impacts. 	
Red (emergency response)	<p>Heads of Service or equivalent to: At Alert 16</p> <p>Continue</p> <ul style="list-style-type: none"> • Continue all Level Green, Yellow and Ambers actions. • Resilience Team to stand up corporate IMT and communicate date and time via IMT chat. • Comply as required with any additional requests from the Council's IMT or the Cabinet Office • all Level Green, Yellow and Amber Actions 	
Stand Down	<ul style="list-style-type: none"> • The Council's IMT will advise stand down when the national alert levels return Green. • All leads to contribute to any debrief held because of response to an Amber alert or higher. • All leads to contribute to a debrief following the end of the Cold-Health Alert watch period 	

Resources (Including Communications and HR) – Cold and Winter Preparedness Action Card.

Supporting Notes	<p>This action card is to be used as a high-level summary reminder.</p> <p>Local services and teams are expected to have their own more detailed service level, operational specific accompanying action plans.</p>
Continuous Planning	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the Adverse Weather Health Plan (publishing.service.gov.uk) • Work across HCC Directorates, Resources, Communications and Human Resource services and partner organisations to ensure that systems are in place to identify and contact people and places who may be vulnerable in cold weather. • Ensure that frontline staff are aware of the health dangers of cold weather and know how to recognise signs and symptoms in themselves and others. • Ask frontline staff to proactively identify potentially vulnerable individuals and explore with them how they are preparing for cold weather.
Green (Preparedness)	<p>All Heads of Service or equivalent to: At Levels 1 - 6</p> <ul style="list-style-type: none"> • Cascade the Adverse Weather Health Plan (publishing.service.gov.uk) to all relevant staff to ensure their full preparedness for a period of cold weather • Provide all relevant staff with a copy of Resources Cold and Winter Preparedness Action Card • Ensure that clients and colleagues have taken advantage of influenza and other vaccination programmes. • Ensure that services have up-to-date business continuity plans and know how to action them. • Ensure that all emergency contacts are held on Resilience Direct. • Confirm teams have in depth, service relevant, operational level cold weather action plans in place. • Comms to ensure that both the council's website and intranet site are updated with advice on preparing for and responding to cold weather .

	<ul style="list-style-type: none"> • Comms to work with other council depts with cold weather responsibilities and local NHS comms leads to prepare messages, press releases, social media campaigns etc., for other cold weather alert levels. • Ensure that eligible clients and colleagues have taken advantage of influenza and other vaccination programmes. 	
Yellow (response)	<p>All Heads of Service or equivalent to: At 7-9 Alert level: Continue all Green actions and: At 10 – 11 Alert Level</p> <ul style="list-style-type: none"> • Establish an Incident Management Team (IMT) and confirm all participants are: <ul style="list-style-type: none"> a) aware of their roles and responsibilities b) understand how exception reports are to be made. • Communicate cold alerts, guidance, and advice to and confirm preparedness of <ul style="list-style-type: none"> c) commissioned services d) other partners and services • Liaise with the Customer Service Centre to ensure they are clear on messages where people get in touch. • Publicise the locations of warm spaces where HCC staff can work. 	
Amber (enhanced response)	<p>All Heads of Service or equivalent to: At Alert 12 - 15</p> <ul style="list-style-type: none"> • Continue all Level Green and Yellow actions. • Activate the IMT and agree meeting frequency. • Confirm that communication plans are in place and focus on sharing a single message. • Ensure provided and commissioned services are taking appropriate actions. • Activate business continuity plans if required. • Check indoor temperatures in any relevant building or service area. • Ensure that staff have access to UKHSA guidance to enable them to help/advise people we support. • Ensure staff working in warm spaces. 	

	<ul style="list-style-type: none"> Respond to Resilience Team requests for information on actions taken / cold weather impacts. 	
Red (enhanced response)	<p>Heads of Service or equivalent to: At Alert 16</p> <ul style="list-style-type: none"> Continue all Level Green, Yellow and Ambers actions. Resilience Team to stand up corporate IMT and communicate date and time via IMT chat. Comply as required with any additional requests from the Council's IMT or the Cabinet Office 	
Stand Down	<ul style="list-style-type: none"> The Council's IMT will advise stand down when the national alert levels return Green. All leads to contribute to any debrief held because of response to an Amber alert or higher. All leads to contribute to a debrief following the end of the Cold-Health watch period. 	

