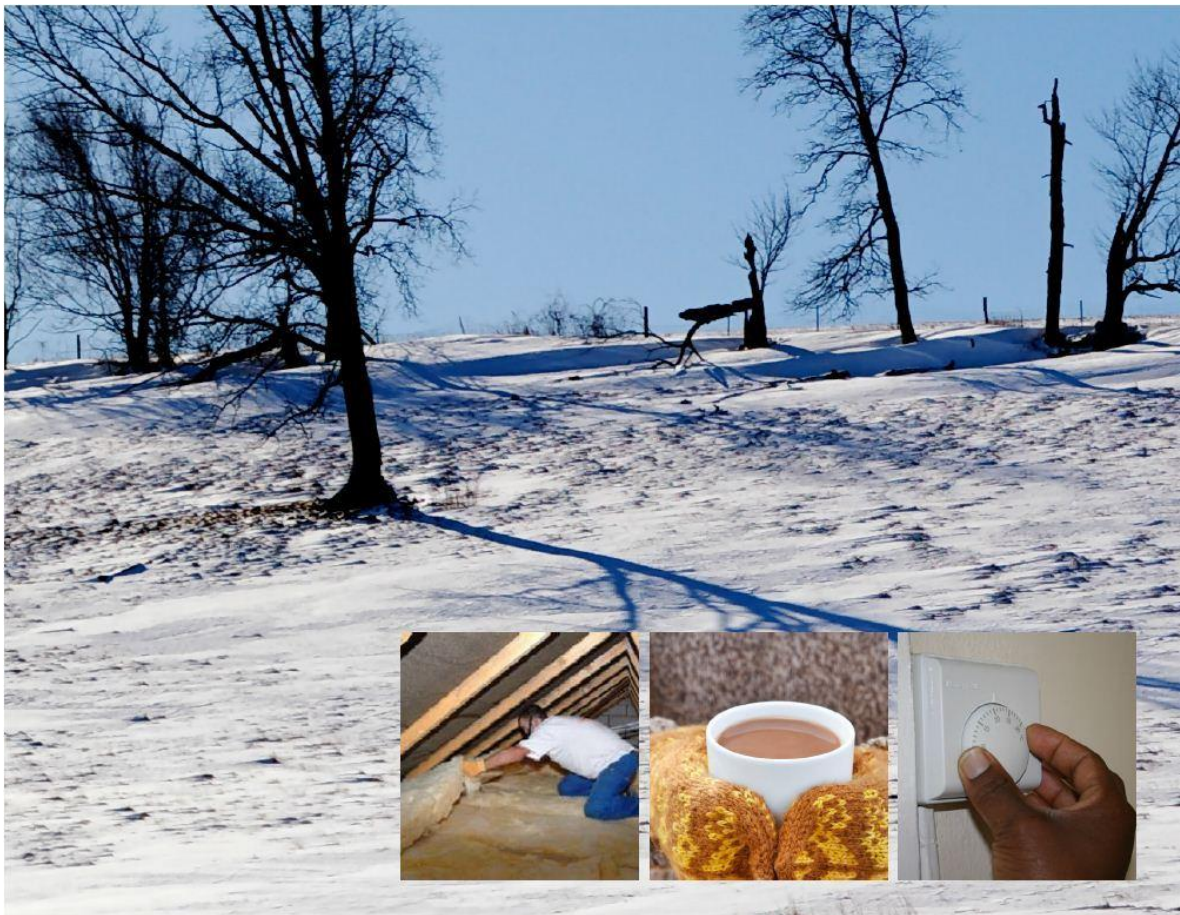


Cold Weather Plan for Solihull

2017/2018

Protecting health and reducing harm from severe cold in Solihull

For pull-out action cards – turn to page 40



Protective Marking

This document is classified as NOT PROTECTIVELY MARKED.

The Protective Marking System ensures that sensitive information receives a uniform level of protection and treatment across Government, according to its degree of sensitivity.

This document has not been protectively marked because it does not contain sensitive information. It may be shared with members of the public upon request.

Ownership & Responsibility

The document remains the property of the Coventry, Solihull and Warwickshire (CSW) Resilience Team for Solihull Metropolitan Borough Council.

The CSW Resilience Team is responsible for the drafting, issuing, continuous review, maintenance and updating of this document.

Address:	CSW Resilience Team Public Health Directorate Solihull MBC Council House Solihull B91 9EG
Tel:	0121 704 6032
Fax:	0121 704 8309
Email:	cswrt@warwickshire.gov.uk

Version Control

Version / Date:	Amendments:	Review date:	By:
1.0 – Oct 2016	Issued	October 2017	Sharon Grant
1.1 – Oct 2017	Annual review and general updates	October 2018	Sarah Barnett

Contents

	Page
Plan Activation	4
Associated Plans & Documents	4
Acronyms	4
Aim	5
Objectives	5
Introduction	6
At Risk Groups	7
Local Implementation	8
Seasonal Excess Deaths Steering Group	8
Health & Welfare Team	8
Local Services & Initiatives	8
Winter Warmth Helpline	8
Homelessness Assistance	9
Emergency Transport	9
National Services & Initiatives	9
National Alert System	10
Alert Assessment & Local Distribution	12
Roles & Responsibilities	16
Impacts of Cold Weather on other sectors	16
Appendix 1: Roles & Responsibilities	18
• 1.0 Level 0 Responsibilities	18
• 1.1 Level 1 Responsibilities	21
• 1.2 Level 2 Responsibilities	24
• 1.3 Level 3 Responsibilities	26
• 1.4 Level 4 Responsibilities	29
Appendix 2: Identifying Vulnerable People	31
Appendix 3: Alert Templates	34
• CSWRT Cold Weather Health Watch email template	34
Appendix 4: Alert Messaging	36
• Public Health England	36
Appendix 5: Key Public Health Messages	36
Appendix 6: Promotional Material	38
Appendix 7: Action Cards	40
• CSW Resilience Team	40
• Public Health and Commissioning	42
• Adult Care and Support	43
• Children's Services and Skills	45
• Managed Growth and Communities	47
• Clinical Commissioning Group (for GP and Practice Staff)	48
• Communications Team	50

Plan Activation

This plan will be activated annually in line with the Met Office Cold Weather Health Watch Service on the 1st of November until the 31st of March, after this time the risk of severe cold weather is negligible.

Notification of activation will be communicated by the CSW Resilience Team who will monitor and distribute alerts in accordance with the Severe Weather Policy for Coventry, Solihull and Warwickshire.

