



CORPORATE SEVERE WEATHER PLAN

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WAVERLEY BOROUGH COUNCIL

CORPORATE SEVERE WEATHER PLAN

1. Objectives of the Plan

The objectives of the Corporate Severe Weather Plan are;

- i. To ensure activation at the appropriate level within the Council at the initial stages of severe weather incidents.
- ii. To develop the council strategy for dealing with a severe weather incident.
- iii. To ensure co-ordinated management of any severe weather incident.
- iv. To ensure a co-ordinated approach with partners, where required, during a severe weather incident.
- v. To provide a framework for the activation, allocation and deployment of Council resources in the event of severe weather

1.1 Types of Severe Weather

Although snow and ice are the most likely reasons to invoke this plan, there are several types of weather that may require the council to respond. These are defined by the Civil Contingencies Act (2004) as:

- Frost
- Fog
- Heat
- Ice
- Rain
- Snow
- Wind
- Any combination of the above

Please note that in the event of severe rainfall, localised flooding is a distinct possibility within the borough. Waverley has a multi-agency flood plan which has been developed to highlight the parts of the borough that might be affected by pluvial (surface water) and/or fluvial (river) flooding. **As a result,**

specific information about what to do in the event of flooding within the borough has been omitted from this document. All enquiries in a flooding instance should be directed to the Chief Executive, Directors, Engineering & Building Control Manager and/or Emergency Planning Officer who have access to the flood plan.

2. Surrey Community Risk Register

The table below shows an extract of the specific severe weather risks which are assessed as part of the national risk assessment framework. The framework applies locally, regionally, in the devolved administrations and at the UK level. Details of the framework and risk assessment methodology can be found in the Councils website at www.waverley.gov.uk

These outcome descriptions are used to assist the risk assessment process. The response to these events will be pro-active and doesn't rely on the specific outcome description as a trigger level, for example the 7 days of snow fall, before taking action.

Risk Categories	Outcome Description for Planning Purposes
Storms and Gales	Storm force winds affecting the county for at least 6 hours. Most inland, lowland areas experience mean speeds in excess of 55mph with gusts in excess of 85mph. Likely damage to properties and infrastructure. Up to 50 fatalities and 500 casualties with short term disruption to infrastructure including power, transport networks, homes and businesses
Low temperatures and heavy snow	Snow falling and lying for a least one week and after initial fall of snow there is further fall on and off four at least 7 days. Most lowland areas experience some falls in excess of 10cm, a depth of snow in excess of 30cm and a period of at least 7 consecutive days with the daily mean temperatures below -3°C. Increased mortality and thousands of casualties mainly amongst vulnerable sections of the community. Likely disruption to transport networks, businesses, utilities and school closures
Heat wave	Daily maximum temperatures above 32°C and minimum temperatures above 15°C over most of the UK for at least 5 consecutive days and nights. Likely to result in significant hospitalisations and fatalities. Disruption to power supply and transport infrastructure

3. Response

In the event of invocation of the Corporate Severe Weather Plan, the Council will seek to:

1. Identify those areas most likely to be affected.
2. Implement actions as identified in service-specific plans
3. Give priority to vulnerable areas and people.
4. Give priority to key services such as household waste collections.
5. Work closely with partner organisations in our response to the incident.
6. Provide full information at the earliest opportunity to those likely to be affected by the disruption, including residents of the Borough, staff and Members of the Council, Town & Parish Councils, other agencies and the media.

Further detail on specific responses is included in Annexe 2.

4. Activation of the Plan

In all severe weather events this plan should be activated in consultation with the Chief Executive or one of the Strategic Directors.

4.1 Advance warnings (proactive response)

Warnings are received by email to the Emergency Planning Officer from:

- the Met Office for excessive rainfall or other severe weather incidents;
- the Primary Care Trust and the Met Office for planning advice during the heat wave season (June to September) for excessive temperatures.

These notifications are sent to emergency.planning@waverley.gov.uk and automatically forwarded to the Emergency Planning Officer, the Environmental Health Manager and the Engineering & Building Control Manager. These notifications are also sent to the Chief Executive at mary.orton@waverley.gov.uk

Outside of office hours, the Chief Executive, Strategic Director and/or the Emergency Planning Officer will receive notification from the Surrey County Council Emergency Management Team Duty Officer in the event that severe weather is likely to have a serious impact.