Community Protection (Including Public Health) Cold and Winter Preparedness Action Card.

Supporting Notes	<p>This action card is to be used as a high-level summary reminder.</p> <p>Local services and teams are expected to have their own more detailed service level, operational specific accompanying action plans.</p>
Continuous Planning	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the National Adverse Weather Health Plan (publishing.service.gov.uk) • Work across HCC Directorates and Public Health services and partner organisations to ensure that systems are in place to identify and contact people and places who may be vulnerable in a cold weather. • Ensure that frontline staff are aware of the health dangers of cold weather and know how to recognise signs and symptoms in themselves and others. • Ask frontline staff to proactively identify potentially vulnerable individuals and explore with them how they are preparing for cold weather.
Green (preparedness)	<p>All Heads of Service or equivalent to: At Levels 1 - 6</p> <ul style="list-style-type: none"> • Cascade the Adverse Weather Health Plan (publishing.service.gov.uk) to all relevant staff to ensure their full preparedness for a period of cold weather • Provide all relevant staff with a copy of Community Protection (including PH) Public Health Cold and Winter Preparedness Action Card. • Ensure that eligible clients and colleagues have taken advantage of influenza and other vaccination programmes. • Ensure that services have up-to-date business continuity plans and know how to action them. • Confirm that contact details are available for potentially vulnerable individuals.

	<ul style="list-style-type: none"> • Ensure that all emergency contacts are held on Resilience Direct • Confirm teams have in depth, service relevant, operational level cold weather action plans in place. • Work with comms to ensure that both the council’s website and intranet site are updated with advice on preparing for and responding to cold weather. • Ensure work is ongoing with the County Safety Advisory Group Chair to ensure appropriate risk mitigations in place for events and sufficient warm spaces are in place. • Public Health Emergency Response Team to ensure the HCC Extreme Temperature Plan is reviewed in May (ahead of summer) and October (ahead of winter), cascaded, and stored appropriately on resilience direct. • Work with partners and staff on risk reduction strategies (e.g., influenza vaccination programme). 	
<p>Yellow (response)</p>	<p>All heads of service or equivalent to:</p> <p>At 7-9 Alert level: Continue all Green actions.</p> <p>At 10 – 11 Alert Level</p> <ul style="list-style-type: none"> • Continue all Green actions. • Establish an Incident Management Team (IMT) and confirm all participants are: <ul style="list-style-type: none"> a) aware of their roles and responsibilities b) understand how exception reports are to be made. • Communicate cold weather alerts, guidance, and advice to and confirm preparedness of <ul style="list-style-type: none"> c) commissioned services d) other partners and services. • Liaise with the Customer Service Centre to ensure they are clear on messages where people get in touch. • Publicise the locations of warm spaces where HCC staff can work. • Communicate public cold messages and alerts to commissioned services and confirm preparedness. • Increase advice to staff (liaising with Corporate Communications). • Support other council depts, including communications, with appropriate advice and guidance. 	

	<ul style="list-style-type: none"> • Provide advice, in conjunction with national guidance and public health, to clients, vulnerable and community groups (liaising with Corporate Communications). 	
Amber (enhanced response)	<p>All Heads of Service or equivalent to: At Alert 12 - 15</p> <ul style="list-style-type: none"> • Continue all Level Green and Amber actions. • Activate the IMT and agree meeting frequency. • Confirm that communication plans are in place and focus on sharing a single message. • Ensure provided and commissioned services are taking appropriate actions. • Activate business continuity plans if required. • Check indoor temperatures in any relevant building or service area. • Ensure that staff have access to UKHSA guidance to enable them to help/advise people we support. • Respond to Resilience Team requests for information on actions taken / cold weather impact. • Support the Resilience Team / Cabinet Office with the Incident Management Response. • PH Emergency Response Team to ensure appropriate comms cascade through the Directorate. 	
Red (emergency response)	<p>Heads of Service or equivalent to: At Level 16</p> <ul style="list-style-type: none"> • Continue all Level Green, Yellow and Amber Actions • Comply as required with any additional requests from the Council's IMT or the Cabinet Office 	
Stand Down	<ul style="list-style-type: none"> • The Council's IMT will advise stand down when the national alert levels return Green. • All leads to contribute to any debrief held because of response to an Amber or higher. • All leads to contribute to a debrief following the end of the Cold-Health watch period 	

Children’s Services (Early Years and Education Settings) – Cold and Winter Preparedness Action Card.