Associated Plans & Documents

Cold Weather Plan for England
Making the Case: Why long term strategic planning for cold weather is essential to health & well-being
PHE Excess Winter Mortality Report 2013 to 2014
Severe Weather Warning Policy for Coventry, Solihull & Warwickshire
Solihull Severe Weather Emergency Protocol (SWEP)
Solihull Rough Sleeper Protocol
Solihull Vulnerable Persons Emergency Heating Plan

Acronyms

CCG	Clinical Commissioning Group
CSWRT	Coventry, Solihull & Warwickshire Resilience Team
CWPfE	Cold Weather Plan for England
DH	Department of Health
EPRR	Emergency Planning, Resilience and Response
HEFT	Heart of England Foundation Trust
HWT	Health & Welfare Team
JSNA	Joint Strategic Needs Assessment
PHE	Public Health England
SCH	Solihull Community Housing
SED	Seasonal Excess Deaths
SMBC	Solihull Metropolitan Borough Council
SWEP	Severe Weather Emergency Protocol
SWWP	Severe Weather Warning Policy

Aim

The aim of this plan is to outline the processes and arrangements in place and actions to be taken in Solihull to prepare for, alert people to and ultimately prevent the major avoidable effects of winter on the health of the population.

Objectives

1. To describe the functions in place in Solihull to deliver long term, co-ordinated, interagency cold weather planning;
2. To outline the Met Office Cold Weather Health Watch alert system and how it will be delivered in Solihull;
3. To describe the actions taken across the Authority and with partner organisations in response to prolonged periods of cold weather;
4. To illustrate the local distribution of Cold Weather Health Watch Alerts and outline the roles, responsibilities and expectations of those in receipt of them with reference to the Cold Weather Plan for England 2015 (CWPfE); and
5. To adapt recommendations made in the CWPfE to locally relevant procedures.

This will ensure:

- Advanced warning and advice is available to staff and partner agencies leading up to and during periods of cold weather;
- Care providers are aware of actions necessary to support vulnerable people and put appropriate measures in place to do so;
- Carers, the voluntary sector, and appropriate partner agencies are mobilised in a timely manner to support vulnerable people;
- All service providers consider the impacts of cold weather and have appropriate business continuity plans in place to ensure minimal disruption; and
- The wider population of Solihull are aware of the risks and actions they can take to protect themselves and support those most vulnerable to cold weather conditions.

It should be noted that this plan does not describe those actions that should be considered business as usual during the winter period, all partners and services are themselves responsible for considering weather conditions against service delivery at this time of year.

This plan will however, provide an overview of resources and working arrangements across Solihull supporting the local population along with roles, responsibilities and actions to prevent excess deaths prior to and upon alert of severe, prolonged winter weather.

Introduction

Recent winters have delivered significant periods of severe and sustained cold weather, highlighting the need for effective plans to mitigate the effects of cold weather on health.

An estimated 43,900 excess winter deaths occurred in England and Wales in 2014/15; the highest number since 1999/00, with 27% more people dying in the winter months compared with the non-winter months. The majority of deaths occurred among people aged 75 and over; there were an estimated 36,300 excess winter deaths in this age group in 2014/15, compared with 7,700 in people aged under 75.

Cold weather increases the incidence of various health conditions including, heart attacks and strokes, respiratory diseases, influenza and hypothermia. Cold weather can also negatively affect mental health conditions such as depression.

For children and adolescents, living in cold homes can have many negative impacts on their health and development. In the report 'The Health Impacts of Cold Homes and Fuel Poverty' (The Marmot Review Team, 2011) it is noted that "More than 1 in 4 adolescents living in cold housing are at risk of multiple mental health problems compared to 1 in 20 adolescents who have always lived in warm housing." Infant weight gain, hospital admission rates, development status and educational attainment are also negatively affected by living in cold homes.

The preliminary findings of the 2012-2013 Evaluation of the Cold Weather Plan indicates that the majority of the burden of cold-related ill-health occurs at moderate outdoor winter temperatures (from 4-8⁰C depending on region). These findings require an increased emphasis on year-round (level 0) and winter preparedness and actions (level 1) to be taken by the NHS, social care and other agencies throughout the year.

Whilst the CWPfE focuses on the effects of cold weather on health, severe cold weather is often accompanied by ice and snow which can cause severe disruption to services and access to services for patients, staff and the wider public. For this reason the Cold Weather Plan for Solihull will reflect all partnership arrangements and local initiatives across the Borough. It should also be emphasised that this plan details those actions to be taken at times of heightened alert, not business as usual during winter periods.

The Cold Weather Plan for England and accompanying guidance is available at:

<https://www.gov.uk/government/collections/cold-weather-plan-for-england>

At Risk Groups

The following are examples of sub-categories, as well as living and health conditions, which may place people at risk:

<p>Age</p>	<ul style="list-style-type: none"> • Over 75 years old • Otherwise 'frail' older people* • Children under the age of 5
<p>Living conditions</p>	<ul style="list-style-type: none"> • Housebound or otherwise low mobility • Living in deprived circumstances • Living in houses with mould • Fuel-poor (where the household has fuel costs that are above average (the national median level) and if they were to spend that amount, they would be left with a residual income below the official poverty line) • Older people who live alone and do not have additional social services support • Homeless people or people sleeping rough
<p>Health</p>	<ul style="list-style-type: none"> • Pre-existing chronic medical conditions such as heart disease, stroke or transient ischaemic attack (TIA), asthma, chronic obstructive pulmonary disease (COPD) or diabetes • Mental ill-health that reduces individual's ability to self-care • Dementia • Learning / physical disabilities • Assessed as being at risk of, or has had, recurrent falls • Pregnant women (in view of potential impact of cold on foetus)
<p><i>*People, usually older, who have impairment of their activities of daily living. Though more often used in research settings, the frailty phenotype or a frailty index can be used to quantify frailty.</i></p>	

Local Implementation

Seasonal Excess Deaths Steering Group

The Seasonal Excess Death's group comprises of relevant professionals from the Health and Well Being Board, Voluntary Sector, Health Sector and Local Authority including Public Health, Social Care, Housing and Resilience.

Its purpose is to ensure that current risk identification and stratification systems are used to identify people most at risk of seasonal excess deaths and susceptible to fuel poverty, and to proactively and systematically offer interventions.

The multi-agency coordination provided by this group is integral to reducing excess deaths in Solihull and supporting the necessary working arrangements described within this plan at times of alert.

Health and Welfare Team

This team is an SMBC function and operates under the direction of the Tactical Team Lead for Health & Welfare and the Resilience Team. During periods of heightened alert or upon declaration of a major incident, the SMBC Health & Welfare Team will support services as necessary with implementation of activities outside of normal operations. During extreme conditions the Team will be responsible for activating any secondary support such as rest centre teams.

