

Coventry, Solihull and Warwickshire

Severe Weather Warning Policy



Version 1.3

If you are experiencing problems due to severe weather and require support from the Resilience Team, Please contact the Duty Officer on:

02476 83 2673

If you have a general enquiry regarding this policy, please contact your local Resilience Office:

Coventry - 02476 83 3576; Solihull - 0121 704 6032; and Warwickshire - 01926 41 2580 or

Email: cswrt@warwickshire.gov.uk



Ownership & Responsibility

This policy remains the property of the Coventry, Solihull & Warwickshire Resilience Team. The Team is responsible for drafting, issuing, continually reviewing and updating this document. If you wish to discuss items within the policy, you may contact the team at:

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Version Control

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Acronyms

CSWRT	Coventry, Solihull & Warwickshire Resilience Team
EA	Environment Agency
MRS	Monitoring and Response Services
NSWWS	National Severe Weather Warning Service

Associated Plans & Documents

The Heatwave Plan for England 2015 (Updated May 2017)
The Cold Weather Plan for England 2015 (Updated October 2016)
Warwickshire Community Risk Register 2013/16
West Midlands Conurbation Community Risk Register 2014
Cold Weather Plan for Coventry, Solihull and Warwickshire 2017
Heatwave Plan for Coventry, Solihull and Warwickshire 2017
Coventry/Solihull/Warwickshire Multi Agency Flood Plan 2017-2018

Aim

The aim of this policy is to outline for all internal departments, the processes, arrangements and expectations across Coventry City Council, Solihull Metropolitan Borough Council and Warwickshire County Council (further referred to as the 'sub-region') in order to effectively respond to periods of actual or predicted severe weather.

Objectives

1. To outline national alerts, levels and thresholds;
2. Describe actions taken by the Coventry, Solihull & Warwickshire Resilience Team (CSWRT) in response to predicted and actual severe weather;
3. Describe the receipt, assessment and distribution process of weather warnings within the sub-region;
4. Specify roles, responsibilities and expectations of those receiving severe weather warnings.

Scope

The processes and arrangements described herein seek to ensure (as near as is practicable) normal public service provision, whilst maintaining the safety of the public and staff across the sub-region.

As severe weather events often escalate over a protracted period of time (weeks to months), this policy should be considered in conjunction with both internal and external business continuity procedures and emergency plans. However, by ensuring early alert distribution is clear and coordinated, the impact of severe weather can be minimised by prompting activation of business continuity plans and reducing the need for an escalated response or implementation of emergency plans.

This policy seeks to safeguard a broad range of services and activities that are critical to the community. To achieve this, the impact of severe weather is considered against key service areas including (not exhaustively):

- Welfare, support and transport for vulnerable people;
- School and education services;
- Strategic road networks within the sub-region.

Introduction

This policy covers the following severe weather conditions:

1. Gales / storms
2. Heavy rain / flooding
3. Cold / winter weather (low temperatures, snow, ice, fog)
4. Heat waves / drought

The exact nature, and subsequent impact, of severe weather conditions depends on a variety of factors and, therefore, a flexible approach to assessment must be maintained.

Conditions that may invoke this policy include:

- Prolonged periods of rainfall within, or affecting, the sub-region, and resulting in a risk of flooding;
- Localized/widespread flooding within or affecting any part the sub-region;
- High winds and gales with the potential to cause damage to property and infrastructure;
- Persistent fog with the potential to cause disruption to travel;
- Heavy snow/blizzard conditions and/or snow lying across the sub-region with continued falls and drifts;
- Widespread ice on untreated surfaces with potential for accidents and disruption to travel;
- Prolonged periods of hot or cold weather negatively impacting the health and wellbeing of the public.

Potential consequences of the described conditions include:

- Excess seasonal mortality;
- Damage to homes, businesses and infrastructure;
- Disruption to services including utilities and travel.

Widespread icy roads do not fall within the scope of this policy, as they are dealt with by Highways England and Highways Team from the respective Local Authority. However, such conditions will be considered in any assessments made by the Resilience Team on the overall severity of weather experienced.

Risk

The severe weather conditions outlined in this policy are identified within the National Risk Register and locally described as a Medium to Very High risk within Warwickshire and the West Midlands (Appendix 3). Further details of risk calculation can be found in the appropriate Community Risk Register.

Alerts / Warnings

The CSW Resilience Team will receive notification of actual or predicted severe weather from a variety of sources including government and partner agencies, district and borough councils, neighbouring authorities and the general public. The formal and most common alert mechanisms are those from government agencies.

Each Authority within the Coventry, Solihull and Warwickshire Resilience Partnership directly receives weather and flood alerts from the Met Office and Environment Agency (EA). During times of heightened alert, further guidance is provided by Met Office advisors and the Flood Forecasting Centre (Met Office & Environment Agency partnership). Levels are described for each alert category as follows:

	Level 0	Level 1	Level 2	Level 3	Level 4
National Severe Weather Warning Service (NSWWS)	N/A	No Severe Weather	Be Aware	Be Prepared	Take Action
Flood Alerts / Warnings	N/A	No Alerts/Warnings Issued	Flood Alert	Flood Warning	Severe Flood Warning
Cold Weather Health Watch	Long Term Planning (All Year)	Winter Preparedness & action	Alert & Readiness	Cold Weather Action	National Emergency
Heat Health Watch	Long Term Planning (All Year)	Heatwave & Summer Preparedness Programme	Alert & Readiness	Heat Wave Action	National Emergency

Table 1. Weather and Flood Alert Services.

The National Severe Weather Warning Service (NSWWS) (Met Office) and Flood Alerts / Warnings (Environment Agency) are determined by likelihood vs. impact assessments conducted by the issuing agency.

