

Cold Weather Plan

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Amendment Tracker

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Introduction

The University Hospitals Birmingham (UHB) Cold Weather Plan aims to prevent the major avoidable effects on health during periods of cold weather by raising awareness in people of the negative effects of cold weather, helping them to prepare and respond to reduce their risks.

Public Health England (PHE) published The Cold Weather Plan for England in January 2019 (https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/748492/the_cold_weather_plan_for_england_2018.pdf). The first Cold Weather Plan was published in 2011 marking a milestone for public health in recognising that cold kills. This plan has been produced as a collaborative plan supported by PHE, NHS England & NHS Improvement, Local Government Association, the Met Office and the Department of Health.

Cold weather increases the risk of heart attacks, strokes, lung illnesses, flu and other diseases as well as an increase in injuries from slipping and falling in snow or icy conditions. Some groups, such as older people, very young children, and people with serious medical conditions are particularly vulnerable to the effects of cold weather.

On average around 25,000 excess deaths are recorded each winter. These are interlinked with fuel poverty, poor housing and health inequalities as well as the winter circulating infections such as flu and Norovirus. The majority of these deaths occur among older people, especially women, and those with underlying health problems; however, they are not people who would have died anyhow at that time. It is important to note a rise is expected due to the ageing population.

The plan sets out a series of actions to be taken by the NHS, social care and other agencies throughout the year, to prepare for and respond to winter, so as to protect the vulnerable. It also encourages local communities to support the most vulnerable in their area, such as checking on them during severe weather and offering other support.

Aim & Objectives of this Plan

Aim – To help maintain & minimise disruption to UHB service during cold weather.

Objectives

- To ensure UHB maintains services during cold weather
- To reduce risk to staff, patients & visitors
- To work with partner agencies to ensure when patients are discharged, they are discharged to a warm & safe environment

Useful Information & Websites

- University Hospitals Birmingham Workforce Availability Procedure – Controlled Document N^o 821
- Heartlands (BHH), Good Hope (GHH) & Solihull (Sol) Hospitals Disruption to travel procedure:
<http://sharepoint/policies/Procedures/Forms/DispForm.aspx?ID=225>
- QEHB Workforce Availability Procedure
http://uhbhome/Microsites/Policies_Procedures/assets/WorkforceAvailabilityProcedure.pdf
- <https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice>
- www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx
- <http://www.nhs.uk/Livewell/winterhealth/Pages/Verycoldweather.aspx>
- <https://www.gov.uk/government/publications/cold-weather-plan-cwp-for-england>

The Cold Weather Alert Service

Established in 2011, a collaboration of the Department of Health and the Met Office, the cold weather alert service runs from the 1st November to 31st March. The system comprises of five main levels (levels 0 – 4) detailed in figure 1.

As a minimum a level 1 will remain in force for the duration of the alert period (1st November – 31st March).

Figure 1: Cold Weather Alerts levels

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

(Source: Cold Weather Plan for England (update 2019, pg27)

Cold Weather Alert Definitions

Cold Weather Alert – An alert will be issued for ‘cold’ temperatures if there is a high likelihood (60% or more) that the mean temperature is expected to be at or below 2°C for a period of 48 hours in one or more regions in the next five days. A level 2 will be issued when these conditions are forecast and a level 3 when they are occurring.

An alert for snow and ice will be issued when there is a high likelihood (60% or more) that there will be snow or widespread ice affecting one or more regions in the next five days, A level 2 will be issued when this weather is forecast and a level 3 when the snow and ice is occurring. A National Severe Weather Warning Service (NSWWS) warning is highly likely to have been issued as well.

Heavy Snow – Snow that is expected to fall for at least two hours, geographic extent is not considered, and sometimes the event can be quite localised, but the Met office will always try to indicate which area the alert will affect.

Widespread Ice – Ice forms when rain falls on surfaces at or below zero; or already wet surfaces fall to or below zero. The ice is usually clear and difficult to distinguish from a wet surface. It usually forms in sheets. Warnings are issued when any depth of ice is expected over a widespread area. Warnings will also be issued after a snowfall when compacted snow is expected to cause an ice risk.

(Source: Cold weather Plan for England (update 2019), pg27 & 28)

Staff Responsibilities (All)

It is the responsibilities of Service/Department Managers and staff to be aware of and how/when to activate this plan and the incident response level for their respective service/department. As well as sharing adverse weather warnings with their services, departments and staff.

All areas have an adverse weather business continuity plan (reference appendix 12) with pre-planned actions to be taken to ensure it can maintain its critical functions. This plan will need to be reviewed and actions implemented when the met office weather warnings are issued.

All staff who historically have difficulties getting to work in adverse weather, when a warning is issued should approach their line manager and review their shifts. This allows the managers to proactively swap shifts to ensure those living closest are rostered.

All staff must ensure that they make every effort to attend work as they are rostered to. This includes leaving earlier for work, using alternative methods of transport such as public transport services (if running) as well as walking to work if appropriate.

Please ensure you are appropriately dressed for the conditions, this includes appropriate footwear and it is recommended that you bring a change of clothes and footwear with you. It is not the responsibility of the Trust to arrange your transportation or send a vehicle to collect you.

It is your responsibility to ensure you contact your line manager/Nurse in Charge if you believe you are unable to make it into work in plenty of time. Do not contact switchboard or the Op's room/site offices. It is accepted that it will be more challenging for an early shift to get to work on time; however this should not be an issue for the late/night shifts dependent on time of adverse weather.

The 'Disruption to Travel Procedure' produced by Human Resources details the procedure which is to be applied by Managers in dealing with staff that face difficulties in getting to and from work.

If you are unable to attend your normal site of work you may be instructed to report to an alternative Trust site which you live closer to or to which public transport is still available. For cross site services looking at staff attending alternative sites will be part of the adverse weather BCM review; this requirement should be identified when adverse weather forecast.

In exceptional circumstances contingency plans, including use of shuttle buses and Security 4x4 vehicles, may be activated and the decision may be made to collect

essential staff to maintain critical services. This may entail staff making their way to a designated (on the day) pick up point. It will not be a door to door service.