Local Services & Initiatives

Within Solihull there are many local initiatives and multi-agency partnerships providing and supporting vital services throughout the year and during periods of severe winter weather. Descriptions of these partnerships and the functions they provide are as follows:

Winter Warmth Helpline

Solihull MBC and Age UK Solihull, together with a range of statutory and voluntary organisations across the borough deliver an annual Winter Warmth Campaign that is designed to enable residents to remain warm and well in their own homes during the winter months.

The Winter Warmth Helpline is available to both individuals and professionals and can offer information, resources and support including:

<ul style="list-style-type: none"> • Information, Advice, Guidance and useful tips • Temperature/Information Cards • Support with claiming benefits and grants including the Warm Home Discount • Organisation of Gas and Electricity Engineers and Plumbers for emergency repairs • Access to schemes for boiler replacement and insulation • Support for the homeless and rough sleepers 	<ul style="list-style-type: none"> • A winter/energy survey of residents properties • A Newsletter and training for professionals • Emergency Heaters (including out of hours delivery) • Electric Blankets (including testing) • Quilts and Blankets • Warm Clothing • Emergency Funds
--	--

The helpline number is **0121 704 8080**. Lines are open from **9:00am - 5:00pm from October to March**.

Homelessness Assistance

Anyone sleeping rough in Solihull can access emergency accommodation and support during periods of exceptionally cold weather through the Severe Weather Emergency Protocol (SWEP). SWEP is activated by a weather forecast predicting one night or more with a temperature of zero degrees Celsius or lower or when there are sustained periods of snow, ice or other bad weather conditions which are likely to put the lives of people sleeping rough on the streets at risk. SWEP is in place to prevent harm and loss of life and to reduce the number of people rough sleeping on the streets.

SMBC Housing and Solihull Community Housing are responsible for independently monitoring weather conditions, activating SWEP and notifying appropriate partners including appropriate colleagues across Council Directorates and West Midlands Police.

Once a decision has been made to activate SWEP anyone sleeping rough on the streets of Solihull will be provided with emergency accommodation. When SWEP is activated the usual criteria for determining homelessness, for example a local connection, does not apply.

Emergency Transport

In extreme circumstances where the severity of weather impacts the ability for Health and Social Care services to deliver vital/emergency treatment or care, the Coventry, Solihull and Warwickshire Resilience Team (CSWRT) are able to offer limited transport support in partnership with the Midland Rover Owners Club. It should be noted that this is a limited resource and will be assigned only in extreme

circumstances and after all appropriate business continuity measures and different ways of working have been explored.

Requests for support should be made via the Resilience Team Duty Officer on 02476 832 673.

National Services & Initiatives

Further winter information and advice is published by Public Health England, the Met Office and NHS, this can be accessed via their websites:

<https://www.gov.uk/government/publications/cold-weather-plan-action-cards-for-cold-weather-alert-service>

<http://www.metoffice.gov.uk/learning/get-ready-for-winter>

<http://www.nhs.uk/Livewell/Winterhealth/Pages/Winterhealthhome.aspx>

<https://campaignresources.phe.gov.uk/resources/campaigns/34/overview>

National Alert System

A core element of the CWPfE is the Met Office Cold Weather Health Watch alert service, designed to provide planning advice and early warning of cold weather annually from 1st November to 31st March. The service aims to help ensure healthcare staff and resources are fully prepared for cold weather periods that might impact on health and to raise awareness for those individuals who are more vulnerable to cold weather conditions. The system includes four levels of alert to be issued on the basis of two independent thresholds;

- Mean temperatures below 2°C for 48 hours or longer; and
- Heavy snow and/or widespread ice’.

A Level 1 alert is issued on 1st of November and remains the minimum state of preparedness throughout the winter period. Subsequent escalation alerts are issued when the likelihood of the described thresholds being met reaches a predefined confidence percentage; this assessment is made by the Met Office. An overview of alert levels and triggers is as follows:

Cold Weather Health Watch	Level 0	Level 1	Level 2	Level 3	Level 4
---------------------------	---------	---------	---------	---------	---------

Description	Long Term Planning	Winter Action Programme	Severe winter weather is forecast	Severe winter weather is occurring	Major incident – emergency response
Trigger	All Year	Minimum stage of vigilance from 1 st Nov. – 31 st Mar.	Risk is 60% or above for either threshold to be breached	Cold weather is currently breaching either threshold	Cold weather is so severe/prolonged that effects extend outside the health and social care system

Level 0: Long term planning

This emphasises that to build resilience for the coming winter requires long lead-in planning times.

This level of alert is aiming to emphasise the need to prepare for, adapt to and mitigate climate change and develop long-term sustainable approaches which seek to ensure behaviour change across the general population, community and health care professionals. Level 0 denotes that these are actions that should be taken throughout the year, and certainly before Level 1 starts for winter preparedness at the start of winter.

Level 1: Winter action programme

This is in force throughout the winter from 1st November to 31st March and indicates that preparations should be in place to protect health and ensure service continuity in the event of severe cold and winter weather.

Level 2: Severe winter weather is forecast

This is declared when the Met Office forecasts a 60% risk of severe winter weather in one or more defined geographical areas in the days that follow.

This usually occurs two to three days ahead of the event. A Level 2 alert would be issued when a mean temperature of 2°C is predicted for at least 48 hours, with 60% confidence, and/or widespread ice and heavy snow are forecast, with the same confidence.

Level 3: Severe winter weather is occurring

This is issued when the weather described in Level 2 are being experienced. It indicates that severe winter weather is now occurring and is expected to impact on people's health and on health services.

Level 4: Major incident – emergency response

This is reached when a period of cold weather is so severe and/or prolonged that its effects extend outside health and social care, and may include, for example, transport or 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, not just in high-risk groups, and will require a multi-sector response at national and regional levels. The decision to go to a Level 4 is made at national level and will be taken in light of a cross-Government assessment of the weather conditions, coordinated by the Civil Contingencies Secretariat (Cabinet Office). A Level 4 alert is a judgement made in light of this cross-Government assessment and, depending on the severity of the conditions and impact, could be declared over any time period.

Alert Assessment & Local Distribution

Whilst each level of alert requires certain actions of the recipient(s) and it is important for changes in level to be cascaded throughout the authority, a degree of assessment is still required before an alert is issued by the Resilience Team. Circumstances that may pre-empt or delay the issue of an alert are as follows:

1. Prior to weekends and/or public holidays

Should conditions experienced be close to those requiring an escalation of alert level, the CSW Duty Officer will make an assessment of local and national forecasts alongside mitigating actions currently in place. If deemed likely that conditions will deteriorate or continue to be close to thresholds, the Duty Officer will issue the escalation alert during office hours, one working day prior to the weekend/public holiday.

This assessment ensures local conditions are assessed accurately and appropriate actions are triggered whilst staff and resources are available to implement them.