Cold Weather and Heat Wave alerts are determined by a combination of temperature thresholds and occurrence probabilities as assessed by the Met Office. Full details of triggers and thresholds can be found in Appendix 2.

Resilience Team Assessment

Upon receipt of an alert, and before further distribution, the Duty Officer will assess all available information and decide whether it is appropriate to cascade the alert to part or all of the sub-region. This assessment will comprise of an interpretation of the alert itself, consideration of alerts already issued, local knowledge, associated forecasts and consultation with internal and external partners where necessary. This is critical to informing an appropriate Local Authority response and maintaining the credibility and value of alerts.

Sources of information include:

Local

- Internal departments
- District & Borough Councils
- Neighbouring Authorities
- Emergency Service partners
- BBC Coventry & Warwickshire, Birmingham & Black Country
- ITV Central Midlands
- BBC / ITV / AccuWeather forecast
- Shoothill Flood Alerts
- Shoothill Gauge Maps

National

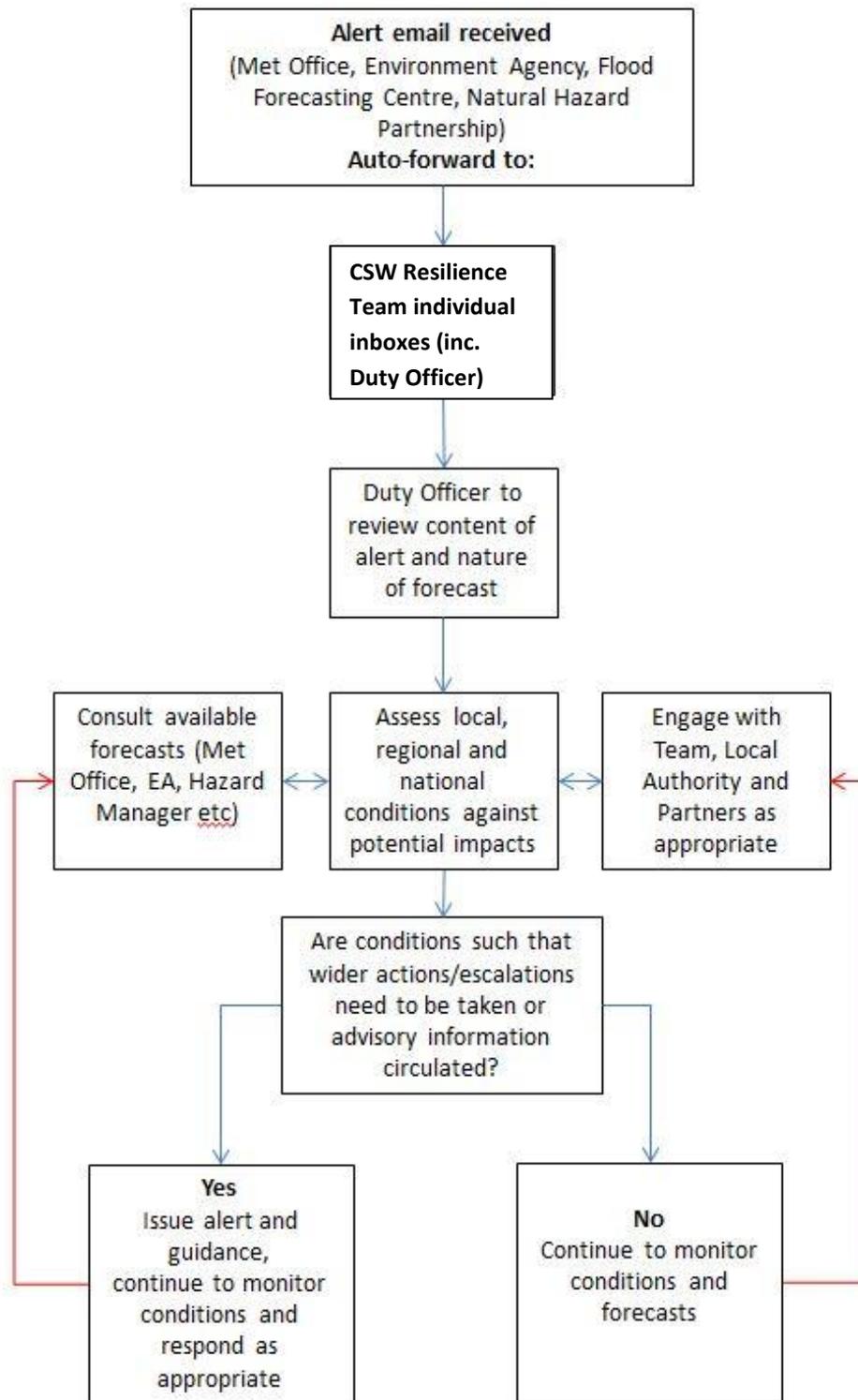
- Met Office & Hazard Manager
- RoadCast (Highways forecasting)
- Environment Agency Website
- Flood Forecasting Centre
- Highways Agency
- BBC / ITV news
- Weather Channel
- BBC / ITV / AccuWeather forecast
- Shoothill Flood Alerts
- Shoothill Gauge Maps

All local partners with responsibilities during periods of severe weather are encouraged to contribute any relevant intelligence to the Resilience Team by contacting the Duty Officer (Appendix 5).

During prolonged periods of severe weather, the appropriate monitoring agency (Met Office, EA, Flood Forecasting Centre) may host a teleconference with all regional partners to update and discuss any arising issues. In such cases the Duty Officer will participate and feed back to the wider team and local partners.