Additional contingency plans involving external agencies are in place which may provide additional support and transport as deemed necessary. The activation of these will be determined by the On Call Manager in liaison with Senior On Call.

The Social Media policy should be adhered to at all times, staff should not be putting out requests for 4x4 volunteers on behalf of the Trust or contacting companies to do so such as Birmingham or Solihull updates. All external communications, including social media, to go out through official Trust communications team only.

Staff are reminded to stay safe and consider stranger danger. You would not normally accept lifts from strangers and the Trust does not advocate that you do so in cold weather or any other conditions.

Actions required at each level

The Emergency Planning Team and the Community Services Managers receive 'Cold Weather Health Watch' information direct from the Met Office and update the level on the Emergency Planning Sharepoint as we receive them. This enables all staff to check the current level (<http://sharepoint10/sites/emergencyplanning/SitePages/Home.aspx>).

All staff can register for these alerts by contacting the Met Office enquiries@metoffice.gov.uk and requesting addition to the alert distribution.

On receipt of a level 3 alerts Emergency Planning will send these to the Senior On Call who will decide if a specific cold weather meeting/conference call is required.

The Trust has responsibilities and related actions which differ depending on the declared level (taken from Cold Weather Plan for England (update 2019), pg36)

The information below details the Provider Organisations levels & responsibilities

Level 0: Year-round planning to reduce harm from cold weather

This emphasises that year-round planning is required to build resilience and reduce the impact of cold weather. This level of alert relates to those longer-term actions that reduce the harm to health of cold weather when it occurs (e.g. housing and energy efficiency measures, and long-term sustainable approaches to influence behaviour change across health and social care professionals, communities and individuals).

These measures can also address other important health, sustainability and

inequalities issues, such as addressing fuel poverty, building community resilience, providing employment opportunities, reducing carbon emissions, and the burden on health and social care services.

Level 1: Winter preparedness and action

Level 1 is in force throughout the winter from 1 November to 31 March and covers the moderate temperatures where the greatest total burden of excess winter death and disease occur. This is because the negative health effects of cold weather start to occur at relatively moderate mean temperatures (4-8°C depending on region) and there are normally many more days at these temperatures each winter.

Actions described at this level should be being taken throughout the winter to protect and improve health. Preparations should also be in place to protect health and ensure service continuity in the event of severe cold, and for episodes of heavy snow and/or widespread ice.

Level 2: Alert and readiness

Level 2 is triggered when the Met Office forecasts a 60% chance of severe winter weather, in one or more defined geographical areas for a period of at least 48 hours. Severe winter weather is defined as a mean temperature of 2°C or less and/or heavy snow and widespread ice.

Although there are usually fewer days at these low temperatures, the risk of negative health impacts increases as the temperature falls. Reactive action to prevent harm to health and manage business continuity by services would be proportionately more important were we to experience an extremely cold spell for a prolonged period. Aside from cold temperatures, snow and ice are associated with an increase in injuries and severe disruption to services.

Level 3: Severe weather action

This is triggered as soon as the weather described in level 2 actually happens. It indicates that severe winter weather is now happening and an impact on health services is expected.

Level 4: National emergency

This is reached when cold weather is so severe and/or prolonged that its effects extend outside health and social care, and may include for example power or transport problems, or water shortages, and/or where the integrity of health and social care systems is threatened. At this level, multi-sector response at national and regional levels will be required.

(Source: The Cold Weather Plan for England: Protecting health and reducing harm from cold weather (update 2019), pg28-29)

Impact of cold weather on health

The impact of cold weather on health is predictable and mostly preventable. Direct effects include an increase in:

- Heart attack
- Stroke
- Respiratory disease
- Influenza
- Falls and injuries
- Hypothermia

Indirect effects include:

- Mental health issues such as depression
- Carbon monoxide poisoning – from boilers, cooking and heating appliances.

Patient and staff comfort

When the temperature within the ward / department area drops below 20°C staff must contact the Engie (QEHB) or Estates (BHH, GHH & Sol) help desk to report it.

To ensure comfort & warmth of patients, they must be supplied with extra blankets where required and consider offering further hot drinks. Ensure patients are offered hot meals at least once per day.

When patients leave the ward for investigations and procedures, staff must ensure the patient is dressed appropriately and covered with blankets where required. Patients should also discourage patients from leaving the hospital building in cold weather as they could be at risk of hypothermia or at risk of falls.

At the discretion of the Chief Nurse, or in their absence the deputy Chief Nurse, staff may wear navy cardigans within the clinical environment; these must be removed when delivering direct patient care.

Site Safety

The Trust has a duty of ensure access to the sites is maintained at all times for

public, staff & emergency services. Estates Teams & Engie Services are responsible for ensuring the sites remain safe and invoking their winter maintenance programme.

Groups at greater risk of harm from cold weather

- Older people (in particular those over 75 years old, otherwise frail, and or socially isolated)
- People with pre-existing chronic medical conditions such as heart disease, stroke or TIA, asthma, chronic obstructive pulmonary disease or diabetes
- People with mental ill-health that reduces individual's ability to self-care (including dementia)
- Pregnant women (in view of potential impact of cold on fetus)
- Children under the age of five
- People with learning difficulties
- People assessed as being at risk of, or having had, recurrent falls
- People who are housebound or otherwise low mobility
- People living in deprived circumstances
- People living in houses with mould
- People who are fuel poor
- Homeless or people sleeping rough
- Other marginalised or socially isolated individuals or groups

(Source: Cold Weather Plan for England (update 2019), pg48)

Further information is available from:

<https://campaignresources.phe.gov.uk/resources/campaigns/34-stay-well-this-winter/overview>

This also provides a link to sign up for email updates.