2. During prolonged periods of severe weather

As cold weather conditions are protracted events, temperatures frequently fluctuate between thresholds of higher and lower alerts. To ensure clarity and consistency of messages delivered across the authority, when a **reduction** in alert level is issued by the Met Office, the CSW Duty Officer will assess local conditions and decide whether it is appropriate to distribute it further.

This assessment ensures recipients receive a clear indication of local conditions and are able to maintain consistency in actions they deliver.

Accurate and timely issue of alerts and local guidance to Service leads (or nominated individuals) across the organisation is the responsibility of the Resilience Team. This alert will be delivered via email, during office hours in accordance with

the Severe Weather Warning Policy (SWWP) and the assessment previously described. A template outlining the content and appearance of alert messages from the Resilience Team can be found at appendix 3.

Further distribution of alerts to staff and commissioned services with allocation of specific actions is the responsibility of the recipient(s) from each appropriate service area.

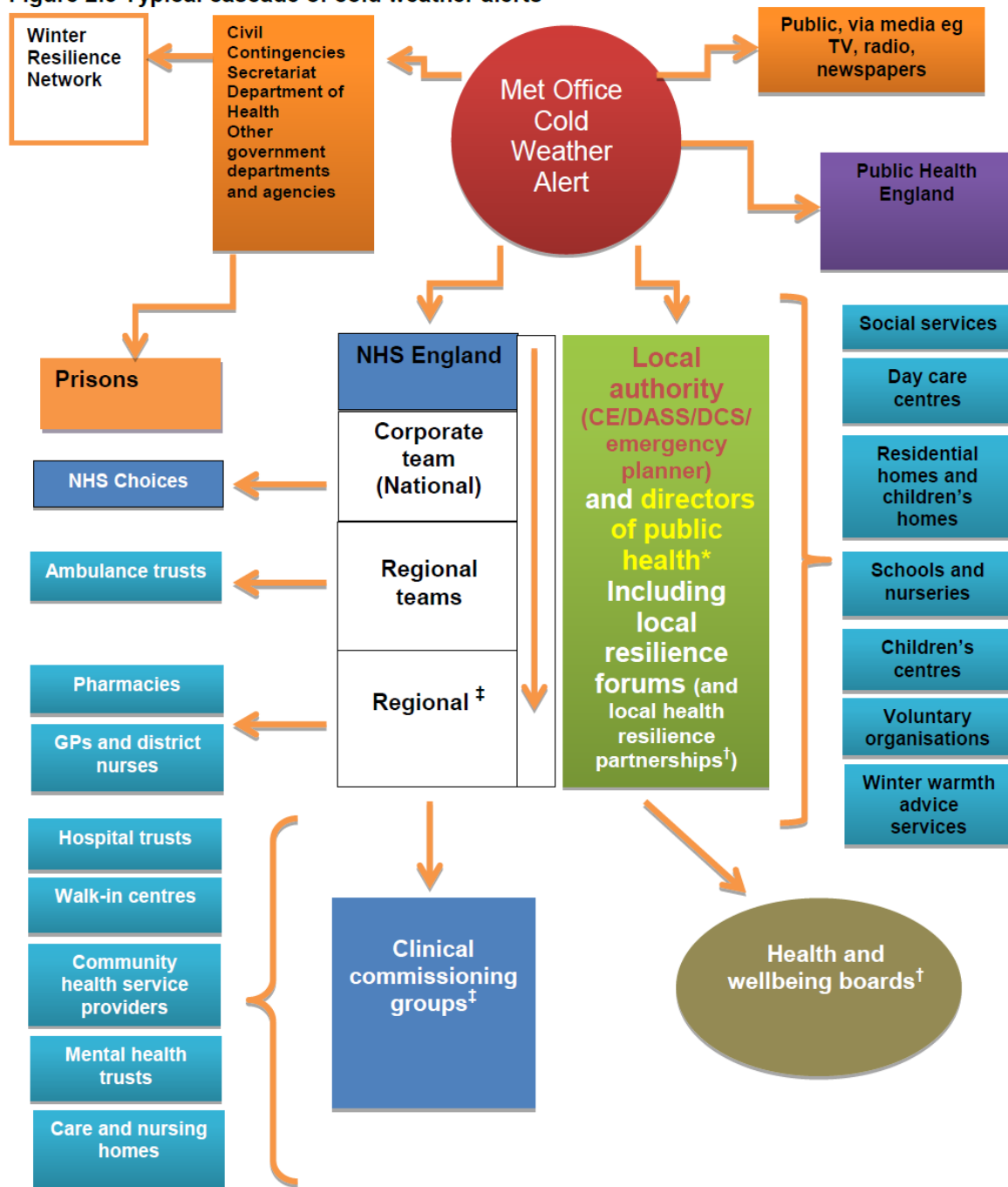
Additional Actions

During a Level 3 alert, 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.

Figure 1 is an extract from the CWPfE and illustrates the anticipated cascade of alerts from the Met Office to all responsible agencies. Figure 2 illustrates the further cascade of alerts from the Resilience Team to all responsible services within Solihull Metropolitan Borough Council (SMBC), external community/voluntary agencies and self-subscribed recipients.