Alongside assessment of local conditions and forecasts, the CSWRT Duty Officer will contact appropriate Duty Officers across the Authority to assess the current level of service delivery and any need for support or coordination. This information is fed back to the Strategic Team and if necessary, a teleconference held to coordinate an appropriate response.

The alert handling process within the Resilience Team is as follows:



The assessments and associated actions taken by the Resilience Team for each category and level of alert are outlined in the following table.

Severe Weather: (MET Office)	Level 0 N/A	Level 1 No Severe Weather	Level 2 Be Aware	Level 3 Be Prepared/Act	Level 4 Take Action
Resilience Team response to Rain, Wind, Fog, Snow and Ice.	N/A	Annual / periodic review of severe weather warning process.	Assess local conditions and issue alert as necessary. <i>Monitor local forecast, Hazard Manager & Environment Agency Flood Alerts.</i>	Issue alert with advice and local guidance; be prepared to respond to likely incidents. <i>Continue to monitor local forecast, Hazard Manager & Flood Alerts. Liaise with CSWRT and partner agencies as required.</i>	Issue alert with advice and local guidance. Liaise with CSWRT and partner agencies. Be ready to respond to incidents and requests. <i>Consider partial/full opening of a CSW Control Room.</i>
Flooding: (Environment Agency)	Level 0 N/A	Level 1 N/A	Level 2 Flood Alert	Level 3 Flood Warning	Level 4 Severe Flood Warning
Resilience Team Response	N/A	Annual / periodic review of flood warning process.	Assess local conditions and issue alert as necessary. <i>Monitor local forecast, Hazard Manager & Environment Agency website.</i>	Issue warning with advice and local guidance. Be prepared to respond to likely incidents and requests. <i>Continue to monitor local forecast, Hazard Manager and EA website. Liaise with CSWRT, District & Borough Councils and partner agencies as appropriate.</i>	Issue warning with advice and local guidance. Liaise with CSWRT, District & Borough Councils and partner agencies. Be ready to respond to incidents and requests. <i>Consider partial/full opening of a CSW Control Room/MAFP</i>

Table 2. Resilience Team Assessment and Actions.

Hot Weather: (MET Office)	Level 0 Long Term Planning	Level 1 Heatwave & Summer Preparedness Programme	Level 2 Alert & Readiness	Level 3 Heatwave Action	Level 4 Major Incident – Emergency Response
Resilience Team Response	Annual / periodic review of Local & National Heatwave Plan and associated warning processes.	1st Jun – 15th Sep: Issue alert indicating the Heatwave & Summer Preparedness Programme under Heatwave Plan for England has begun.	Issue alert and guidance to those identified within local Heatwave Plan. <i>Monitor local conditions & Hazard Manager.</i>	Issue alert and guidance to those identified within local CSW Heatwave Plan. Be prepared to respond to likely incidents and requests. <i>Continue to monitor local conditions & Hazard Manager. Liaise with CSWRT and partner agencies as appropriate.</i>	Issue alert and guidance to those identified within local Heatwave Plan. Liaise with CSWRT and partner agencies. Be ready to respond to incidents and requests. <i>Consider partial/full opening of a CSW Control Room.</i>
Cold Weather: (MET Office)	Level 0 Long Term Planning	Level 1 Winter Preparedness Programme	Level 2 Alert & Readiness	Level 3 Severe Weather Action	Level 4 National Emergency
Resilience Team Response	Annual / periodic review of Local & National Cold Weather Plan and associated warning processes.	1st Nov – 31st Mar: Issue alert indicating the Winter Preparedness Programme under Cold Weather Plan for England has begun.	Issue alert and guidance to those identified within local Cold Weather Plan. <i>Monitor local conditions & Hazard Manager.</i>	Issue alert and guidance to those identified within local CSW Cold Weather Plan. Be prepared to respond to likely incidents and requests. <i>Continue to monitor local conditions & Hazard Manager. Liaise with CSWRT and partner agencies as required.</i>	Issue alert and guidance to those identified within local Cold Weather Plan. Liaise with CSWRT and partner agencies & be ready to respond to incidents and requests. <i>Consider partial/full opening of a CSW Control Room.</i>

Table 2 (Cont). Resilience Team Assessment and Actions.

Alert Distribution

Note: If you do not currently receive alerts from the Resilience Team or your Service Manager you may request subscription individually by contacting cswrt@warwickshire.gov.uk

The primary method of alert and information sharing shall be via email during office hours from the Resilience Team email address cswrt@warwickshire.gov.uk. Out of office hours a text message will be sent and initially appear to the recipient as from 'CSW-Alert', the first line of the message body will confirm the communication is from the **CSW Resilience Team**.

A template outlining the content and appearance of each alert method can be found in Appendix 3 (email) and 4 (text message). As there are multiple alerts issued across agencies, this template aims to provide the recipient with clear, concise and relevant information in a consistent format, along with recommended actions and directions to further information.

All alerts will be distributed, wherever possible, within office hours to each Authority's respective 'in hours' distribution list. If periods of severe weather are anticipated over weekends or public holidays, the decision may be made to pre-empt an alert in order for service areas and partner agencies to put mitigating arrangements in place. Outside of office hours, the CSWRT Duty Officer will issue **escalation alerts only** to each Authority's 'out of hours' distribution list.

Severe Weather messages and alerts are distributed across the sub-region by the Resilience Team and received by key departments, groups and partners. These include senior managers, emergency planning team leaders (and deputies), business continuity team members and managers of essential services.

It is the responsibility of the Resilience Team to ensure messages cascaded across the sub-region are coordinated, timely and appropriate. Equally it is the responsibility of those receiving alerts to ensure they are cascaded appropriately within their team.