4.2 Actions

In the event of receipt of a warning from any of the agencies, nominated Officers (as above) will make an assessment of the alert / warning to determine whether further action is required. Initial further actions may consist of:

1. A follow-up call with the issuing agency.
2. Telephone discussion with senior Officers to agree further actions/monitoring.
3. Activation of the Severe Weather Plan.
4. Setting up of the Severe Weather Management Team.
5. Taking relevant actions identified in roles and responsibilities table (Annexe 2, section 3)

5. Severe Weather Management Team

A Severe Weather Management Team will be led by the Chief Executive, Deputy Chief Executive, or Strategic Director and will have representation from each of the officers identified as part of the functional Emergency Management Team structure, as per the Waverley Emergency Plan (see figure 1 in Roles & Responsibilities section below). Ideally two officers from each functional cell should attend. Other relevant Heads of Service and Managers may be invited depending on the scale and nature of the incident. The team will aim to determine, deliver and monitor the Council strategy for dealing with the potential incident.

6. Communications

Once a decision has been taken on how the Council will respond to the incident, messages need to be clearly communicated to both staff and residents of the borough.

6.1 Communicating with staff

Emergency Planning will ensure that all Services and CMT are aware that a warning has been issued which is considered to be of concern to the Council and the actions being taken.

The Severe Weather Management Team should inform Heads of Services what the Council's decision is in relation to the severe weather. The agreed information should be published on Backstage and line managers should all be informed. Heads of Service and Line managers should then agree a plan of action with staff, taking into consideration the council's policy on severe weather (Annexe 1), and the service's business continuity plan.

As the vast majority of staff have Citrix accounts, ongoing communication with staff should be published on Backstage, to ensure staff are aware of the current situation and can make arrangements with their line managers accordingly.

6.2 Responsibilities of staff

Individual members of staff are responsible for making their own decisions about whether it is safe to travel to work. If they consider it is not safe to travel, there is no pressure placed on them to make such journeys.

6.3 Communicating with the public and Councillors

The lead Director, in partnership with the Lead Officer for Communications will be responsible for agreeing statements to media and briefings to Councillors and MPs.

During a severe weather incident it is vital to publicise useful information to the public. Such information might include advice and help lines, or specific information about road closures in the area. The most efficient and consistent way of providing information via the website is to provide links to agencies who host the relevant advice.

7. Service Prioritisation

This should be in line with the Waverley Business Continuity Plan (see plan for further details), which highlights the following critical services (not in order of priority):

- Refuse / recycling
- Car parking
- Benefit payments
- Homelessness service
- Emergency housing repairs
- Elements of Environmental Health
- Elections (if election time)
- Emergency planning and elements of corporate health & safety
- Council tax
- Payroll