Figure 1: National Cold Weather Alert Cascade

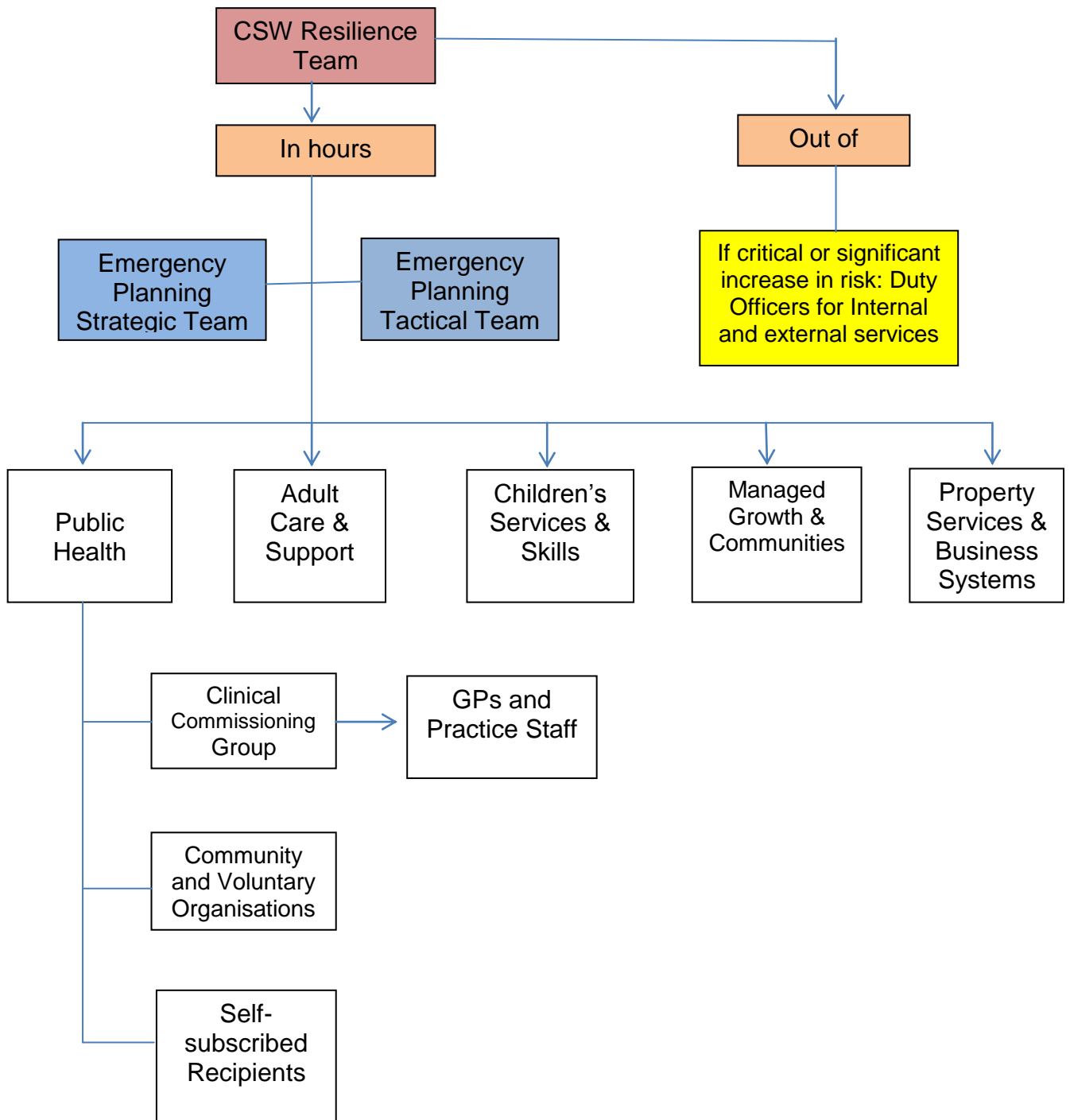
Figure 2.5 Typical cascade of cold weather alerts



NHS Regional and CCGs should work collaboratively to ensure that between them they have a cascade mechanism for cold weather 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 will be delivered through the Resilience Team.

Figure 2: Solihull MBC Cold Weather Alert Cascade



Roles and Responsibilities

The CWPfE identifies a number of roles and responsibilities for SMBC services involved in the response to Cold Weather. These responsibilities and additional agreed actions are outlined within appendices as follows:

Description	Alert Level	Appendix	Page
Responsibility summaries (All appropriate services)	0	1.0	19
	1	1.1	24
	2	1.2	28
	3	1.3	30
	4	1.4	33

To aid response, pull out action cards are included for each service area within the following appendices:

Description	Service	Appendix	Page
Service specific action cards (Level 0-4)	CSW Resilience Team	5.0	39
	Public Health	5.1	42
	Adult Social Care	5.2	44
	Education & Children's Services	5.3	48
	Communications Team	5.4	50

Impacts of Cold Weather on other sectors

The risks to other sectors and services from prolonged periods of cold weather can have an equal impact on the health of the population and so are considered equally in the planning stages. These wider risks, which have the potential to generate disruption at a national, regional and local level, include the following:

Transport infrastructure

- Motorways, trunk roads and smaller roads that lead to national or critical infrastructure, including hospitals, will need clearing of ice and/or snow. The majority of this clearing will be by the spreading of salt. Given that the number of suppliers is limited, it is likely that arrangements for 'salting' the roads will be carefully co-ordinated through a national strategic salts plan.
- The Highways Agency will take responsibility for keeping traffic moving on motorways and trunk roads, whereas all other roads will remain the responsibility of the relevant local authorities. Traffic congestion has potentially serious consequences for those stranded in vehicles, particularly vulnerable people such as older people or young children.
- The rail network will be susceptible to ice on the rails and high levels of snow. Public transport networks are particularly at risk, with potential subsequent knock-on effects.

- Airlines require large supplies of de-icer to get planes ready to move. Runways need clearing of snow, but approach roads to all airports need to be clear to allow passengers and staff access to airports.

Power supplies

- In preparation for winter, National Grid carries out a 'what if' scenario-based analysis to determine the likely risks and consequences of infrastructure failure. The most recent exercise shows that unless there is an unlikely combination of unusually high gas demand combined with multiple infrastructure failure, all emergency requirements could be met through fuel switching, for example from gas to coal. Supplier companies are strongly incentivised to supply the fuel that their customers need.

Environment and agriculture

- Falling temperatures might require animals to be temporarily housed at farms, or they may be unable to get to markets and slaughterhouses.
- Milk-collecting tankers might be unable to reach farms.
- Freezing temperatures, snow and ice can disrupt the growth of plants and can delay planting.

Water shortages

- Individual householders have a responsibility to protect their pipes against freezing and bursting as a result of cold weather. Advice on pipe protection and what to do in the event of bursts is given by most water companies on their websites.
- Water companies have plans in place to deal with failure in the supply of mains water or sewerage services. These plans are regularly reviewed and tested by the water companies and are independently certified every year.
- In the event of a loss of mains supply, water companies will supply water by alternative means such as in static tanks in the street, or bottled water. There is a requirement to provide not less than 10 litres per person per day, with special attention given to the needs of vulnerable people, hospitals and schools. Where an interruption to the piped water supply exceeds five days, the requirement rises to 20 litres per person per day.

Culture and sports

- Large numbers of outside entertainment events will be cancelled.
- Loss of revenue from sporting fixture

Appendix 1: Roles & Responsibilities

1.0: Level 0 Responsibilities

Alert Level 0: Long Term Planning	
Service Area / Team	Responsibilities
Seasonal Excess Deaths Group	<ul style="list-style-type: none"> • Work with partners to ensure a strategic approach to the reduction of EWDs and fuel poverty is taken across the local health and social care economy; • Work with partner agencies to: <ul style="list-style-type: none"> -develop a shared understanding of EWDs and what partners can do to reduce them -co-ordinate locally appropriate cold weather plans -identify those most at risk from seasonal variations -improve winter resilience of those at risk -ensure a local, joined-up programme is in place to support improved housing, heating and insulation, including uptake of energy efficient, low carbon solutions for insulating and heating - achieve a reduction in carbon emissions; • Work with partners and staff on risk reduction awareness (e.g. flu jabs for staff in Sept/Oct), information and education; • Ensure that organisations and staff are prompted to signpost vulnerable clients onwards (e.g. for energy efficiency measures, benefits or related advice); • Review the CWP for Solihull and the SWWP against national guidance, organisational changes and lessons learnt; • Consider how winter plans can help to reduce health inequalities, target high risk groups and address the wider determinants of health; • Review internal CW alert and cascade processes including distribution lists, roles and responsibilities; • Review internal and external message templates; and • Engage with and support communities to help those at risk and support the development of Community Emergency Plans including severe weather planning. • Assess the longer term implications of climate change; reduction in carbon emissions; and sustainability for longer term business continuity