Full details of in/out of hours distribution cascades for each Authority can be found in each relevant local annex of this policy (1. Coventry; 2. Solihull & 3. Warwickshire).

Roles & Responsibilities

Note: Pull out action cards to aid response for flooding can be found in appendix 5. Action Cards for the relevant Heatwave/Cold Weather plan can be found in the associated plan.

Upon receipt of a weather or flood alert / warning it is expected that recipients will distribute the alert within their team and take appropriate actions for their service area, considering local conditions and forecasts against service delivery. Cumulatively this will form the Local Authority's severe weather response. General expectations of recipients at each level of alert are as follows:

Level 0: Long term planning

Alert level 0 is applicable all year long and relates only to the Met Office Heat and Cold Weather Health Watch Alerts. Further details of roles and responsibilities can be found in the Heatwave and Cold Weather plans for each Local Authority.

Level 1: No severe weather or flooding

Alert Level 1 relates to periods of no anticipated severe weather, during this time the Resilience Team will review alert processes, related plans and the corporate Severe Weather Policy. It is expected that during this time **all those in receipt of weather alerts** consider the impacts of severe weather on their service area and annually review their own alert cascades and business continuity plans.

Level 2: Be aware or flood alert

Alert Level 2 advises recipients to be **aware and ready** for the possibility of severe weather and/or flooding. At this time the CSWRT will assess the local situation, issue alerts as necessary and continue to monitor local conditions. The key aims at this stage are to raise awareness of potentially disruptive conditions, prompt consideration of the impact this may have on service delivery and ensure appropriate business continuity arrangements are in place.

Level 3: Be prepared/act or flood warning

Alert Level 3 advises recipients it is time to **act** in accordance with the severe weather and/or business continuity plans they have in place. At this time the CSWRT will assess the local situation and if possible, provide an indication of how the situation is likely to progress. The team/duty officer will closely monitor local conditions and liaise with service areas to ensure the situation is fully understood and appropriate action is taken. The key message at this stage is for response plans to be acted upon and appropriate business continuity measures implemented.

Level 4: Take action or severe flood warning

Alert Level 4 indicates an emergency situation and advises that all appropriate business continuity measures should now be in effect.

At this time the CSWRT will be co-ordinating the Local Authority response to the conditions experienced. Dependant on circumstances, appropriate plans will be activated across all responsible agencies.

Coordination & support

Sub-regional coordination will be provided by the CSWRT and Duty Officer who will engage with internal / external partners and the voluntary sector across each authority. The Duty Officer and Resilience Team (as required) will continually monitor any developing situation and provide updates via email, text and teleconference as necessary. Teleconference activation procedures vary between each Authority, full details can be found within the appropriate local annex of this policy (1. Coventry; 2. Solihull & 3. Warwickshire).

Inclement weather procedures, policies and business continuity arrangements of partners will be used to operationalise the direction set by the CSWRT. Local emergency plans will only be implemented if the situation cannot be managed within these structures and in such cases, these will supersede arrangements previously described.

The Resilience Team's secondary role is troubleshooting as problems occur across the sub-region and supporting colleagues as required. Contact details for the team can be found in Appendix 1.

In the event of information or support being required regionally or nationally, requests will be directed through the CSW Resilience Team in the first instance that will ensure the relevant internal teams provide the support required.

Key areas that may require action across the three authorities include public messages, road networks, school closures, social care, housing and public health. Full details of contacts for directorates and groups can be found in the relevant Local Authority annex.

Stand Down

Once an alert has been issued, further alerts will only follow if the situation escalates. This measure is in place to reduce repeated contacts, alternation between alert levels and changes to actions required from the recipient.

Given the long term and variable nature of severe weather events, no formal stand down message will be given. However, messages indicating the end of any special arrangements will be distributed as appropriate to those concerned. A full debrief including all those responding will follow the end of any severe weather period.