Supporting Notes:	<p>This action card is to be used as a high-level summary reminder.</p> <p>Local services and teams are expected to have their own more detailed service level, operational specific accompanying action plans.</p>	
Continuous Planning	<p>All Heads of Service or equivalent to:</p> <ul style="list-style-type: none"> • Be familiar with the National Adverse Weather Health Plan (publishing.service.gov.uk) • Work across HCC Directorates and Children’s Early Years and Education Settings, services and partner organisations to ensure that systems are in place to identify and contact people and places who may be vulnerable in cold weather. • Ensure that frontline staff are aware of the health dangers of cold weather and know how to recognise signs and symptoms in themselves and others. • Ask frontline staff to proactively identify potentially vulnerable individuals and explore with them how they are preparing for cold weather. 	
Green (Preparedness)	<p>All Heads of Service or equivalent to: At Levels 1 - 6</p> <ul style="list-style-type: none"> • Cascade the National Adverse Weather Health Plan (publishing.service.gov.uk) to all relevant staff to ensure their full preparedness for a period of cold weather. • Provide all relevant staff with a copy of Children’s Services Cold and Winter Preparedness Action Card • Ensure that eligible clients and colleagues have taken advantage of influenza and other vaccination programmes. • Ensure that services have up-to-date business continuity plans and know how to action them. • Confirm that contact details are available for potentially vulnerable individuals. • Ensure that all emergency contacts are held on Resilience Direct • Confirm teams have in depth, service relevant, operational level cold weather action plans in place. 	

	<ul style="list-style-type: none"> • Ensure appropriate advisory messages have been prepared at the start of the winter season and shared on platforms like the Grid. • Ensure establishments such as nurseries and schools are aware of the National Adverse Weather Health Plan (publishing.service.gov.uk) • Early years, education settings and children’s social care managers should be fully prepared to mitigate the increased risk to health of the pupils and staff. • Special schools pose an increased risk. They should be provided with additional PH support if necessary. The PH Health Protection Team HertsHPT.SPOC@hertfordshire.gov.uk can be contacted in these circumstances. • Ensure that schools are taking appropriate action to plan and prepare for a cold weather. • Work with partners and staff on risk reduction strategies (e.g., influenza vaccination programme) 	
<p>Yellow (response)</p>	<p>All heads of service or equivalent to: At 7-9 Alert level: Continue all Green actions. At 10 – 11 Alert Level</p> <ul style="list-style-type: none"> • Continue all Green actions. • Establish an Interim Management Team (IMT) and confirm all participants are: <ol style="list-style-type: none"> a) aware of their roles and responsibilities b) understand how exception reports are to be made. • Communicate cold weather alerts, guidance, and advice to and confirm preparedness of <ol style="list-style-type: none"> c) commissioned services d) other partners and services • Liaise with the Customer Service Centre to ensure they are clear on messages where people get in touch. • Publicise the locations of warm spaces where HCC staff can work. • Communicate the Yellow alert to all early years, education settings and children’s social care to seek assurance that schools are taking appropriate action in preparing for a potential cold weather. 	

Amber (enhanced response)	<p>All heads of service or equivalent to:</p> <p>At Alert 12 - 15</p> <ul style="list-style-type: none"> • Continue all Level Green and Yellow actions. • Activate the IMT and agree meeting frequency. • Confirm that communication plans are in place and focus on sharing a single message. • Ensure provided and commissioned services are taking appropriate actions. • Activate business continuity plans if required. • Ensure that staff have access to UKHSA guidance to enable them to help/advise people we support. • Respond to Resilience Team requests for information on actions taken / cold weather impacts. • Ensure that schools are supported and taking appropriate action in dealing with the impact of a cold weather. 	
Red (emergency response)	<p>Heads of Service or equivalent to:</p> <p>At Alert 16</p> <ul style="list-style-type: none"> • Continue all Level Green, Yellow and Amber actions. • Comply as required with any additional requests from the Council’s IMT or the Cabinet Office 	
Stand Down	<ul style="list-style-type: none"> • The Council’s IMT will advise stand down when the national alert levels return Green. • All leads to contribute to any debrief held because of response to an Amber alert or higher. • All leads to contribute to a debrief following the end of the Cold-Health watch period. 	