CSWRT	<ul style="list-style-type: none"> • Engage with all relevant SMBC service areas and partner organisations to ensure Cold Weather Planning features within wider resilience planning; • Review and distribute the CWP for Solihull and the SWWP against national guidance, organisational changes and lessons learnt; • Review internal CW alert and cascade processes including distribution lists, roles and responsibilities; • Review internal and external message templates; and • Engage with and support communities to help those at risk and support the development of Community Emergency Plans including severe weather planning.
Public Health	<ul style="list-style-type: none"> • Consider how winter plans can help to reduce health inequalities, target high risk groups and address the wider determinants of health; • Review Cold Weather planning arrangements for reducing health inequalities and develop targeted arrangements for marginalised groups; • Assess Public Health arrangements against national guidance, local practice and lessons learnt; • Review internal alert and cascade processes including distribution lists, roles and responsibilities; and • Review internal and external message templates.
Adult Care and Support	<ul style="list-style-type: none"> • Identify at risk individuals and develop systems to improve resilience; • Review internal alert and cascade processes including distribution lists, roles and responsibilities; and • Review internal and external message templates.
Children's Services and Skills	<ul style="list-style-type: none"> • Ensure School Business Continuity Plans are up to date, including parent / guardian contact details; • Review internal alert and cascade processes including distribution lists, roles and responsibilities; and • Review internal and external message templates.

<p>Managed Growth and Communities</p>	<ul style="list-style-type: none"> • Contribute to Seasonal Excess Deaths Group • Provide training and support to frontline health and social care staff to enable 'signposting' to assistance with home insulation, heating and fuel costs • Maintain and update advice on home insulation, heating and fuel costs at www.solihull.gov.uk/solihullpartnership web pages • Maximise the number of Solihull households that can benefit from funding schemes for home insulation and heating • Provide advice and information to Solihull homeowners and tenants on energy efficiency and assistance available, provide help to find the cheapest domestic gas and electricity tariffs to suit people's needs, and help people to understand their domestic energy use and how to control it
<p>Clinical Commissioning Group (for GPs and Practice Staff)</p>	<ul style="list-style-type: none"> • Be aware of emergency planning measures relevant to general practice. www.england.nhs.uk/ourwork/gov/epr • Ensure the promotion of flu immunisation to both staff and patients. • Ensure GPs and staff are aware of local services to improve warmth in the home. • Consider training on seasonal weather and the identification of vulnerable individuals to help staff be more aware of the effects of cold weather on health; those groups of patients likely to be most vulnerable; and how they can signpost patients on to other services. • Consider utilisation of tools to aid systematic identification of vulnerable individuals. • Ensure GPs are aware of and use opportunistic approaches to signpost appropriate patients to other services when they present for other reasons. For example, flu jab clinics can be an opportunity to promote core public health messages with vulnerable individuals.
<p>Communications Team</p>	<ul style="list-style-type: none"> • Develop / review message distribution channels especially those for hard to reach groups; and • Review internal alert and cascade processes including distribution lists, roles and responsibilities.

1.1: Level 1 Responsibilities

Alert Level 1: Winter Action Programme (1 st November – 31 st March)	
Service Area / Team	Actions
Seasonal Excess Deaths Group	<ul style="list-style-type: none"> • Ensure staff are aware of winter plans and arrangements including specific actions within this plan and where to find relevant advice; • Review the distribution of the CW alerts across the system and ensure staff are aware of winter plans and advice; • Review and agree public messages for distribution at each alert level; • Ensure key partners, including all managers of care, residential and nursing homes are aware of the alert system and can access advice; • Ensure that organisations and staff are prompted to signpost vulnerable clients onwards (e.g. for energy efficiency measures, benefits or related advice); • Ensure that local organisations and professionals are taking appropriate actions in light of the cold weather alerts in accordance with local and national CWP; • Identify which local health, social care and voluntary sector organisations are most vulnerable to the effects of winter weather. Agree plans for winter surge in demand for services. Make sure emergency contacts are up to date; • Cascade any appropriate briefings, letters and advice sheets to local partners; • Work with partners and staff on risk reduction awareness; • Support communities to help those at risk; and • Make sure emergency contacts are up to date.
CSWRT	<ul style="list-style-type: none"> • Issue the Level 1 Cold Weather Health Watch alert and any further alerts from 01/11/2016 - 31/03/2017 in accordance with SWWP; • Communicate public media messages and guidance; • Support communities to help those at risk. Support the development of Community Emergency Plans.

	<ul style="list-style-type: none"> • Ensure organisers of events (particularly outdoors) take into account possible cold weather risks through the Safety Advisory Group; and • Ensure that organisations and staff are prompted to signpost vulnerable clients onwards (e.g. for energy efficiency measures, benefits or related advice).
Public Health	<ul style="list-style-type: none"> • Communicate public media messages and guidance;
Adult Care and Support	<ul style="list-style-type: none"> • Ensure key partners, including all managers of care, residential and nursing homes are aware of the alert system and can access advice. • Identify any necessary changes to individual care plans for those in high-risk groups; • Ensure business continuity plans are in place. • Communicate public media messages and guidance;
Children's Services and Skills	<ul style="list-style-type: none"> • Alert schools to the beginning of the winter preparedness programme and direct to national and local guidance
Managed Growth and Communities	<ul style="list-style-type: none"> • Make sure emergency contacts are up to date • Ensure that Cold Weather alerts are going to the right staff and appropriate actions are agreed and able to be implemented, especially to protect vulnerable clients • Ensure key partners, including all managers of care, residential and nursing homes are aware of the alert system and can access advice • Ensure staff are aware of the business continuity plan for winter weather; plan for a winter surge in demand • Identify those at risk on your caseload and make necessary changes to care plans for high-risk groups • For those with multiple agency inputs, ensure that the key worker is clearly identified and care plans consider measures to reduce risk from cold weather • Check client's room temperature if visiting. Ensure that they