Community Actions required at each level

Community Staff (in/out of hours services) – See action cards (appendix 4 & 5 for specific actions)

Additional Resources

St John Ambulance Service

St John Ambulance Service has significant resources available to it and has offered to provide support to the Trust. This could be in the form of 4x4 vehicles for the movement of essential staff, volunteers & ambulances for inter hospital transfer, logistical support and movement of staff from one site to another. This service can be activated via the 24 hour emergency number available to the Senior On-Call Manager and the Emergency Planning Team.

The Site Lead/On Call Manager must ensure all St John volunteer drivers complete the adverse weather voluntary drivers list template detailed in Appendix 11.

West Midlands 4x4 Response

This organisation has a number of volunteer drivers who may be able to support the Trust in the transportation of essential staff or support Community Services during adverse weather conditions.

There may be a high demand for their services and as a volunteer's based organisation, the number of vehicles and the length of time they are available cannot be guaranteed. This service can be activated via the 24 hour emergency number available to the Senior On-Call and the Emergency Planning Team.

The Site Lead/On Call Manager must ensure all volunteer drivers from WM 4x4 complete the adverse weather voluntary drivers list template detailed in Appendix 11. These are the only volunteer drivers to be used as they have up to date DBS screening and 4x4 driver training.

CSW Resilience (Covers Solihull Council)

Through the CSW Emergency Planning On Call, the Trust can request 4x4 supports.

This service is provided by screened volunteers and as such provides potentially limited resources. This service **WILL NOT** provide staff transport to/from work, however **WILL** provide, if able, transportation for Community Staff to visit patients at home.

The Site Lead/On Call Manager must ensure all volunteer drivers from CSW complete the adverse weather voluntary drivers list template detailed in Appendix 11. These are the only volunteer drivers to be used as they have up to date DBS screening and 4x4 driver training.

Staff Accommodation

There are a number of staff accommodation rooms available across the Trusts hospital sites with varying occupancy levels dependent upon the current demand. These rooms can be used for staff who have significant difficulty getting to/from work or for those who volunteer/are required to stay on site to support. Staff may have to consider 'doubling' up due to the number of rooms available. This would need to be coordinated through Facilities Team in/out of hours. The accommodation may not be available on base site and staff will have to utilise what is available and transfer on the shuttle buses if necessary.

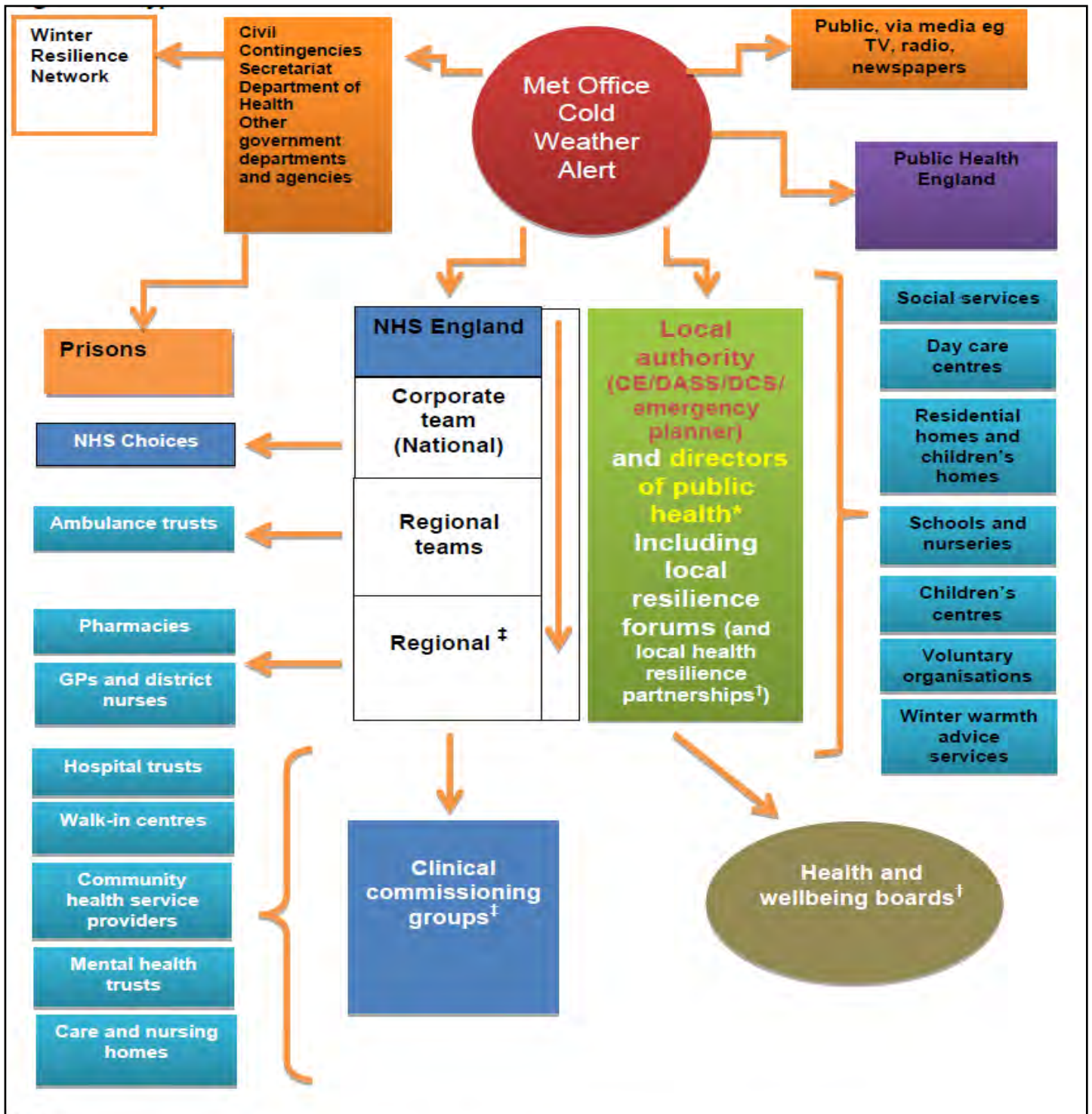
Priority for the accommodation will be given to on-call and those staff pre-identified as essential within the adverse weather BCM's for example Emergency Theatre Teams, Catheter Lab Staff, Pharmacist etc.