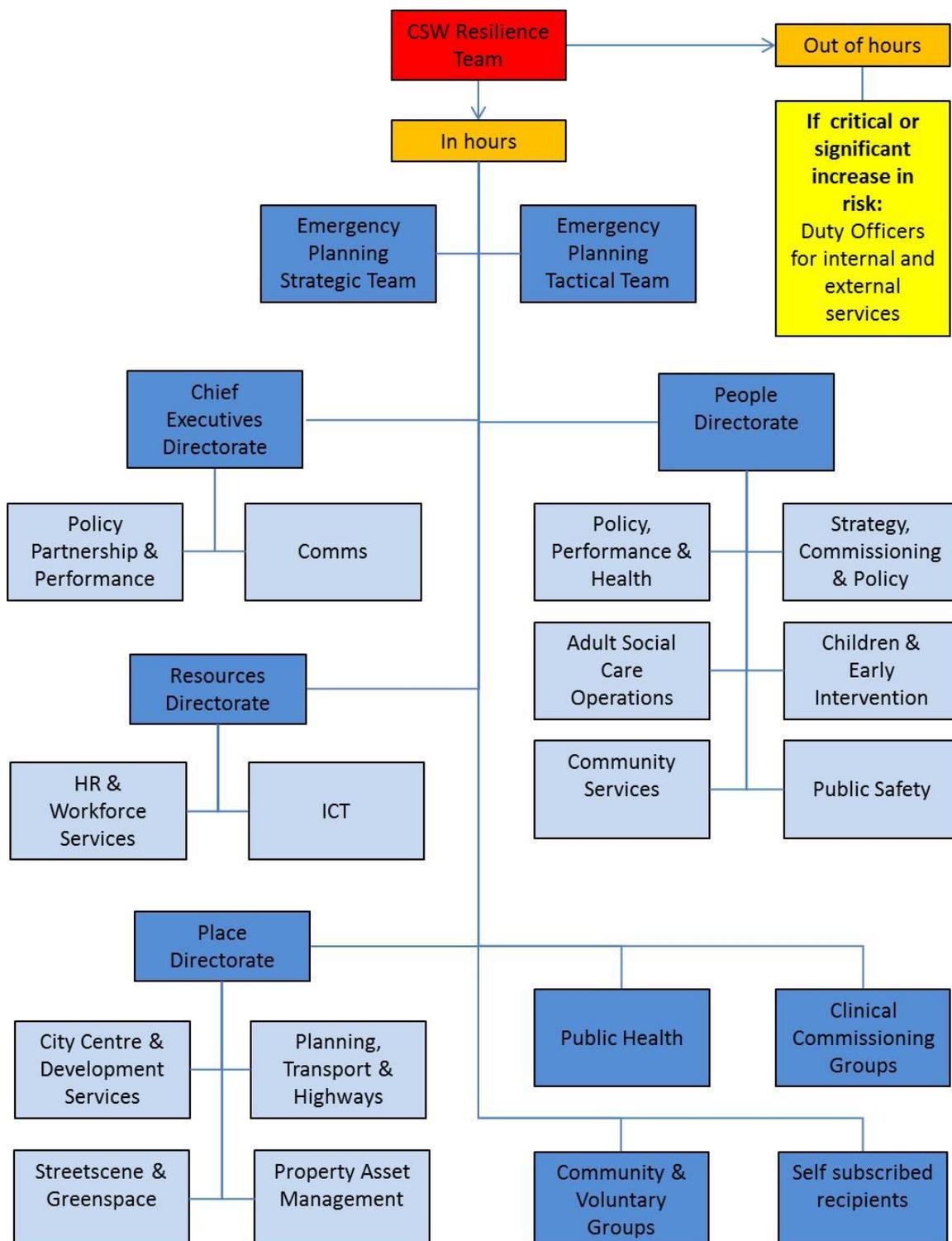
Local Arrangements

Whilst every effort has been made to streamline the Severe Weather Policy across each of the 3 Authorities, it is acknowledged that this is an on-going process and inevitably subtle differences will remain. For this reason the following Annexes (1-3) will document any processes or arrangements exclusive to each Authority.

Annex 1

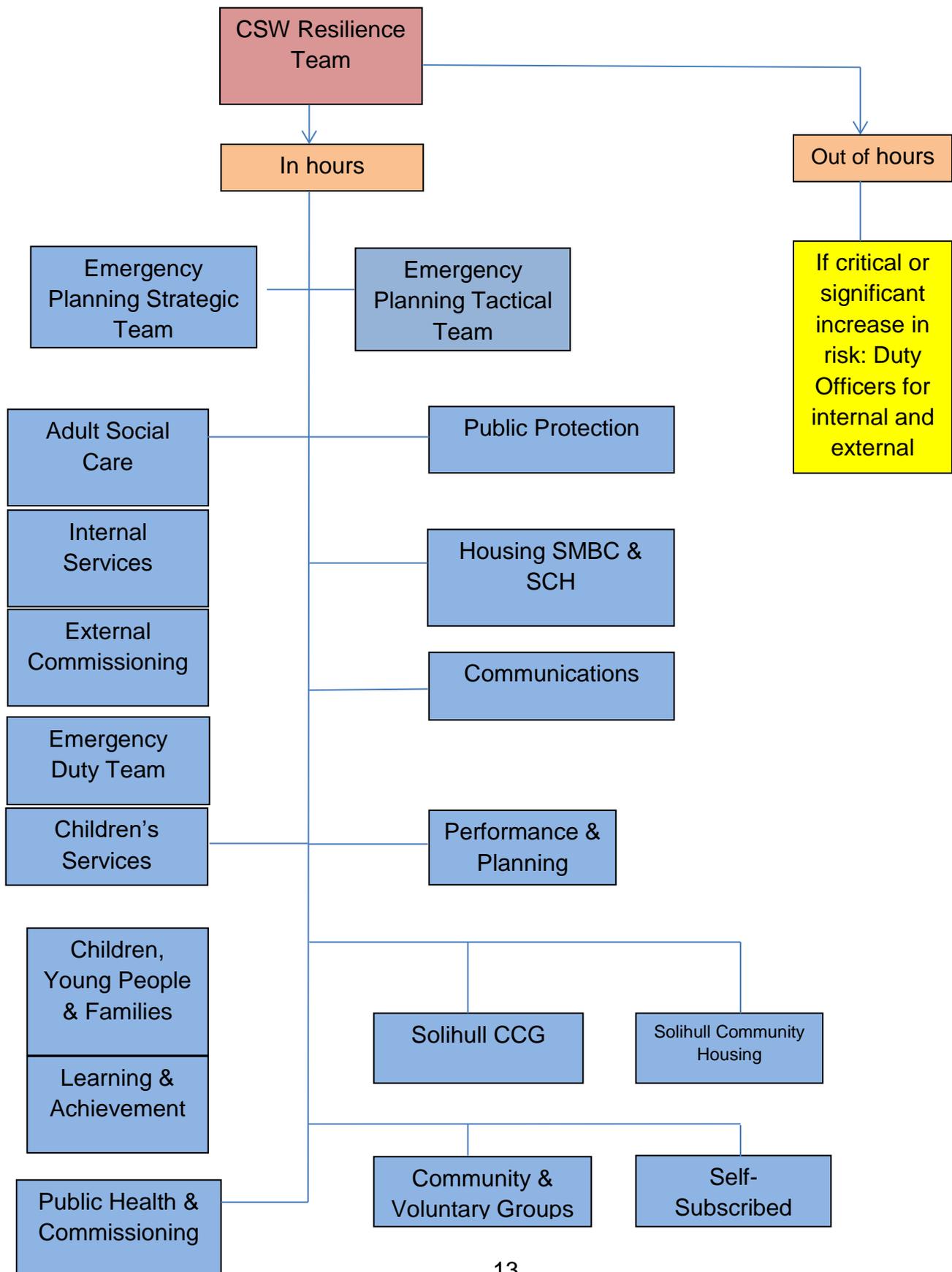
The following cascades illustrate the email distribution of alerts from the CSW Resilience Team throughout each authority. Alerts are delivered to heads of service/senior managers and where possible, shared mailboxes to ensure maximum distribution. If you wish to add/amend any details please email cswrt@warwickshire.gov.uk.