Resilience Team - Cold and Winter Cold and Winter Preparedness Action Card.

Role	<p>Preparedness</p> <ol style="list-style-type: none"> 1. The Resilience Team in partnership with PH Emergency Response will advise departments of the requirements of the Adverse Weather Health Plan (publishing.service.gov.uk) and the HCC Extreme Temperature Health Plan. 2. The Resilience Team in partnership with PH Emergency Response will seek assurance that departments receive cold-Health Alerts, have undertaken appropriate planning and are able to carry out the actions allocated to them. 3. The Resilience Team in partnership with PH Emergency Response will ensure that Corporate Communications have appropriate advisory warn and inform messages pre-prepared. <p>Response</p> <ol style="list-style-type: none"> 4. Monitor cold-Health Alerts and extreme cold warnings and escalate or disseminate, as appropriate. 5. The Resilience Manager in partnership with the Head of PH Emergency Response will agree the appropriate action(s) to be undertaken in the event of an Amber or Red Cold-Health Alert. 6. Act as the conduit to the LRF and wider multi-agency partners.
Continual Planning	<p>Be familiar with the cold weather plan for England Adverse Weather Health Plan (publishing.service.gov.uk) Make key stakeholders aware of 4 x 4 capabilities and request process</p>
Green (preparedness)	<ul style="list-style-type: none"> • No specific actions

Yellow (response)	<p>At 7-9 Alert level: Continue all Green actions.</p> <p>At 10 – 11 Alert Level</p> <ul style="list-style-type: none"> • No specific further actions 	
Amber (enhanced response)	<p>At Alert 12 - 15</p> <p>Potential actions:</p> <ul style="list-style-type: none"> • Share situational awareness internally. • Issue public health advice internally or externally • Consider establishing the Incident Management Team in line with the Incident Response Plan • Consider sharing situational awareness and/or public health advice with multi-agency and LRF partners. • Consider declaring a Major Incident in line with the Major Incident Framework. 	
Red (emergency response)	<p>At Alert 16</p> <ul style="list-style-type: none"> • As above 	
Stand Down	<ul style="list-style-type: none"> • Ensure that departments are stood down following any internal or external response to an Amber alert or higher. • Ensure that HCC contributes to any multi-agency or external debrief held because of the response to an Amber alert or higher. • In partnership with PH conduct and facilitate an internal debrief following the end of the Cold-Health watch period 	

Section 12: Extreme Cold

12.1 Cold Weather and Snow

The winter period sees a significant rise in the number of deaths and rates of illness primarily due to heart and lung conditions as well as infectious diseases such as influenza and norovirus and accidents such as falls.

The evidence is clear that most of the health burden attributable to the cold occurs at a relatively high mean outdoor temperature (4 to 8°C depending on region), which increases the emphasis on year-round planning. Although global temperatures are gradually rising with climate change, the UK's population is also aging, and so cold weather death rates are expected to remain high, and therefore preventing excess deaths remains a public health priority.

Similarly, the impact of cold weather on health is well recognised. Every year there are many avoidable deaths each winter in England primarily due to heart and lung conditions from cold temperatures, rather than hypothermia. An estimated 28,300 excess winter deaths occurred in England and Wales in the 2019/20 winter. The reasons more people die in winter are complex and interlinked with inadequate heating, cost of living, poorly insulated housing and health inequalities as well as circulating infectious diseases, particularly flu and norovirus, and the extent of snow and ice.

12.2 Groups at risk from cold

Include:

- Older people, especially those aged over 65.
- Infants and children aged under 4yrs.
- Pregnant women
- People with learning difficulties, cognitive impairment and mental health conditions.
- People at risk of falls.
- People with reduced mobility / the housebound.
- People living in deprived circumstances.
- People living in poor housing e.g., moldy homes.
- The homeless / housing insecure.
- People living in fuel poverty.