	<p>have at least one room which meets recommended room temperatures</p> <ul style="list-style-type: none"> • Remind clients of the actions they can take to protect themselves from the effects of severe cold; including warm clothing, warm food and drinks; keeping active as much as they are able within the context of their care plan • Continue to “signpost” those at risk clients/ patients to other services (e.g. Keeping Solihull Warm – Winter Warmth Helpline), or Fuel Poverty team in council re: fuel bills, home energy management, home insulation schemes, benefits entitlements when identified in “clinical” situations; use the Keep Warm Keep Well booklet for up-to-date patient information and advice • Use resources available to you for raising awareness of the health risks associated with winter weather and cold housing (for example, pharmacists have a key role in reminding people to have sufficient medicine and help with preventive medicines managements). • Encourage clients and colleagues to be vaccinated against flu, if not already.
<p>Clinical Commissioning Group (for GPs and Practice Staff)</p>	<ul style="list-style-type: none"> • Contribute to Keeping Coventry Warm Board • Provide training and support to frontline health and social care staff to enable ‘signposting’ to assistance with home insulation, heating and fuel costs • Maintain and update advice on home insulation, heating and fuel costs at www.coventry.gov.uk/energymatters web pages • Maximise the number of Coventry households that can benefit from funding schemes for home insulation and heating • 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 • Provide advice and information to Coventry homeowners and tenants on energy efficiency and assistance available, provide help to find the cheapest domestic gas and electricity tariffs to suit people’s needs, and help people to understand their domestic energy use and how to control it
<p>Communications Team</p>	<ul style="list-style-type: none"> • Begin winter programme and issue agreed messages through all available channels.

1.2: Level 2 Responsibilities

Alert Level 2: Alert & Readiness	
Service Area / Team	Actions
CSWRT	<ul style="list-style-type: none"> • Issue the Level 2 Cold Weather Health Watch alert in accordance with SWWP; • Monitor local conditions and cascade any pertinent information to those in receipt of Cold Weather Health Watch alerts; • Activate business continuity arrangements and emergency plans as required; • Provide support and guidance to community organisations to mobilise their community emergency plans if necessary; • Work with partner agencies (e.g. transport) to ensure road / pavement gritting preparations are in place to allow access to critical services and pedestrian hotspots; and • Continue to communicate public media messages.
Public Health	<ul style="list-style-type: none"> • Engage with HEFT and CCGs to ensure appropriate arrangements/actions have been taken within their Cold Weather plans; • Communicate alerts to staff and make sure that they can take appropriate actions; • Activate business continuity arrangements and emergency plans as required; and • Continue to communicate public media messages - especially to 'hard to reach' vulnerable groups.
Adult Care and support	<ul style="list-style-type: none"> • Communicate Cold Weather Alerts and public health messages to all staff, clients and care, residential and nursing homes and ensure they can take appropriate actions; • Ensure partners, including all managers of care, residential & nursing homes are aware of the alerts and can access advice; • Identify, review and prioritise high-risk people ensuring they have visitor / phone call arrangements in place;

	<ul style="list-style-type: none"> • Consider how to make best use of available capacity, for example by using community beds for at risk patients who do not need an acute bed and enabling access to step- down care and reablement; • Activate business continuity arrangements and emergency plans as required to ensure sufficient staffing; • Work with partner agencies (e.g. transport) to ensure road / pavement gritting preparations are in place to allow access to critical services and pedestrian hotspots; and • Continue to communicate public media messages.
Children's Services and Skills	<ul style="list-style-type: none"> • Communicate Cold Weather Alerts to all staff and schools and make sure they can take appropriate actions; • Refer to guidance from the CWP for England to ensure appropriate measures are taken to keep children warm whilst at school; • Activate business continuity arrangements and emergency plans as required • Work with partner agencies (e.g. transport) to ensure road / pavement gritting preparations are in place to allow access to critical services and pedestrian hotspots; and • Continue to communicate public media messages.
Managed Growth and Communities	<ul style="list-style-type: none"> • Continue to communicate public health messages; • Communicate alerts to staff and make sure that they can take appropriate actions; • Ensure partners, including all managers of care, residential & nursing homes are aware of the alerts and can access advice; • Activate business continuity arrangements plans to deal with a surge in demand for services • Consider how to make best use of available capacity, for example by using community beds for at risk patients who do not need an acute bed and enabling access to step-down care and reablement; • Consider how forecast weather conditions may impact on your work – and make appropriate arrangements. Make sure you and your teams are prepared for an influx of weather-related injuries and illnesses.
Clinical Commission Group (for GPs and Practice Staff)	<ul style="list-style-type: none"> • Ensure GPs are aware of and take advantage of clinical contacts to reinforce public health messages about cold weather and cold homes on health. • When prioritising visits, GPs should consider vulnerability to cold

	as a factor in decision making.
Communications Team	<ul style="list-style-type: none"> • Continue to issue Public Health messages using all available channels; • Ensure key partners are aware of the messages being issued by SMBC; • Communicate public media messages for forecast weather conditions; and • Activate business continuity arrangements and emergency plans as required.

1.3: Level 3 Responsibilities

Alert Level 3: Action	
Service Area / Team	Actions
CSWRT	<ul style="list-style-type: none"> • Issue the Level 3 Cold Weather Health Watch alert in accordance with SWWP and ensure winter plans are in operation; • Liaise with / activate Health & Welfare Team as required; • Review safety of any planned public events; • Provide support (where possible) to community organisations to help them to implement their community emergency plans; • Continue to communicate public media messages; and • Continue to work with partner agencies (e.g. transport) to ensure road / pavement gritting arrangements are in effect to allow access to critical services and pedestrian hotspots.
Public Health	<ul style="list-style-type: none"> • Ensure strategic co-ordination of the likely surge in demand for primary and secondary care, and enquiries to social services; • Communicate alerts to staff and make sure that winter plans are in operation; • Ensure that staff are aware of cold weather health risks and are able to advise clients how to protect against them; • Ensure key partners are undertaking action in response to

	<p>alerts;</p> <ul style="list-style-type: none"> • Activate plans to maintain business continuity; • Continue to communicate public media messages; and • Work with partner agencies (e.g. transport) to ensure road / pavement gritting arrangements are in effect to allow access to critical services and pedestrian hotspots.
<p>Adult Care and Support</p>	<ul style="list-style-type: none"> • Ensure strategic co-ordination of the likely surge in demand for primary and secondary care, and enquiries to social services; • Communicate alerts to staff and make sure that winter plans are in operation; • Ensure that staff are aware of cold weather health risks and are able to advise clients how to protect against them; • Consider daily visits/phone calls for high-risk individuals living on their own who have no regular daily contacts; • Ensure key partners are undertaking action in response to alerts; • Activate plans to maintain business continuity - including a possible surge in demand; • Ensure continuity arrangements are working with provider organisations; • Continue to communicate public media messages; and • Work with partner agencies (e.g. transport) to ensure road / pavement gritting arrangements are in effect to allow access to critical services and pedestrian hotspots
<p>Children's Services and Skills</p>	<ul style="list-style-type: none"> • Communicate alerts to staff and make sure that winter plans are in operation; • Continue to communicate public media messages; • Ensure key partners are undertaking actions in response to alerts; • Ensure continuity arrangements are working with provider organisations; • Support schools to make local decisions regarding cold weather and closures;