Coventry City Council:



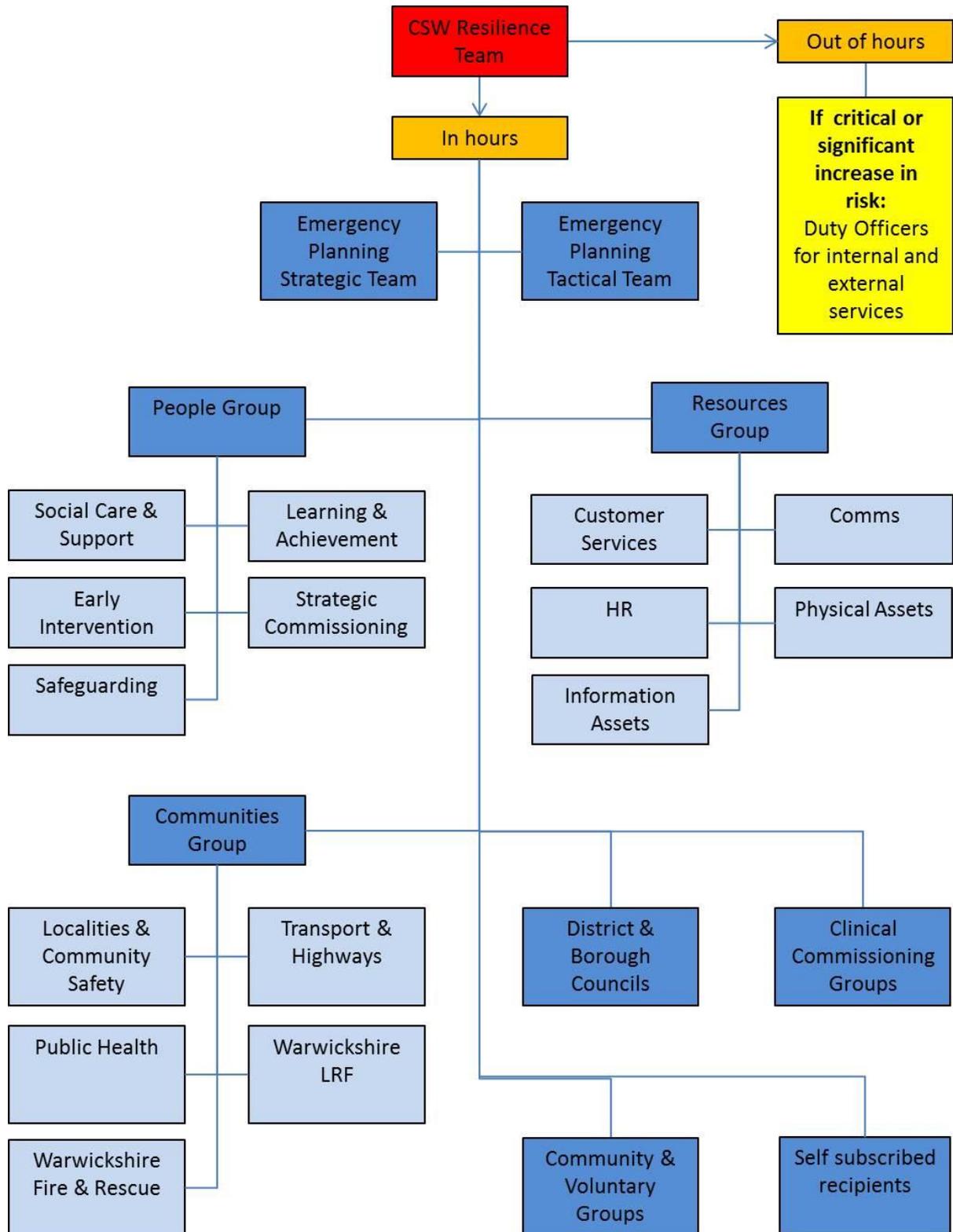
Annex 2

Solihull Metropolitan Borough Council:



Annex 3

Warwickshire County Council:



Out of Hours

If an alert is received out of hours requiring urgent action, consultation will be taken with the Resilience Team Duty Manager and appropriate LA Duty Officers including (not exhaustively) Social Care, Highways, Facilities, Transport and Education.

Meeting / Teleconference

Should severe weather be causing public safety concerns and affecting service delivery across the Authority, the Resilience Team Duty Officer may call a meeting or teleconference (as appropriate) to discuss the issues experienced, agree actions required, and coordinate support.

Notification of this teleconference will be communicated via a telephone call from the Duty Officer or a member of the Resilience Team followed by an email/sms confirming details and instructions for attendance.