- Marginalised and socially isolated individuals.
- Those who are drug and alcohol dependent.

Section 13: Appendix

Appendix 1 – General HOT Weather Messages

Cool spaces - [Community Spaces | Hertfordshire County Council](#)

Stay out of the heat:

- Keep out of the sun between 11am and 3pm
- If you must go out in the heat, walk in the shade, apply sunscreen, and wear a hat and light scarf.
- 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.
- 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, if temperatures are below 35°C2 seek advice from Infection Prevention Control Nurse before advising the use of fans in social care settings.

Building adaptations

- Consider putting up external shading outside windows.

- Use pale, reflective external paints.
- Have your loft and cavity walls insulated – this keeps the heat in when it is cold and out when it is hot.
- Grow trees and leafy plants near windows to act as natural air-conditioners.

Look out for others:

- Keep an eye on isolated, elderly, ill or very young people and make sure they can keep cool.
- Ensure that babies, children, pets, 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.

Children’s Heat Messages:

Outdoors:

- On very hot days (i.e., where temperatures are in excess of 30°C) children should not take part in vigorous physical activity.
- Children playing outdoors should be encouraged to stay in the shade as much as possible.
- Loose, light-coloured clothing should be worn to help children keep cool and hats of a closed construction with wide brims should be worn to avoid sunburn.
- Thin clothing or sunscreen should be used to protect skin if children are playing or taking lessons outdoors for more than 20 minutes.
- Children must be provided with plenty of cool water and encouraged to drink more than usual when conditions are hot.

Indoors:

- 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 – it is important to check insurance conditions and the need for security if windows are to be left open.

Overnight:

- Windows and other ventilation openings should not be closed, but their openings reduced when the outdoor air becomes warmer than the air indoors – this should help keep rooms cool whilst allowing adequate ventilation.
- Use 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 to a minimum during heatwaves.
- All electrical equipment, including computers, monitors and printers should be switched off when not in use and should not be left in ‘standby mode’ – electrical equipment, when left on, or in ‘standby’ mode generates heat.

Which children are likely to be most affected by high temperatures?

- Children’s susceptibility to high temperatures varies; those who are overweight or who are taking medication may be at increased risk of adverse effects. Children under four years of age are also at increased risk.
- Some children with disabilities or complex health needs may be more susceptible to temperature extremes. The school nurse, community health practitioner, family health visitor or the child’s specialist health professional may be able to advise on the needs of the individual child. Schools need to provide for children’s individual needs. Support staff should be made aware of the risks and how to manage them.
- [Looking after children and those in early years settings during heatwaves: for teachers and professionals - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/looking-after-children-and-those-in-early-years-settings-during-heatwaves-for-teachers-and-professionals)

Heatwaves and large public events:

- Summer is a time for people to get outside and enjoy themselves. Large scale public events, such as music and arts festivals; sports events; and national celebrations are held up and down the country every summer providing enjoyment to millions of people.
- Local agencies are generally well equipped to plan and deal with such events. There is well-trying and tested guidance. However, the effects of excessive heat and sun exposure are sometimes not highlighted enough.
- Large public events increase exposure to heat and direct sunlight and can make organisational responses more difficult. Individual behaviors often change (for example, people may be reluctant to use the toilet facilities due to the long queues and so purposely reduce fluid intake). At many large events, people get into a good position to see the event and then reduce fluid intake and heat avoidance behaviors so as not to lose their spot. This can lead to heat-related illness, dehydration and/or collapse.
- [Hot weather and health: events and mass gatherings - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/hot-weather-and-health-events-and-mass-gatherings)

Heat Health advice during Ramadan:

- Many members of the Muslim community may be fasting during the daylight hours in the month of Ramadan. All local areas should familiarise themselves with the dates of Ramadan each year and build appropriate actions into their local plans if it falls during the summer months. It is common to have one meal just before sunrise and an evening meal after sunset during Ramadan. During hot weather, dehydration is a common and serious risk. It's important to balance food and fluid intake between fasts and specially to drink enough water.
- If you start to feel unwell, disoriented or confused, or collapse or faint, advice is to stop fasting and have a drink of water or other fluid. This is especially important for older adults, those with poorly controlled medical conditions such as low/high blood pressure, diabetes and those who are receiving dialysis treatment. The Muslim Council of Britain has confirmed that breaking fast in such conditions is allowable under Islamic law. Also make sure to check on others in the community who may be at greater risk and keep an eye on children to ensure they are having a safe and healthy Ramadan.
- Guidance has been produced to help ensure that members of the Muslim community have a safe and healthy Ramadan – [Healthy fasting during Ramadan - GOV.UK \(www.gov.uk\)](#) produced in association with the NHS with further information available on [NHS Choices – Healthy Ramadan](#).

Further Guidance:

- [Beat the heat: hot weather advice - GOV.UK \(www.gov.uk\)](#)
- [Hot weather and health: supporting vulnerable people - GOV.UK \(www.gov.uk\)](#)
- [Supporting vulnerable people before and during hot weather: social care managers, staff, and carers - GOV.UK \(www.gov.uk\)](#)
- [Supporting vulnerable people before and during hot weather: healthcare professionals - GOV.UK \(www.gov.uk\)](#)

Appendix 2 – General COLD Weather Messages

Warm spaces - [Community Spaces](#) | [Hertfordshire County Council](#)

Heating homes to at least 18°C (65F) in winter poses minimal risk to the health of a sedentary person, wearing suitable clothing.

Daytime recommendations:

- The 18°C (65F) threshold is particularly important for people **65 years and over or with pre-existing medical conditions**; having temperatures slightly above this threshold may be beneficial for health.
- The 18°C (65F) threshold also applies to **healthy people (1 –to 64 years) ***; if they are wearing appropriate clothing and are active, they may wish to heat their homes to slightly less than 18°C (65F)

Overnight recommendations:

- Maintaining the 18°C (65F) threshold overnight may be beneficial to protect the health of those **65 years and over or with pre-existing medical conditions**; they should continue to use sufficient bedding, clothing and thermal blankets, or heating aids as appropriate.
- Overnight, the 18°C (65F) threshold may be less important for **healthy people (1 to 64) *** if they have sufficient bedding, clothing and use thermal blankets or heating aids as appropriate.

*There is an existing recommendation to reduce sudden infant death syndrome (SIDS). Advice is that rooms in which infants sleep should be heated to between 16 to 20°C (61 to 68F).

Winter vaccination

Contact your GP or pharmacist if you think you, or someone you care for, might qualify for a free flu or Covid vaccination. There are four flu leaflets: one general, one for pregnancy and, one for people with learning disability, and one about children.

Free flu vaccinations are available for those who:

[Flu vaccine - NHS \(www.nhs.uk\)](#)[Child flu vaccine - NHS \(www.nhs.uk\)](#)

Keep your home warm, efficiently and safely:

- Heating your home to at least 18°C in winter poses minimal risk to your health when you are wearing suitable clothing (see page 40 for full advice).
- Get your heating system and cooking appliances checked and keep your home well ventilated.
- Use your electric blanket as instructed and get it tested every three years. Never use a hot water bottle with an electric blanket.

- Do not use a gas cooker or oven to heat your home; it is inefficient and there is a risk of carbon monoxide poisoning and this can kill.
- Make sure you have a supply of heating oil or LPG or solid fuel if you are not on mains gas or electricity – to make sure you do not run out in winter.

Keep in the warmth by:

- Fitting draught proofing to seal any gaps around windows and doors.
- Making sure you have loft insulation. And if you have cavity walls, make sure they are insulated too.
- Insulate your hot water cylinder and pipes.
- Draw your curtains at dusk to help keep heat generated inside your rooms.
- Make sure your radiators are not obstructed by furniture or curtains.