Hotel accommodation for maintaining critical services can be considered by Divisions with permission and costings needing to be agreed in advance by the respective Divisional Managing Directors. This should be identified as a pre-planned action within the respective BCM and reviewed, discussed and agreed at the time of need. This should only be used in exceptional circumstances where there is no Trust accommodation available to ensure the continuation of critical services.

Figure 2 – Provider Organisation Roles & Responsibilities (Source: Cold Weather Plan for England (update 2019), pg37)

Level 0	Level 1	Level 2	Level 3	Level 4
<p>Year-round planning</p> <p><i>All year</i></p>	<p>Winter preparedness and action</p> <p><i>1 November to 31 March</i></p>	<p>Severe winter weather is forecast - Alert and readiness</p> <p><i>Mean temperatures of 2°C and/or widespread ice and heavy snow is predicted with 60% confidence</i></p>	<p>Severe weather action</p> <p><i>Mean temperatures of 2°C and/or widespread ice and heavy snow</i></p>	<p>Major incident – Emergency response</p>
<p>Ensure that you are engaged with local EPRR and other strategic arrangements.</p> <p>Ensure that your organisation can identify those most vulnerable to cold weather and draw up plans for joined-up support with partner organisations.</p> <p>Agree data-sharing arrangements within information governance principles.</p> <p>Assess the longer-term implications of climate change; reduction in carbon emissions; and sustainability for longer-term business continuity.</p> <p>Consider how to best mobilise and engage voluntary and community sector organisations and support the development and implementation of community emergency plans.</p> <p>Make sure that staff have identified all those vulnerable to cold weather and that arrangements are in place to support and protect them appropriately.</p> <p>Work with staff on risk reduction awareness, information and education. Encourage staff to be vaccinated against flu before winter starts.</p> <p>Ensure that the business continuity plan includes severe winter weather. Plan for a winter surge in demand for services.</p> <p>Consider carers needs and support they can continue to give.</p> <p>Work with environmental health officers on HHSRS hazard identification.</p>	<p>Ensure that CW alerts are going to the right staff and appropriate actions are agreed and able to be implemented, especially to protect vulnerable clients.</p> <p>Make sure that staff have identified all those vulnerable to cold weather and that arrangements are in place to support them appropriately.</p> <p>Ensure staff are undertaking appropriate home checks when visiting clients, eg room temperature; medications and food supplies.</p> <p>Hospitals and care, residential and nursing homes: ensure that rooms, particularly living rooms and bedrooms are kept warm (Figure 3.2) and that staff are taking appropriate action to protect residents from cold weather.</p> <p>Work with partner agencies to co-ordinate cold weather plans; ensure data sharing and referral arrangements are in place.</p> <p>Continue to work with staff on risk reduction awareness, information and education. Encourage staff to be vaccinated against flu, if not already.</p> <p>Work with local authority teams to identify accident hotspots on pavements or roads, advise on gritting priorities to prevent accidents, and ensure access by utilities and other essential services.</p> <p>Ensure staff aware of the business continuity plan for winter weather; plan for a winter surge in demand.</p> <p>Ensure carers are receiving advice and support.</p>	<p>Communicate alerts to staff and ensure that locally agreed CWP actions take place, especially those to protect vulnerable patients/ clients.</p> <p>Continue to ensure local actions for the vulnerable such as:</p> <ul style="list-style-type: none"> • arranging daily contacts/visits • ensuring staff are undertaking appropriate home checks when visiting clients, eg room temperature; medications and food supplies • ensure carers are receiving appropriate advice and support. <p>Hospitals and care, residential and nursing homes: continue to ensure that rooms, particularly living rooms and bedrooms are kept warm (Section 4.1 and Section 4.2).</p> <p>Activate business continuity arrangements and emergency plans as required. Activate plans to deal with a surge in demand for services.</p>	<p>Communicate alerts to staff and ensure that locally agreed actions take place, esp those to protect vulnerable patients/clients.</p> <p>Implement local plans for contacting the vulnerable. Consider daily visits/ phone calls for high-risk individuals living on their own who have no regular contacts.</p> <p>Ensure carers are receiving appropriate advice and support.</p> <p>Implement plans to deal with surge in demand.</p> <p>Implement business continuity arrangements.</p>	<p><i>Central government will declare a level 4 alert in the event of severe or prolonged cold weather affecting sectors other than health.</i></p> <p>All level 3 responsibilities must be maintained during a level 4 incident.</p> <p>Implementation of national emergency response arrangements by central government.</p> <p>Continue to implement business continuity arrangements.</p>

Appendix 1: Typical cascade of cold weather alerts (Source: Cold Weather Plan for England (update 2019), pg33)



Notes:

†LHRPs and HWBs are strategic and planning bodies, but may wish to be included in local alert cascades.

‡NHS England Regional and CCGs should work collaboratively to ensure that between them they have a cascade mechanism for heatwave alerts to all providers of NHS commissioned care both in business as usual hours and the out of hours period in their area.

*PHE Centres would be expected to liaise with Directors of Public Health to offer support, but formal alerting would be expected through usual Local Authority channels.