Appendices

Appendix 1: Severe Weather Thresholds

Severe Weather

Alert / Warning	Trigger
1. Green	Severity and subsequent warnings issued for rain, snow, wind, fog and ice are determined by the likelihood of the event occurring and the impact the conditions may have.
2. Yellow	
3. Amber	
4. Red	

Severe Weather Impact Levels

Very Low	Low	Medium	High
<p>On the whole, day to day activities not affected but some localised, small scale impacts occur</p> <p>A few transport routes affected.</p>	<p>Some short lived disruption to day to day routines in affected areas</p> <p>Incidents dealt with under 'business as usual' response by emergency services</p> <p>Some transport routes and travel services affected. Some journeys require longer travel times.</p>	<p>Injuries with danger to life</p> <p>Disruption to day to day routines and activities.</p> <p>Short-term strain on emergency responder organisations.</p> <p>Transport routes and travel services affected. Longer journey times expected. Some vehicles and passengers stranded.</p> <p>Disruption to some utilities and services.</p> <p>Damage to buildings and property.</p>	<p>Danger to life</p> <p>Prolonged disruption to day to day routines and activities</p> <p>Prolonged strain on emergency responders organisations.</p> <p>Transport routes and travel services affected for a prolonged period. Long travel delays. Vehicles and passengers stranded for long periods.</p> <p>Disruption to utilities and services for a prolonged period.</p> <p>Extensive damage to buildings and property.</p>

Flooding

Alert / Warning	
1. Flood Alert	Flooding is possible within the prescribed area
2. Flood Warning	Flooding is expected
3. Severe Flood Warning	Severe flooding. Danger to life

Cold Weather

Warning Thresholds
<ol style="list-style-type: none"> 1. Mean temperatures below 2 degrees Celsius for 48 hours or longer 2. Heavy snow and/or widespread ice
<i>*Only one of the thresholds needs to be breached for a warning to be issued.</i>

Alert / Warning	Trigger
1. Green (Winter Preparedness & Long Term Planning)	Minimum state of vigilance during winter. Social and healthcare services will ensure that there is on-going awareness and preparedness.
2. Yellow (Alert and readiness)	Risk is 60% or above for either threshold to be breached.
3. Amber (Cold Weather Action)	When we are experiencing weather which breaches any of the thresholds.
4. Red (Emergency)	Cold weather is so severe and/or prolonged that its effects extend outside the health and social care system.

Hot Weather

Warning Thresholds
Vary between regions; the national average is a daytime temperature of 30°C and overnight temperature of 15°C.
<i>*Regional thresholds for East & West Midlands are the same as the national average.</i>

Alert / Warning	Trigger
1. Green (Summer preparedness and long-term planning)	Minimum state of vigilance during the summer. Social and healthcare services will ensure all awareness and background preparedness work is on-going.
2. Yellow (Alert & Readiness)	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.
3. Amber (Heat wave Action)	Threshold temperatures for one or more regions have been reached for one day and the following night. Forecast for the next day holds greater than 90% confidence that the daytime threshold will be met.
4. Red (Emergency)	Threshold temperature breach is so significant and/or prolonged that effects extend outside the health and social care system.

Appendix 2: Risk Register Ratings

Extract from the Warwickshire Community Risk Register 2015.

Severe Weather				
Risk Ref	Category	Impact	Likelihood	Risk Rating
H17	Storms / Gales	Minor	Medium High	Medium
H18	Low Temperatures / Heavy Snow	Moderate	Medium High	High
H48	Heat Wave	Moderate	Medium High	High
H50	Drought	Moderate	Medium	High
HL18	Local Fluvial Flooding	Moderate	Medium	High
HL19	Significant Local Fluvial Flooding	Moderate	Medium High	High
HL20	Localized, Extremely Hazardous Flash Flooding	Moderate	Medium Low	Medium

Extract from the West Midlands Conurbation Community Risk Register.

Severe Weather				
Risk Ref	Category	Impact	Likelihood	Risk Rating
WMC H17	Storms & Gales (including Tornadoes)	Moderate	Medium	High
WMC H18	Low Temperatures & Heavy Snow	Catastrophic	Medium High	Very High
WMC H48	Heatwave	Moderate	Medium	High
WMC H50	Drought	Moderate	Medium	High

Appendix 3: Severe Weather Warning & Flood Alert / Warning - Email Template

Severe Weather Warning & Flood Alert / Warning Email Template

Subject Line: {Insert type & level of alert / warning}

Attachments: {Attach Met Office, Environment Agency or Flood Forecasting Centre Alert/Forecast/Guidance Statement as appropriate}

Dear Colleagues,

As per our Severe Weather Warning Policy, please note the following {Insert type} warning for {Insert location}

Valid From/To: {Insert Date and Time}

The Current forecast is {Insert forecast and information regarding the local area and current conditions}

*Current Met Office forecasts for the West Midlands can be found here:

<http://www.metoffice.gov.uk/public/weather/warnings/#?tab=warnings&map=Warnings&zoom=5&lon=-3.50&lat=55.50&fcTime=1375657200®ionName=wm>

*Current regional information from the Environment Agency can be found here:

<https://flood-warning-information.service.gov.uk/warnings>

**Insert link as appropriate*

Actions:

We advise you consider the impact of this weather on your normal service delivery and prepare to invoke your Business Continuity plans as required. Should an emergency be declared – the processes in the emergency plan will be activated.

Should you have responsibilities under {insert plan} you are required to follow those actions applicable to you.

In the event of an incident, emergency or if you encounter difficulties and have to invoke your business continuity arrangements, please inform the CSW Duty Officer using the standard 24/7 contact number. If you have any questions, please contact your local resilience office.

Future warnings will only be sent if the situation escalates.

Appendix 4: Cold Weather/Heatwave Escalation Alert – Email Template

ESCALATION ALERT Cold Weather / Heatwave Health Watch - Email Template

Subject Line: Alert Escalation - Level {insert level}: {Cold Weather / Heatwave} Health Watch

Attachments: Met Office alert statement, guidance documents (if appropriate)

Message Body:

Dear colleagues,

As per our Severe Weather Warning Policy, please note the following alert escalation for {cold / hot} weather to {Insert Level and Description}.