Look after yourself:

- Food is a vital source of energy and helps to keep your body warm so have plenty of hot food and drinks.
- Aim to include five daily portions of fruit and vegetables. Tinned and frozen vegetables count toward your five a day.
- Stock up on tinned and frozen foods so you don't have to go out too much when it's cold or icy.
- Exercise is good for you all year round and it can keep you warm in winter.
- If possible, try to move around at least once an hour. But remember to speak to your GP before starting any exercise plans.
- Wear lots of thin layers – clothes made from cotton, wool or fleecy fibers are particularly good and maintain body heat.
- Wear good-fitting slippers with a good grip indoors and shoes with a good grip outside to prevent trips, slips and falls.
- Make sure you have spare medication in case you are unable to go out.
- Check if you are eligible for inclusion on the priority services register operated by your water and power supplier.
- If you would like to know about where you can get a warm welcome to a community space for conversation and chat in a warm environment see: [Herts Warm Spaces](#)

Look after others:

- Check on older neighbours or relatives, especially those living alone or who have serious illnesses to make sure they are safe, warm, and well.

Get financial support:

- There are grants, benefits and sources of advice to make your home more energy efficient, improve your heating or help with bills. It's worthwhile claiming all the benefits you are entitled to before winter sets in.
- [HertsHelp - We're here for you](#)

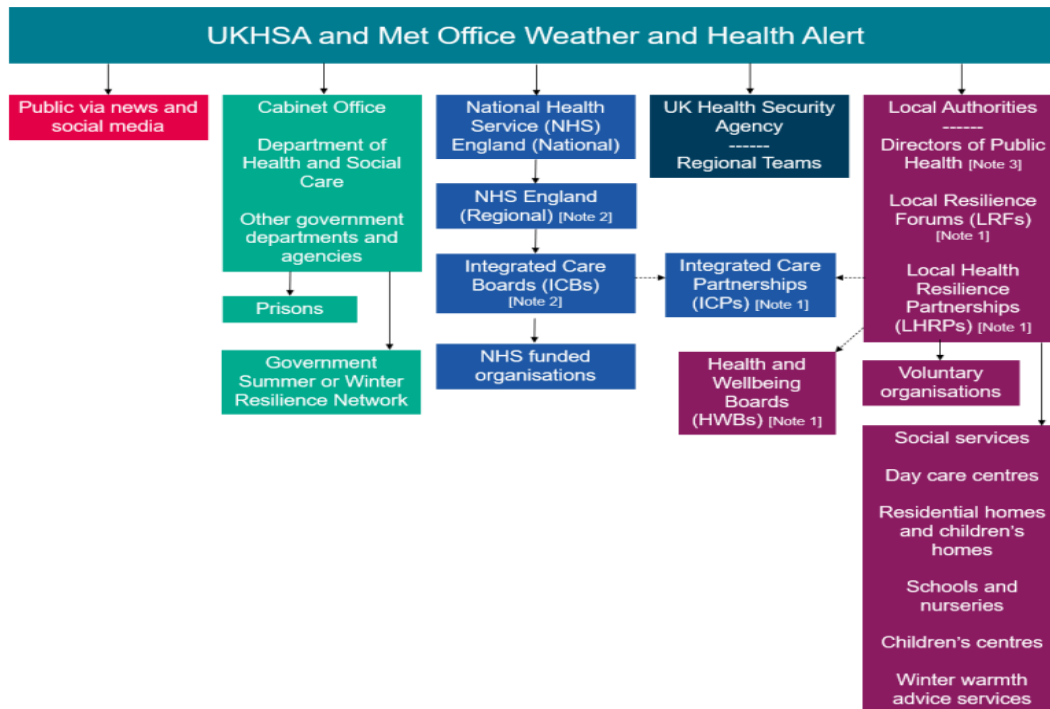
Further Guidance:

[Cold weather and health: guidance and advice - GOV.UK \(www.gov.uk\)](#)

[Cold weather and health: supporting vulnerable people - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Keeping warm and well: staying safe in cold weather - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Appendix 3 – UKHSA and Met Office Weather Health Alert Cascade



[Note 1] LHRPs, HWBs and ICPs are strategic and planning bodies, but may wish to be included in local alert cascades.

[Note 2] NHS England Regional Teams and ICBs should work collaboratively to ensure that between them they have cascade mechanism for Heat-Health Alerts to all providers of NHS funded services both in business-as-usual hours and the out of hours period in their area.