Appendix 2: Individuals responsibilities during a cold weather plan (Source: Cold Weather Plan for England (update 2019), pg42)

Level 0	Level 1	Level 2	Level 3	Level 4
<p>Year-round Planning <i>All Year</i></p>	<p>Winter Preparedness & Action <i>1 November – 31 March</i></p>	<p>Severe winter weather is forecast-Alert and readiness <i>Mean temperatures of 2°C and/or widespread ice and heavy snow is predicted with 60% confidence</i></p>	<p>Severe weather action <i>Mean temperatures of 2°C and/or widespread ice and heavy snow</i></p>	<p>Major Incident – Emergency Response</p>
<p>Seek good advice about improving the energy efficiency of your home and staying warm in winter; undertake energy efficiency improvements to your home or encourage your landlord to do so.</p> <p>If you are a tenant and your heating is defective, contact your housing provider/landlord.</p> <p>Check your entitlements and benefits; seek income maximisation advice to get benefits and other services; seek advice from your fuel supplier or local advice provider if you have fuel debt or difficulties paying for or affording sufficient fuel.</p> <p>Ask your fuel and water supplier about their Priority Service Register for vulnerable customers, what this provides and if you are eligible.</p> <p>Check that your heating is working properly; make sure that you have access to sufficient fuel supplies for the winter period especially if you rely on oil, LPG or wood deliveries. Consider alternative heating measures if required.</p> <p>Have all gas, solid fuel and oil burning appliances (i.e. boilers, heaters, cookers) serviced by an appropriately registered engineer. Malfunctioning appliances can release carbon monoxide – a gas that can kill. Have flues and chimneys checked for blockages and swept if needed. Fit an audible carbon monoxide alarm (EN50291compliant).</p> <p>Get a flu jab if you are in a risk group (Sept/Oct).</p>	<p>Find good information about health risks. Try NHS choices at www.nhs.uk.</p> <p>If you are receiving social care or health services ask your GP, key worker or other contact about staying healthy in winter and services available to you. Make sure you have a list of emergency numbers if you need to call for assistance or advice during cold weather.</p> <p>Check room temperatures – especially those rooms where disabled or vulnerable people spend most of their time (Appendix 3)</p> <p>If you or someone else is likely to be restricted to one room during the winter period or during a cold spell make sure that it can be kept at or above recommended temperatures and that you plan what resources you/they need to keep them safe and warm – seek energy advice as necessary.</p> <p>Protect water pipes from freezing by insulating them.</p> <p>Look out for vulnerable neighbours and help them prepare for winter (e.g. with key contact numbers for emergency situations). Ensure they have access to warm food and drinks and are managing to heat their home adequately.</p> <p>Consider other preventive action you can take (e.g. perhaps volunteering to help implement the community emergency plan).</p>	<p>Continue to have regular contact with vulnerable people and neighbours you know to be at risk in cold weather – ensure they have access to warm food and drinks and are managing to heat their home adequately.</p> <p>Stay tuned in to the weather forecast and ensures that you are stocked with food and medications in advance (have deliveries or ask a friend to help).</p> <p>Take the weather into account when planning your activity over the following days. Avoid exposing yourself to cold or icy outdoor conditions if you are at a higher risk of cold-related illness or falls.</p> <p>Discuss with friends and neighbours about clearing snow and ice from in front of your house and public walkways nearby, if you are unable to do this yourself.</p>	<p>Stay tuned into the weather forecast.</p> <p>Heating your home to at least 18°C poses minimal risk to your health when you are wearing suitable clothing if you have to go out, dress warmly and wear non-slip shoes. Tell someone where you are going and when you will get back. Keep your mobile phone (if you have one) on you and charged.</p> <p>Dress warmly, eat warm food and take warm drinks regularly; keep active.</p> <p>Check on those you know are at risk.</p> <p>If you are concerned about your own health or that of others, alert emergency services.</p> <p>Clear pavements of ice or snow if you are able and if it is essential.</p>	<p><i>Central government will declare a level 4 alert in the event of severe or prolonged cold weather affecting sectors other than health.</i></p> <p>Follow key public health and weather alerts messages as broadcast on the Media.</p>

Appendix 3: Recommended minimum indoor temperature for homes in winter

Recommended indoor temperatures for homes in winter

Heating homes to at least 18°C (64F) 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 to 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 will be less important for **healthy people (1 to 64 years*)**; if they have sufficient bedding, clothing, and use of heating aids and thermal blankets 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 (61-68F)

(Source: Cold Weather Plan for England (update 2019), pg43)

Appendix 4: Action Card for Community Staff Managers

This additional action card is to be used in conjunction with the Cold Weather Plan for England

Long-term planning

- All Year
- Identify vulnerable persons that may need our support during the winter

Level 1 – Winter preparedness and action

- Brief community staff on the principles and core elements of the national and Trust Cold Weather Plans.
- Identify a list of clients at risk during severe cold weather

Level 2 – Severe winter weather forecast - Alert and readiness

- Continue all level 1 actions
- Contact community staff and instruct them to prioritise their current list of clients at risk
- Identify what nonessential activities could cease
- Make provision for surge capacity – review staffing
- Review business continuity plans, consider 4x4 requirement

Level 3 – Severe weather action

- Continue all level 2 actions
- Use all available resources to maximise frontline capacity, invoke 4x4 response if required
- Require community staff to make daily contact with clients at risk and escalate any concerns
- Be prepared to receive and utilise community volunteers
- Situation reports may be requested daily by emergency planners

Appendix 5: Action Card for Community Staff

This additional action card is to be used in conjunction with the Cold Weather Plan for England (October 2015).

Long-term planning <ul style="list-style-type: none">• All Year• Identify vulnerable persons that may need our support during the winter
Level 1 – Winter preparedness and action <ul style="list-style-type: none">• Be familiar with the principles and core elements of the national and Trust Cold Weather Plans• Be familiar with the clients cold weather advice and give copies to your clients as appropriate (appendix 2)• As clients come onto your caseload and are assessed, consider their vulnerability to adverse weather conditions, add them to your at-risk list and consider referring them to the local authority health practitioner for assessment on health and housing (HHSRS)
Level 2 – Severe winter weather - Alert and readiness <ul style="list-style-type: none">• Continue all level 1 actions• If notified by Community Services Manager that level 2 conditions exist:<ul style="list-style-type: none">- Construct priority list from caseload of those requiring daily contact cold weather. Some clients, especially the elderly, may be visited by more than one agency – where possible when staff are stretched agree where possible to avoid duplicate contacts/visits; and- Determine what nonessential activities could cease using business continuity plans
Level 3 – Severe weather action <ul style="list-style-type: none">• Continue all level 2 actions• If notified by the Community Services Manager and severe weather conditions exists<ul style="list-style-type: none">- Consider stopping non-essential activities (using business continuity plans)- Commence daily contact with clients at risk; and- Make daily situation reports
Level 4 – National Emergency <p>Central Government will declare a Level 4 alert in the event of severe or prolonged cold weather affecting sectors other than health and if requiring coordinated multi-agency response.</p> <ul style="list-style-type: none">• Continue all level 3 actions• Continue to do your best for your caseload• Provide situation reports upwards, as requested, and raise any concerns you may have.