- Maintenance of accounts
- Elements of HR processes

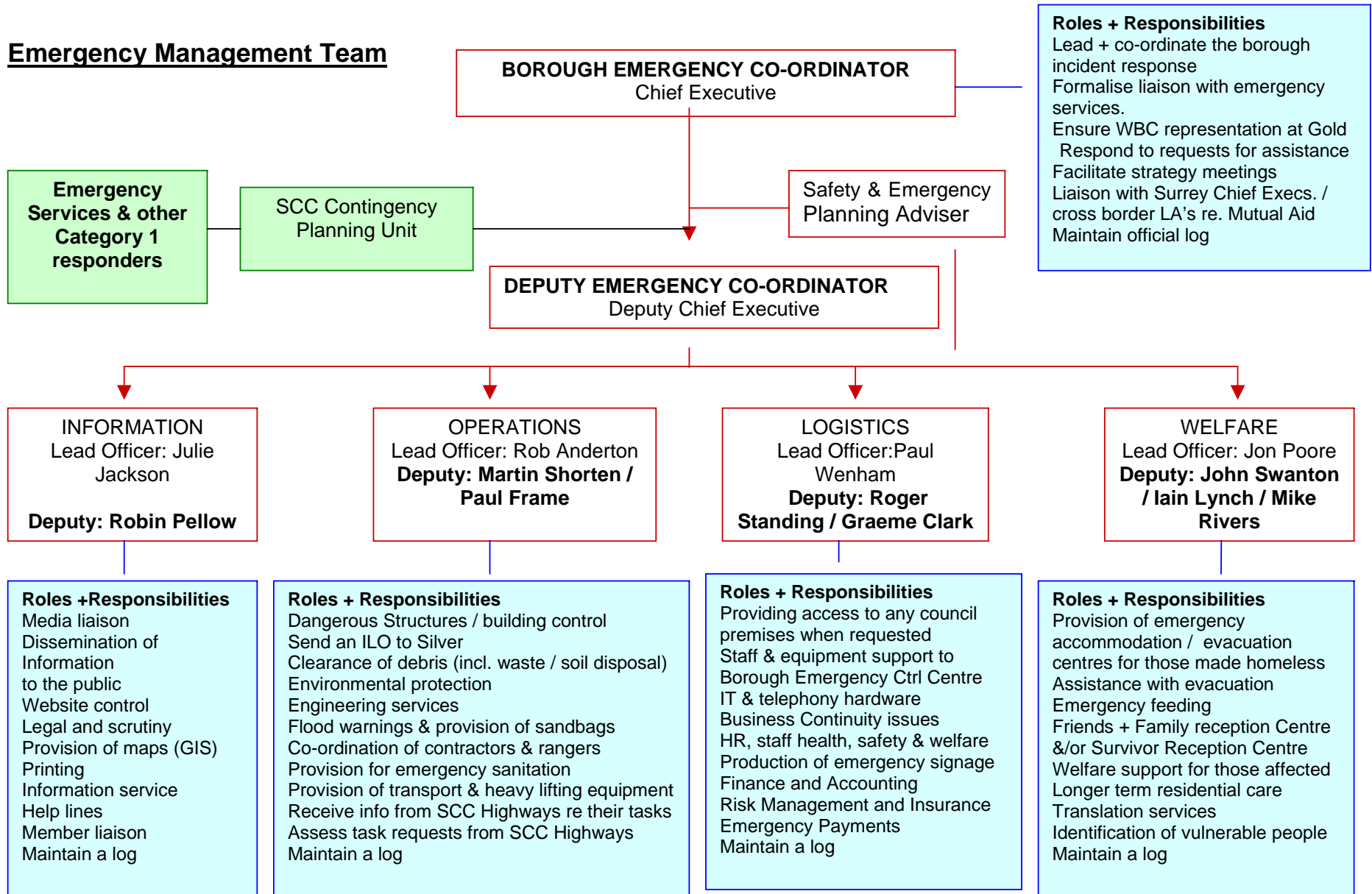
In the event that offices are open, but with a significantly reduced workforce, it may be that staff will be asked to support other service areas. We expect staff to be flexible and responsive in these cases, but would not normally ask staff to carry out tasks that are beyond the scope of their role profile. The nature of emergency situations is that we generally need to respond quickly, but reasonable training and instruction will be given and the health and safety of our staff and the public will remain our main priority.

Any tasks carried out should be risk assessed by management in the normal way. Please direct any questions to the Safety & Emergency Planning Adviser.

8. Roles and Responsibilities

The overall key roles and responsibilities of the Emergency Management Team are detailed in the Waverley Emergency Plan and copied in the structure chart below. Specific roles and responsibilities relating to either severe snow or heatwave weather, is included as Annexe 2 and 3.

Emergency Management Team



9. National Health Service Heat-Health Watch

A Heat-Health Watch system operates in England and Wales from 1 June to 15 September each year.

The Heat-Health Watch system comprises four levels of response based upon threshold maximum daytime and minimum night time temperatures. These thresholds vary by region, but an average threshold temperature is 30 °C by day and 15 °C overnight.

Heat wave threshold values:

Region	Threshold temperature (°C)	
	Day max	Night min
North East England	28	15
North West England	30	15
Yorkshire and the Humber	29	15
East Midlands	30	15
West Midlands	30	15
East of England	30	15
South East England	31	16
Surrey	32	18
South West England	30	15
Wales	30	15

Heat-Health Watch regions:



These temperatures could have significant effect on health if reached on at least two consecutive days and the intervening night.

Level 1: Summer preparedness and long term planning

During the summer months, social and healthcare services need to ensure that awareness and background preparedness are maintained by the measures set out in the Heatwave Plan. Long term planning includes year round joint working to reduce the impact of climate change and ensure maximum adaptation to reduce harm from heatwaves. This involves influencing urban planning to keep housing, workplaces, transport systems and the built environment cool and energy efficient.