[Note 3] UKHSA would be expected to liaise with Directors of Public Health to offer support, but formal alerting would be expected through usual Local Authorities channels.

Appendix 4: Summary Table of National Alert Systems

- [Summary Table of Weather Alerts.docx \(sharepoint.com\)](#)

Appendix 5 – HCC alignment to the 9 National Principles Adverse Weather and Health Plan- ACTION PLAN 2023 - 2025

	In place / progress	By end of 2023	By end of 2024	By end of 2025
Service Delivery	<p>Cascade system to HCC professionals - weather health alerts (The HA primarily targets the health and social care sector and responder community)</p> <p>Cascade Extreme Heat alerts (NSWWS Amber and Red Alerts)</p> <p>Cascade NSWWS Alerts for Extreme Temp only (NSWWS has a wider audience that includes the responder community, but also the public)</p> <p>Action cards for Directorates.</p>		<p>AWHP proposes all Cold/ heat and Flood plans are reviewed in totality by October 2024.</p> <p>For other events of extreme weather (including Thunderstorm Asthma) and takes into consideration sustainability, planning, air quality.</p>	
Capacity Building	Explore current access to ELFH climate change module.	Identify priority groups for further training including voluntary sector.	<p>Attend relevant UKHSA webinars.</p> <p>Build relevant training modules/packages for HCC and partner agencies if required.</p>	
Organisational Arrangements	System wide internal awareness through Resilience Board / Health Protection Board / Internal Communications	<p>Single Emergency Response point of messaging hub firstly as a repository for information and secondly for growth and learning for HCC Professionals</p> <p>Training for Managers</p>	<p>Consider the use of workplace champions to increase staff awareness.</p> <p>Link into HCC facilities – on work Environment Improvements to provide a safe environment i.e., check windows open safely and shaded. Light colour curtains. Outside shading to aid cooling.</p>	

		<p>Develop a dissemination plan to ensure that staff remain aware of local hot/cold weather plans and are ready for hot /cold weather.</p> <p>Review how current resilience arrangements inter play with extreme weather plan.</p>	<p>Conduct a 'table-top' and other 'real-time' planning test exercise.</p> <p>Strengthen the linkage between Extreme Weather and Business Continuity Plans</p> <p>Strengthen resilience by alerts being sent via the HPT SPOC</p>	
Communication	<p>Review Summer communications to public.</p>	<p>Review all communications for seasonal alerts internally to staff, internally cascade to Directorates and externally to the public.</p> <p>Look to identify type of comms or channels we need to use to reach vulnerable groups specifically, including Homeless population.</p>		
Risk Management	<p>Control Measure against HCC Risk Register</p> <p>Situational awareness of Community Risk Register</p> <p>Situational awareness of NSRA</p> <p>National Health Alert Risk Matrix</p>	<p>Ongoing awareness and learning</p>	<p>Understand wider environmental risks (Thunderstorm Asthma, Air Quality etc.) and their accompanying risk assessment.</p> <p>Establish methods to identify, alert and monitor individuals most vulnerable to heat related illnesses</p>	
Early Warning Systems	<p>Weather health alerts system Linked into action cards for each Directorate.</p>	<p>Audit of systems that relevant services and partners are receiving heat/cold health alert messages.</p>		

	Cabinet Office Emergency Alerts Local PH emergency alert text message system (one connect)			
Data Analysis	Consider opportunities.		Data sharing agreements or protocols to allow us to share data with other agencies.	
Quality Assurance	Ensure we align to the national 9 principles.	Surveillance and monitoring to enable evaluation of the effectiveness of the plan – staff workshops / smart surveys		
Policy Development and Accountability	HCC Extreme Temp Plan in place. Plan is being revised considering AWHP. Current plan accountability is through Resilience Board	UKHSA will publish further guidance via an annual report on the effectiveness of the AWHP. UKHSA will publish further iterations to include flood health, thunderstorm asthma. At local level HCC to explore links into existing accountability structures such as LRF	HCC to lead a system wide JSNA on extreme weather and Hertfordshire. Ensure HCC plan considers any additions as well as any local developments necessary following the JSNA published.	Develop a broader Multi Agency cross sectoral strategic plan for Extreme Weather and adaptation to protect health.