Appendix 6: Solihull Community Services Severe Weather Escalation Plan

Level 1	Level 2	Level 3	Level 4
<p><i>SOLIHULL COMMUNITY SERVICES – ACTIONS REQUIRED</i></p> <p>No severe weather warnings – normal working patterns to be applied</p>	<p><i>SOLIHULL COMMUNITY SERVICES – ACTIONS REQUIRED</i></p> <p>Stage 1 – Severe Weather “Advisory Warning” Received</p> <p>ACTIONS:</p> <ul style="list-style-type: none"> Managers and leads to review caseloads and identify patients at risk should there be severe weather conditions Adjustments made to care schedules and staff rotas as required locally to support a minimum of Weekend Cover Service Levels for patients Potential 4x4 needs identified locally 	<p><i>SOLIHULL COMMUNITY SERVICES – ACTIONS REQUIRED</i></p> <p>Stage 2 – Severe Weather “Early Warning” Received</p> <p>ACTIONS:</p> <p>All actions at level 2 PLUS</p> <ul style="list-style-type: none"> Review 4x4 capacity and needs within local service Alert CSW, WM 4X4 Response and the Emergency Planning Officer of the planned needs of the service should the weather worsen and needs cannot be met at local level Team Manager briefs Head of Service on local actions and plans 	<p><i>SOLIHULL COMMUNITY SERVICES – ACTIONS REQUIRED</i></p> <p>Stage 3 – Severe “Weather Flash” Warning Received and experiencing Extreme conditions</p> <p>ACTIONS:</p> <p>All actions at level 2 & 3 PLUS</p> <ul style="list-style-type: none"> Full suspension of Non Urgent Clinical Services Managers invoke 4x4 support service for high risk patients via CSW Resilience Team and/or WM 4X4 Response Duty Controller Maintaining patient at home and avoiding harm and/or hospital admissions Team Manager briefs Head of Service Director of Integration & Community Services

Appendix 7: Partner Agency Communications during Cold Weather Phase

		Levels				
Organisation	Level 0 Year-round planning <i>All year</i>	Level 1 Winter Preparedness and action <i>1st November – 31st March</i>	Level 2 Severe Winter weather is forecast- Alert and readiness <i>Mean temperatures of 2^oc and/or widespread ice and heavy snow is predicted with 60% confidence</i>	Level 3 Severe Weather action <i>Mean temperatures of 2^oc and/or widespread ice and heavy snow</i>	Level 4 Major Incident – Emergency Response	
Birmingham City Council	<ul style="list-style-type: none"> Birmingham Resilience Team Adult Social Care Public Health Housing Communications 	<ul style="list-style-type: none"> Birmingham Resilience Team Adult Social Care Public Health Education and Skills Highways & Kier Housing and Homelessness Communications Events Waste Management 	<ul style="list-style-type: none"> Birmingham Resilience Team Adult Social Care Public Health Education and Skills Highways & Kier Housing and Homelessness Communications Events Waste Management 	<ul style="list-style-type: none"> Birmingham Resilience Team Adult Social Care Public Health Education and Skills Highways & Kier Housing and Homelessness Communications Events Waste Management 	<ul style="list-style-type: none"> Birmingham Resilience Team Adult Social Care Public Health Education and Skills Highways & Kier Housing and Homelessness Communications Events Waste Management 	
CSW	<ul style="list-style-type: none"> CSW Resilience Team Public Health Adult Social Care SMBC Communications Team 	<ul style="list-style-type: none"> As Level 0+ Appropriate Council staff through our Severe Weather Warning Process including: Social Care Staff, Schools, Nurseries, Environmental Health Officers, Voluntary organisations, Day Care Centers, Residential Homes, Transport & Highways Message to Retail Radio Message on Intranet 	<ul style="list-style-type: none"> As Level 1+ Message on Intranet including link to other pages providing health tips SMBC Website Safety Advisory Groups 	<ul style="list-style-type: none"> As Level 2+ Tactical Team Standalone Comms on Intranet 	<ul style="list-style-type: none"> As Level 3+ Standalone messages Tactical Strategic Command 	
		Frequency Once on 1 st November	Frequency As required	Frequency Daily on Intranet/Extranet	Frequency Daily on Intranet/Extranet	
UHB	<ul style="list-style-type: none"> Emergency Planning Team & Committee Plan to all staff Community Service Managers Community Service Staff 	<ul style="list-style-type: none"> As Level 0 + Communications Team Internet/extranet Social media messages Community Communication 	<ul style="list-style-type: none"> As Level 1 + Ward Managers Site team 	<ul style="list-style-type: none"> As Level 2 + NHS England – Exception reporting On-Call Manager/Exec 	<ul style="list-style-type: none"> As Level 3 + Standalone messages Tactical Strategic Command NHS England 	
		Frequency Daily on Intranet/social media	Frequency Daily on Intranet/social media	Frequency Daily on Intranet/social media	Frequency Daily on Intranet/ social media	
Solihull CCG	GP's, Pharmacies, Walk-in Centre's, Community Health service providers, Mental Health Trusts, care and nursing homes	GP's, Pharmacies, Walk-in Centre's, Community Health service providers, Mental Health Trusts, care and nursing homes	GP's, Pharmacies, Walk-in Centre's, Community Health service providers, Mental Health Trusts, care and nursing homes	GP's, Pharmacies, Walk-in Centre's, Community Health service providers, Mental Health Trusts, care and nursing homes	GP's, Pharmacies, Walk-in Centre's, Community Health service providers, Mental Health Trusts, care and nursing homes	
		Frequency Once 1 st November	Frequency Weekly	Frequency Twice-weekly	Frequency Daily	