Level 2: Alert and readiness

This is triggered as soon as the Met Office forecasts that there is a 60 per cent chance of temperatures being high enough on at least two consecutive days to have significant effects on health. This will normally occur 2–3 days before the event is expected. As death rates rise soon after temperature increases, with many deaths occurring in the first two days, this is an important stage to ensure readiness and swift action to reduce harm from a potential heatwave.

Level 3: Heatwave action

This is triggered as soon as the Met Office confirms that threshold temperatures have been reached in any one region or more. This stage requires specific actions targeted at high risk groups.

Level 4: Emergency

This is reached when a heatwave is so severe and/or prolonged that its effects extend outside health and social care, such as power or water shortages, and/or where the integrity of health and social care systems is threatened. At this level, illness and death may occur among the fit and healthy, and not just in high risk groups and will require a multisector response at national and regional levels.

ANNEXE 1: WAVERLEY BOROUGH COUNCIL HR POLICY DOCUMENT

Bad Weather Arrangements

If you live in an area affected by bad weather, snow, flooding, storm damage etc, you should assess whether you feel it is safe to make the journey to work. If staff are late or are unable to attend for work the arrangements for time recording for all staff are:

- For staff who came in but worked shorter hours because of difficult journeys or offices opening later or closing early, they may claim full hours, either half or full day as appropriate. If staff made a reasonable effort to get in and had to turn back - HoS to allow time credit for the failed journey.
- All staff whose jobs allow them to and who are equipped to do so, are encouraged to work at home.
- Otherwise it is annual leave, flexi, unpaid leave or staff can make up the time over the next two months. If this causes you any problem please talk to your HoS.

Further advice to staff

Travel

If you make the decision to travel during severe weather, then ensure you gather a few items and keep them in your car - just in case. Below are items that should be in your Emergency Kit:

- Ice scraper and de-icer
- Torch and spare batteries
- Warm clothes and a blanket
- Boots
- First aid kit
- Jump leads
- Food and a warm drink in a thermos
- A shovel
- Reflective warning sign
- Sunglasses - the glare off snow can be dazzling

For more information on travelling in severe weather, visit the Highways Agency website <http://www.highways.gov.uk/>

Working from home

If severe weather is forecast, then discuss with your manager about how you may be able to work from home. To facilitate this, ensure that you have Citrix capability (contact IT team if in doubt)

ANNEXE 2: SEVERE WEATHER EVENT – SNOW AND ICE

Overall responsibility for the gritting and clearance of roads lies with Surrey County Council and the Highways Agency.

1. Council's response priorities

In the event that there is widespread snow and ice across the borough, the following council and local community sites will be prioritised for grit and snow clearance:

- Car parks
 - Farnham Central
 - Godalming Crown Court
 - Haslemere High Street
 - Cranleigh Village Way
 - Farnham St. James
 - Farnham Riverside
- Sheltered housing units
- Veolia and Glendale to ensure access to their depots

2. Prioritised snow clearance routes

Surrey County Council (SCC) Highways will clear and grit roads based on their prioritised list of A and B roads and routes to other prioritised critical infrastructure. During times of extreme snow and limited resources, SCC may not be able to clear roads that are not covered by the prioritised list of A and B roads.

3. Roles and Responsibilities

The tables below detail the more specific roles and responsibilities of the Emergency Management Team functional cells, both in preparation for, and during a snow and ice severe weather event.

Emergency Management Team actions in preparation for a snow & ice severe weather event