The current forecast is: {Insert brief forecast overview and information regarding the local area and current conditions}

This alert is valid for the next 7 days unless escalated

Actions

Please {refer/continue to refer} to {insert level} actions in your local {cold weather / Heatwave} plan, these can be found at

Warwickshire

<https://i.warwickshire.gov.uk/content/emergency-planning-documents/emergency-planning-documents>

Coventry

<https://coventrycc.sharepoint.com/Info/Pages/Emergency-planning-and-business-continuity.aspx>

Solihull

<http://intranet/Coredocs/Emergencyplanningbusinesscontinuity/SpecificPlansandSupportingInformation.aspx>

- Consider potential impacts on your service delivery, such as staffing demands, access to work etc;
- Implement Business Continuity arrangements as required; and
- Contact the resilience team's Duty Officer if support or assistance is required.

If you have any questions, please contact your local resilience office.

*Current Met Office forecasts for the West Midlands can be found here:

<http://www.metoffice.gov.uk/public/weather/warnings/#?tab=warnings&map=Warnings&zoo m=5&lon=-3.50&lat=55.50&fcTime=1375657200®ionName=wm>

Appendix 5: Severe Weather Warning Alert – SMS Template (450 characters max)

All text messages will appear from 'CSW-Alert'

National Severe Weather Warning Service

Message body:

From: CSW Resilience Team - An urgent weather warning has been received from the Met Office for **Rain / Wind / Snow / Ice / Fog (*delete as appropriate)** in the West Midlands.

We advise you consider the impact of this on your normal service delivery and prepare to invoke your Business Continuity plans as required. If you require further assistance please contact the Duty Emergency Planning Officer on 02476 832673.

For more information, please keep up to date with local reports and Met Office forecasts.

Flood Alerts

Message body:

From CSW Resilience Team - An urgent flood alert / flood warning / severe flood warning **(*delete as appropriate)** has been issued in your area for the River ***insert name**.

We advise you consider the impact of this on your normal service delivery and prepare to invoke your Business Continuity plans as required. If you require further assistance please contact the Duty Emergency Planning Officer on 02476 832673.

For more information, please keep up to date with local reports, Met Office forecasts and Environment Agency Alerts.

Appendix 6: Flood Alert/Warning Action Cards

Level 2 / Flood Alert		
No.	Action	By
1.	Issue level 2 / flood alert to appropriate distribution list including alert details, key actions and directions to further information	CSW Duty Officer
2.	Consider necessary actions to mitigate the likely impacts on service delivery, contact CSW Duty Officer / Resilience Team for further information if required	All
3.	Ensure alert, guidance and necessary actions are issued to appropriate team members and any commissioned services	All
4.	Place business continuity arrangements on standby	
5.	Provide Communications team with appropriate public messages	All
6.	Compile and issue public media messages through available channels	Comms
7.	Highlight any areas of concern for service delivery to the CSW Duty Officer	All
8.	Ensure any actions taken are coordinated with those necessary under the Heatwave / Cold Weather Plan	All
9.	Monitor available sources of local information	All
10.	Log actions taken	All

Level 3 / Flood Warning		
No.	Action	Who?
1.	Issue level 3 / flood warning to appropriate distribution list including alert details, key actions and directions to further information	CSW Duty Officer
2.	Continue with all previous alert actions	All
3.	Ensure alert, guidance and necessary actions are issued to appropriate team members and any commissioned services	All
4.	Implement business continuity arrangements as necessary and notify all staff of any changes to normal working arrangements	All
5.	Update public messages and provide to Communications team	All
6.	Compile and issue public media messages through available channels	Comms
7.	Assess local impacts against actions taken, escalating or redistributing resources where appropriate	All
8.	Support staff to deliver normal working duties and any additional responsibilities due to weather conditions	All / CSWRT
9.	Obtain any further information / forecasts as required via Resilience Team or available sources	All
10.	Feedback relevant intelligence to the Resilience Team Duty Officer including any areas of concern for continued service delivery	All
11.	Ensure any actions taken are coordinated with those necessary under the Heatwave / Cold Weather Plan	All
12.	Continue to monitor available sources of local information	All
13.	Participate as required in response coordination (led by Resilience Team)	All
14.	Log actions taken	All

Level 4 / Severe Flood Warning		
No.	Action	Who?
1.	Issue level 4 / severe flood warning to appropriate distribution list including alert details, key actions and directions to further information	CSW Duty Officer
2.	Activate Emergency Plan if not already	Resilience Team
3.	Take measures necessary in order to fulfil responsibilities under the Local Authority Emergency Plan	All
4.	Continue with all previous alert actions	All
5.	Initiate appropriate frequency of situation reports with all service areas and coordinate the local authority response	Resilience Team
6.	Provide Resilience Team with relevant contact details and duty rotas	All
7.	Ensure state of alert, guidance and necessary actions are issued to appropriate team members and any commissioned services	All
8.	Maintain business continuity arrangements	All
9.	Continue actions to mitigate impacts with reference to current conditions and forecast	All
10.	Continually re-assess local conditions, escalating/reassigning resources where necessary	All
11.	Obtain further information / forecasts as required via Resilience Team or available sources	All
12.	Continue to feedback relevant intelligence to the Resilience Team Duty Officer including any areas of concern for continued service delivery	All
13.	Continue to monitor available sources of local information	All
14.	Participate as required in overall response, coordinated by the Resilience Team	All
15.	Log actions taken	All