PHE	<ul style="list-style-type: none"> Disseminate new plan DH NHS England DPH's LRF's HPU's CCG's 	As Level 0+	As Level 1 +	As Level 2 +	As Level 3+
		Frequency Once 1 st November	Frequency TBC	Frequency TBC	Frequency TBC
Joint Messages	<ul style="list-style-type: none"> New Plan (PHE) Cold Weather Alert system Met office 1st Nov to 31st March 	Cold Weather Plan for England 2014 PHE Communications message	Cold Weather Plan for England 2014 PHE Communications message	Cold Weather Plan for England 2014 PHE Communications message	Cold Weather Plan for England 2014 PHE Communications message
		Frequency TBC	Frequency TBC	Frequency TBC	Frequency TBC

Appendix 8: Key Public Health Messages

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

Free flu vaccinations

These are available for those who are at risk. For a full list see the annual flu plan, available at: www.gov.uk/government/collections/annual-flu-programme

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 fibres 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.

Look after others:

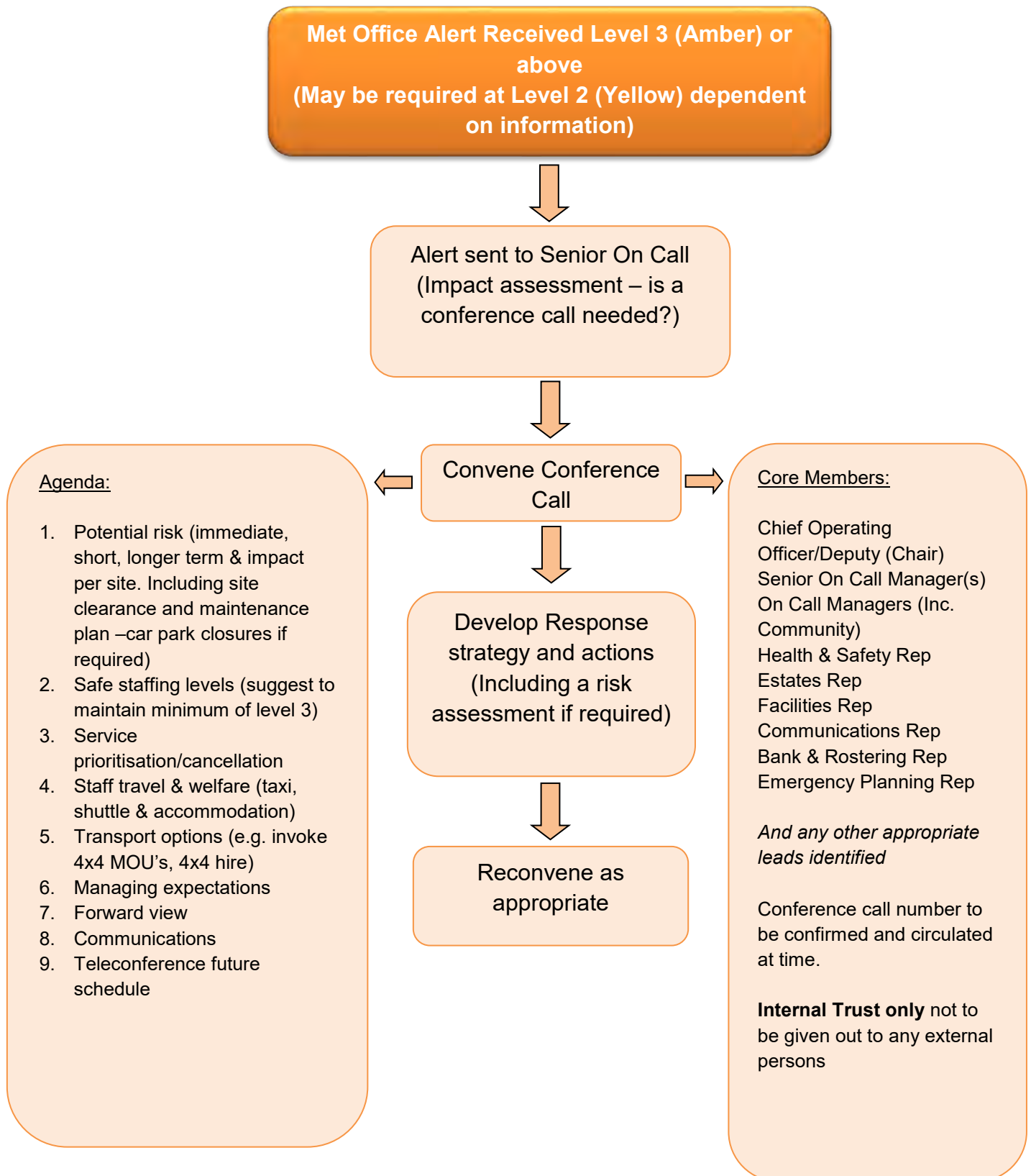
- Check on older neighbours or relatives, especially those living alone or who have serious illnesses to make sure they are safe, warm and well

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

(Source: Cold Weather Plan for England (update 2019, pg10-11)

Appendix 9: Cold Weather Alert Management Action Card



Appendix 10: Emergency contact numbers when requesting 4x4 assistance

All telephone numbers for the below are available to the Senior On Call Managers within their Aide Memoire. Initial requests for activation should be via the Emergency Planning Team or On Call Managers.

WM 4x4 – activate the MOU via the duty controller

CSW Resilience Team – 24 hour Single point of contact (number not to be shared)

NB: this cannot be used for staff transport to and from work. For clinical service needs only e.g. community home visits.