Emergency Management Team cell	Roles & responsibilities
Operations	Work with Veolia and Glendale to review, monitor and maximise salt and grit stocks.
	Nominated point of contacts to work in partnership with SCC Highways and Town & Parish Councils.
	Produce and maintain a plan for grit storage at locations around the borough.
	Ensure arrangements are in place to initiate the temporary collection points in future snow situations.
	Work with Surrey Waste Management to monitor situation at Slyfield transfer station.
	Working with Information cell, pre-identify a wide range of methods in order to provide the public with information about refuse / recycling collections.
	Produce and maintain a database of local resources that can be used to assist Waverley's response (particularly in relation to the clearance of carparks and wider community assistance) such as contractors, rangers, other volunteers (including staff who have 4x4 vehicles).
	Monitoring of Veolia and Glendale's business continuity plans.
	Identification of additional equipment in order to increase Glendale's resilience and response.
Welfare	Maintenance of Rest Centre capabilities / vulnerable & careline
	Maintenance of the identification of vulnerable people plan (particular reference to those in Careline service)
Logistics	If deep snow is forecast, then to liaise with the Chief Executive and decide whether key staff, who need to work from the office, could be accommodated locally overnight. Likely to be key members of the Emergency Management Team and other staff identified in-line with the Business Continuity plan.
	Maintain database of officers who are likely to be able to access The Burys and locality offices during severe weather events.
	Maintain a number of scripted responses that any staff can use to assist with handling high volumes of calls for different services (particularly refuse / recycling).
	Maintain development of supporting staff with home working capabilities.
Information	Working with Operations cell, pre-identify a wide range of methods in order to provide the public with information on refuse / recycling collections.
	Provide information to the public about how to be more resilient in severe weather events.
	Pre-identify a wide range of methods in order to provide staff with information (refer to Annexe 1 and section 6.1).

Table of specific service actions

Service	Action	Lead Officer	Current status
Housing	Develop stronger links with the local community, both in terms of communication between them and the Council and in order to support and encourage self-help schemes in more isolated areas. This could be approached via residents' associations and/or include Surrey Community Action's Good Neighbour Scheme, which currently has a presence in Milford, Witley, Shamley Green, Ewhurst, Ellen's Green and Farnham.	Jeanette Arnold	01/10/2010 - Contact is being made with the Good Neighbourhood Schemes so that we have up to date contacts and lines of communications and establish what help and assistance can be provided by the various groups and how Waverley can support them. It is clear that different groups have different levels of capacity
Waste and Recycling	Conduct a review of salt volumes (Glendale and Veolia).	Paul Redmond/ Matt Lank/ Margaret Jerome	Glendale have topped up all WBC grit bins, and have 4 tonnes of bagged salt at their depot. Veolia have 6 Pallets of bagged salt at Farnham for use on car parks. Car park grit bins still to be topped up.(To be completed Nov 2010). Meeting scheduled with SCC Winter Maintenance Manager to look at options for Farnham Salt Barn (end July)
	Ensure arrangements are in place to initiate the temporary collection points in future snow situations.	Paul Redmond	Arrangements to initiate temporary collection points can be implemented very quickly. Question over whether to seek formal EA licence in preparation for similar event in future?
	Work to be done with Surrey Waste Management to improve the situation at Slyfield transfer station.	Paul Redmond	Ash Vale now open and has eased pressure on Slyfield. Regular 'user group meetings' now set up by SWM to facilitate conversations about operational issues between WCA's and SWM. Issues re rejection of leafing and wet paper being resolved in this forum (To be resolved by Nov 2010).

	Establish improved communications links between Waverley and the local community (including using locality offices and community group contacts) or Twitter/RSS.	Rob Anderton/ Jennifer Carson	Work underway to introduce Customer Information System for Env Services. Propose that new system has capability to issue emails/ SMS, etc to customers, T&PC's, etc.(In place Nov/ Dec 2010)
Car Parks	A plan to be produced for grit storage at locations throughout the Borough.		Plans showing grit bin locations, and highlighting areas requiring gritting are being developed by the engineering team- (Complete October 2010)
	Formal arrangements/ agreements to be made for provision of heavy machinery when severe weather makes it necessary (with builders, contractors and local farmers), to include setting up a contact database.	Steve Thwaites/ Rob Anderton	Request lodged with SCC Highways Officers that WBC uses their vetting and recruitment process to produce a 'call-off' list of contractors. Response from SCC awaited. (Call-off list in place by Nov 2010)
	Repair work will be necessary to address problems caused by the snow and ice.	Margaret Jerome	Programme of patching/ repair works put together, and in progress, using Car Parks Rolling Programme budget.(Ongoing)
Ground Maintenance	Waverley will look again at the contract specification – especially with regards to equipment and vehicles - so that deployment can be better resourced in future.	Matt Lank	Glendale have 2 no. 4WD tractors, and appropriate hand tools (snow shovels etc). New approach to deploying local staff to problem areas has been agreed. Further respecification to be undertaken as part of retender/ renegotiation process
	Glendale have committed to improving their business continuity systems with immediate effect.	Matt Lank	Business continuity plan produced. WBC received this August 2010.
Customer and Office Services	Develop a database of local officers who are likely to be able to access The Burys and locality offices during severe weather events.	Roger Standing	Will need to be updated Nov 2010

	Ensure there are enough people to answer phone calls during severe weather events by planning for scripted responses. This could be based on the Environmental Services model during the snow, which had staff answering phones with a script so that a consistent message could be relayed regarding waste and recycling collections.	Roger Standing / Rob Anderton	Being developed as part of the work underway to introduce Customer Information system for Environmental Services – in place Nov 2010
	Ensure all appropriate staff have Citrix access as soon as possible (may involve loaning out laptops to those without computers when severe weather is expected) to support remote working for those who cannot get to Waverley's offices.	Roger Standing	Process is ongoing
Planning	Database of Officers who live in Godalming to get clearer idea of who could access The Burys.	Matthew Evans	
	Consider access to 4x4 for emergency enforcement and tree inspections.	Matthew Evans	Access to five 4x4 vehicles from Ranger team but would not have exclusive access. Would need to prioritise.

Emergency Management Team actions during a snow & ice severe weather event

Emergency Management Team functional cell	Roles & responsibilities
Operations	Following heavy snow forecast: ensure snow clearing resources and equipment are made ready.
	Coordination/tasking of contractors, rangers, town & parish council and farmer resources to clear snow/ice from pre-identified priority areas and other areas on a case by case basis. List of contractors and rangers resources included in the emergency contacts list document.
	Nominated point of contact with SCC Highways. To contact them daily at agreed time.
	Assess task requests from SCC Highways.
	Receive/request information on SCC Highways current tasks/priorities.
	Feed to SCC local information and any requests.
	Welfare
Provision of resources to support community self-help initiatives.	
Assistance with evacuation.	
Emergency food supplies.	
Identification and potential contact with vulnerable people.	
Logistics	Lead on Business Continuity issues.
	Provision of additional staff and equipment.
	HR, staff health, safety and welfare.
Information	Dissemination of information to staff, councillors and public.
	Website control.
	Media liaison.
Safety & Emergency Planning Adviser (or deputy)	Advise on and ensure the efficient actions of all the Emergency Management Team cells.
	Represent Waverley on the multi-agency Local Resilience Forum response

ANNEXE 3: SEVERE WEATHER EVENT – HEATWAVE

In the event that the region is experiencing long periods of high temperatures, Surrey County Council will work closely with Surrey Primary Care Trust to coordinate the response and messages to the public. The Department for Health’s national Heat wave plan can be found on their website by going to www.dh.gov.uk and searching ‘heat wave plan for England’.

As detailed in the DoH 2010 Supporting Vulnerable People before and during a heatwave guidance document certain factors increase the risk to individuals during a heatwave. These include:

- Older age: especially women over 75 years old, or those living on their own and who are socially isolated, or in a care home.
- Chronic and severe illness: including heart conditions, diabetes, respiratory or renal insufficiency, Parkinson’s disease or severe mental illness. Medications that potentially affect renal function, sweating, thermoregulation or electrolyte balance can make this group more vulnerable to the effects of heat.
- Inability to adapt behaviour to keep cool: having Alzheimer’s, a disability, being bed bound, too much alcohol, babies and the very young.
- Environmental factors and overexposure: living in a top floor flat, being homeless, activities or jobs that are in hot places or outdoors and include high levels of physical exertion.

During extremely hot weather, there is a risk of developing heat exhaustion and heatstroke and other heat related illnesses including respiratory and heart problems. In a moderate heatwave, it is mainly the above high-risk groups that are affected. However, during an extreme heatwave such as the one affecting France in 2003, normally fit and healthy people can also be affected.

Emergency Management Team actions during levels of a heatwave

Level 1: Summer preparedness and long term planning

Long term planning includes year round joint working to reduce the impact of climate change and ensure maximum adaptation to reduce harm from heatwaves.