St John Ambulance

On-Call Tactical Commander, select option 1 for on-call tactical commander


Red Cross

Emergency Response Duty Manager

Appendix 11: Cold/Adverse weather voluntary drivers list template – West Midlands 4x4 & CSW ONLY

Name	Vehicle Registration	Address	Driving License Number	Areas willing to cover	Time Available

Appendix 12: Adverse Weather Business Continuity Plan

Adverse Weather Business Continuity Plan		 University Hospitals Birmingham <small>NHS Foundation Trust</small>	
<p>The following document details the individual Wards/Departments mitigation to ensure their Critical Functions, as identified within their Business Continuity Plan (BCM), are maintained during adverse weather (E.g. snow, ice or extreme flooding).</p> <p>It is the responsibility of the local management team to ensure their staff are aware of this plan and that when adverse weather is forecast it is reviewed in line with rotas and service requirement.</p> <p>When BCM plans are activated, staff will potentially be expected to work in other areas to ensure patient safety as far as practicably possible.</p>			
Ward/Department:		Division:	
Written by:		Date:	
Approved by:		Date	
Section 1.			
Ensure you		Don'ts	
<ul style="list-style-type: none"> • Understand your Critical Functions • Know your roles & responsibilities • Advise your staff that they are deemed as essential workers (When media advise essential travel only) • Manage the expectations of your staff especially in regard to transport to work • Remind staff they have a duty of care • Identify early discharge criteria • Have identified staff known to have issues with both travel & childcare in adverse weather • Review rotas when adverse weather is forecast & swop staff identified above • Inform staff to contact their Line Manager not Site Office or Switchboard if they have difficulties with getting to work • Are aware of disruption to travel policy & relevant adverse weather plans • Ensure you allow extra time for travel • Highlight critical staff and potential accommodation requirements in advance • Consider car share - Do any staff have own 4x4? 		<ul style="list-style-type: none"> • Expect the Trust to provide transport to & from your place of work • Individual staff are not to contact Site Teams requesting transport to work or to inform them they are not attending. Absence should be reported via normal reporting processes. • Individual staff are not to contact Switchboard requesting transport to work • Wear uniform to & from work • Request leave at the time you are expected on the Ward/Department • Review this plan on the day of the event • Request transport from strangers through social media – consider <i>stranger danger!</i> You need to maintain your personal safety. 	

Section 2. Risk Assessment of Critical Functions

Completed By:		Date:	
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Level of Risk = Consequence x Likelihood						Descriptor						
							Rare 1	Unlikely 2	Possible 3	Likely 4	Highly Likely 5	
Likelihood of occurrence (L)	Highly Likely	5	10	15	20	25	Frequency	May not occur for several years (i.e. more than 5)	Could occur at least once in a 5 year period	Could occur at least once a year	Could occur at least once in 6 months	Could occur at least once per month
	Likely	4	8	12	16	20		Probability	<1%	1%-24%	25%-50%	51%-85%
	Possible	3	6	9	12	15						
	Unlikely	2	4	6	8	10						
	Rare	1	2	3	4	5						
		Insignificant	Minor	Moderate	Major	Catastrophic	A level of risk must be completed for each of the Critical Functions identified in your Business Continuity Plan (Appendix 'A') Risk identification must be completed in Section 3.					
Level of Consequence (Impact or Severity) (C)												

Critical Function (As per Appendix 'A' of BCM)		Score = L x C		
		Like	Con	Score
1				
2				
3				
4				
5				
6				
7				
8				
9				

Section 3. Based on Critical Function(s) identified in Section 2			
CF N°	Identified Risk(s)	Pre-planned Action(s)	Actions taken when plan activated (Green box when complete)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
General Note/Comments:			
Completed By			Date:

Section 4. Staff Information & Risks							
Staff Details		Distance (in miles) from home to				Known Issues	
Name	Band	BHH	GHH	QE	SOL	Dependent's and needs i.e. primary/secondary school or nursery	Travel

Appendix 13: Commonly used Acronyms (used within or may be used during activation of this plan)

BCM	Business Continuity Management
BEIS	Department for Business, Energy & Industrial Strategy
BHH	Birmingham Heartlands Hospital
CCA	Civil Contingencies Act
CCGs	Clinical Commissioning Groups
CCS	Civil Contingencies Secretariat
CO	Cabinet Office
COBR	Cabinet Office Briefing Rooms
CSW	Coventry, Solihull & Warwickshire Resilience Team
CVS	Communities and voluntary sector
CWP	Cold weather plan
DCLG	Department for Communities and Local Government
DHSC	Department of Health & Social Care
DPH	Director of Public Health
ED	Emergency Department
EPRR	Emergency Preparedness, Resilience and Response
EWD	Excess Winter Deaths
GHH	Good Hope Hospital
GP	General Practitioner
HHSRS	Housing Health and Safety Rating System
HIV	Human Immunodeficiency Virus
HR	Human Resources
HWB	Health and Wellbeing Board
ICC	Incident Coordination Centre
ID	Infectious Disease
IMT	Incident Management Team
IRP	Incident Response Plan
ITU	Intensive Care Unit
JHWS	Joint Health and Wellbeing Strategy
JSNA	Joint Strategic Needs Assessment
LHRP	Local Health Resilience Partnership
LPG	Liquefied Petroleum Gas
LRF	Local Resilience Forum
NAP	National Adaption Programme
NEA	National Energy Action
NHS	National Health Service
NHS E&I	NHS England & NHS Improvement
NICE	National Institute for Health & Care Excellence
NSWWS	National Severe Weather Warning Service
OPD	Out Patients Department
PHE	Public Health England

PWS	Public Weather Service
QEHB or QE	Queen Elizabeth Hospital Birmingham
RVP	Rendezvous Point
SAGE	Scientific Advice to Government in Emergencies
SCG	Strategic Coordinating Group (Multiagency Command)
SITREP	Situation Report
SOL or SH	Solihull Hospital
STAC	Scientific and Technical Advice Cell
TBC	To Be Confirmed
TIA	Transient Ischaemic Attack
UHB	University Hospitals Birmingham (Trust)
VCS	Voluntary and Community Sector
WHHP	Warm Homes Healthy People
WHO	World Health Organisation
WM 4x4	West Midlands 4x4 Response
WMAS	West Midlands Ambulance Service
WMP	West Midlands Police