Emergency Management Team functional cell	Roles & responsibilities
Operations	Assist actions of other cells.
Welfare	Provide Sheltered Housing Unit Managers with following advice – <i>Supporting Vulnerable People before and during a heatwave – advice for care home managers and staff</i>
	Request Sheltered Housing Unit Managers to make preliminary list of clients likely to be at very high risk during a heatwave

	Sheltered Housing Managers to identify cool areas.
	Sheltered Housing Managers to brief staff on key methods of managing the impacts of heat.
	Council and housing associations should increase the use of reflective paint and external shading around south facing windows, around top floor flats or where indoor temperatures exceed 26°C to protect high risk residents who are vulnerable to the effects of heat. It may be appropriate to move high risk individuals into cooler properties. Cavity wall and loft insulation keeps the heat in during winter and also helps to keep homes cooler in the summer.
	Lead on Business Continuity issues.
	Have contingency measures in place to ensure server rooms can be kept at the required temperature i.e. additional portable air conditioning units.
	HR, staff health, safety and welfare.

Level 2: Alert and readiness

Triggered as soon as the risk is 60% or above for threshold temperatures being reached in one or more regions on at least two consecutive days and the intervening night.

Actions listed for previous alert levels to be completed and continued where relevant.

Emergency Management Team functional cell	Roles & responsibilities
Operations	Assist actions of other cells.
Welfare	Request Sheltered Housing Unit Managers to make prioritised list of clients likely to be at very high risk during a heatwave.
	Sheltered Housing Managers to monitor indoor temperatures 4 times a day, prepare cool areas, ensure sufficient staff and cold water and ice available.
Logistics	Lead on Business Continuity issues.
	Monitor temperatures in Waverley premises including server rooms
	Ensure sufficient bottled water is available for staff
Information	Link to DoH heatwave guidance and Met Office Alert levels on Backstage homepage and website.

Level 3: Heatwave action

This is triggered as soon as the Met Office confirms that threshold temperatures have been reached in any one region or more. This stage requires specific actions targeted at high risk groups.

Actions listed for previous alert levels to be completed and continued where relevant.

Emergency Management Team functional cell	Roles & responsibilities
Operations	Assist actions of other cells.
Welfare	Request Sheltered Housing Unit Managers to commence daily contact with clients identified as being at very high risk in a heatwave
	Sheltered Housing Managers to monitor indoor temperatures 4 times a day, maximise external shading i.e. use of shutters, shades, leafy plants etc. and spraying water on the ground outside helps to cool the air if safe to do so. Increase night time ventilation (opening the windows at night if safe to do so).
	Sheltered Housing Managers to ensure cool areas do not exceed 26 degrees Celsius and provide regular cool drinks and use fans and air conditioning (if available) to help maintain required temperatures
Logistics	Lead on Business Continuity issues.
	Monitor temperatures at Waverley premises at alert levels 3 & 4 including the server rooms. If members of staff report that conditions are excessively hot, liaise with the Team Managers in the areas affected and look to identify alternative working arrangements for staff
Information	Dissemination of information to staff, councillors and public.
	Website control.
	Media liaison.

Actions listed for previous alert levels to be completed and continued where relevant.

Level 4: Emergency

Reached when a heatwave is so severe and/or prolonged that its effects extend outside the health and social care system. At this level, illness and death may occur among the fit and healthy, and not just in high-risk groups.

Emergency Management Team functional cell	Roles & responsibilities
Operations	Assist actions of other cells.
Welfare	In partnership with SCC Emergency Management Team, activate the Vulnerable People plan if water is severely restricted in specific locations within Waverley and notify relevant partners.
	Sheltered Housing Managers to stop non-essential services.
	Sheltered Housing Managers to have daily contact with clients identified as being at very high risk in a heatwave and daily situation reports on those clients to continue.
	Sheltered Housing Managers to report any local issues of water shortages increasing risk to life to Emergency Management Team.
	When severe water restrictions are put in place Sheltered Housing Managers to identify known vulnerable people who will require additional water provision and inform EMT.
	Sheltered Housing Managers to ensure cool areas do not exceed 26 degrees Celsius and provide regular cool drinks and use fans and air conditioning (if available) to help maintain required temperatures
Logistics	To activate the Business Continuity plan and ensure Heads of Service are activating their service business continuity plans. Planning to account for reduced staffing levels due to heat related illness, and increased caring commitments. Staff to be redeployed or to work from home if specific offices are too hot and are detrimentally impacting on welfare.
	Activate the Emergency Control Centre.

Media response

In order to carry out an effective response, it is important that there is coordination between Waverley and other LRF partners. In a heatwave, NHS Surrey will be the lead responder, but it is essential that the key health guidance messages reach those groups known to Waverley as most at risk.