	<ul style="list-style-type: none"> • Work with partner agencies (e.g. transport) to ensure road / pavement gritting arrangements are in effect to allow access to critical services and pedestrian hotspots.
Managed Growth and Communities	<ul style="list-style-type: none"> • Continue to communicate public health messages; • Communicate alerts to staff and make sure that winter plans are in operation; • Ensure key partners are undertaking action in response to alerts; • Ensure continuity arrangements are working with provider organisations; • Ensure staff can help and advise clients. • Maintain business continuity.
Clinical Commissioning Group - (for GPs and Practice Staff)	<ul style="list-style-type: none"> • Ensure GPs are made aware of any possible surge in demand in the days following a cold spell. • Ensure that Practice staff are aware of cold weather risks and are able to advise patients appropriately.
Communications Team	<ul style="list-style-type: none"> • Continue to issue media alerts about keeping warm to the public and SMBC staff using all available channels; • Liaise with all service areas to discuss the need for any escalation or review of messages being distributed; and • Liaise with partner organisation communications teams to ensure SMBC messages are co-ordinated with others across the sub-region.
Health & Welfare Team (HWT)	<p>Actions to be taken only upon specific request from CSWRT</p> <ul style="list-style-type: none"> • Ensure members of the HWT are on standby / activated as appropriate; • Activate and co-ordinate secondary support teams; • Support delivery of exceptional activities (e.g. Opening / running of rest centre); and • Continue to liaise with CSWRT until activities are stood down. <p>Note: Activities described may be requested in response to localised incidents and do not reflect an activation of the Major Emergency Plan.</p>

1.4: Level 4 Responsibilities

Alert Level 4: Emergency	
Service Area / Team	Actions
CSWRT	<ul style="list-style-type: none"> • Issue the Level 4 Cold Weather Health Watch alert in accordance with SWWP; • Activate and implement procedures described within Solihull's Major Emergency Plan if necessary; and • Continue to execute responsibilities associated with alert levels 1 - 3.
Public Health	<ul style="list-style-type: none"> • If activated, act on responsibilities as outlined within Solihull's Major Emergency Plan; • Work with the Communications Team to continue cascading any appropriate briefings, letters and advice sheets through appropriate channels; and • Continue to execute responsibilities associated with alert levels 1 - 3.
Adult Care and Support	<ul style="list-style-type: none"> • If activated, act on responsibilities as outlined within Solihull's Major Emergency Plan; • Implement daily situation reports with all appropriate services to identify shortfalls and business continuity related issues; and • Continue to execute responsibilities associated with alert levels 1 - 3.
Children's Services and Skills	<ul style="list-style-type: none"> • If activated, act on responsibilities as outlined within Solihull's Major Emergency Plan; and • Continue to execute responsibilities associated with alert levels 1 - 3.
Manged Growth and Communities	<ul style="list-style-type: none"> • If notified of activation, act on responsibilities outlined within Solihull's Major Emergency Plan
Clinical Commissioning Group – (for GPs and Practice Staff)	<p>Central government will declare a level 4 alert in the event of severe or prolonged cold weather affecting sectors other than health.</p> <ul style="list-style-type: none"> • Continue actions as per level 3 unless advised to the contrary
Communications	<ul style="list-style-type: none"> • If activated, act on responsibilities as outlined within Solihull's

Team	<p>Major Emergency Plan;</p> <ul style="list-style-type: none"> • Work with all service areas to ensure appropriate updates, briefings and advice are being cascaded through appropriate channels; and • Continue to execute responsibilities associated with alert levels 1 - 3.
Health & Welfare Team (HWT)	<ul style="list-style-type: none"> • If activated, act on responsibilities as outlined within Solihull's Major Emergency Plan; • Continue to execute responsibilities associated with alert levels 1 - 3.

Appendix 2: Identifying Vulnerable People

Opportunistic approaches:

Teams may wish to consider opportunistic approaches to signpost potentially vulnerable patients to appropriate services when they present for other reasons e.g. the Making Every Contact Count Programme (MECC), developed in the Yorkshire and the Humber region.

It provides frontline staff with behavioural change interventions training. It focuses on providing an informed choice for individuals but with the understanding of the wider determinants of health approach and that behaviour change is not easy for anyone. The MECC programme understands that affordable warmth fits within the context of healthy lifestyles. Partnership referral schemes are strengthened by using this approach. Hence the entire NHS workforce (frontline staff) across the region is being skilled to have “healthy chats” which include affordable warmth alongside alcohol, diet, exercise and smoking, etc. but bespoke to the individual. The NHS is investing in e-learning resources and a mobile app for staff that will include affordable warmth.

The research pilot undertaken for MECC illustrated that empowering staff with the confidence and competence to have these conversations is especially important as personalising the information and understanding an individual’s motivation is critical to bringing about behaviour change.

Another approach is to train frontline staff on locally available multi-partnership referral schemes where the frontline worker completes a simple referral card on behalf of the client, posts it into a central ‘hub’ from where the client is then approached by the required agency to offer advice and/or support. The affordable warmth charity, National Energy Action (NEA), has previously worked with other partnership referral schemes across the country with frontline staff. NEA advocates asking three key questions at contact assessment stages to identify those who are at risk of living in fuel poverty and in cold homes.

The following questions are currently being asked by a wide number of agencies:

1. Is your whole house warm in winter? (This question helps to identify how people are heating their home and whether they are limiting heating to certain rooms).
2. Can you afford to heat your home to a comfortable level? (This question helps to identify whether occupants are meeting ‘minimum’ recommended temperatures all the time).
3. Can you afford to pay your fuel bills? (This question will flag whether someone has sufficient income to spend on the fuel they need for warmth and comfort).

Toolkits:

The **Excess Seasonal Deaths Toolkit** was produced by DH to help local communities to take a systematic approach to reduce the risk of seasonal excess deaths in older people.

The **Keeping Warm in Later Life Project (KWILLT)** has recently demonstrated that knowledge and awareness of safe temperatures, and the health impact of cold were low across study population participants. Moreover, older people’s values and beliefs can interact in such a way that they often end up being cold at home. The segmentation model which was developed by the team can illustrate the diversity of older people at risk of living in a cold home. It can be used as a reflective tool at a clinical and strategic level to identify and refer vulnerable older people. KWILLT pen portraits and e-learning materials are available at www.kwillt.org

Winter Warmth England – Preparation for Winter. This website provides a suite of resources for the public and professionals. It contains pre-tested messages, images and materials to support interventions that are reaching the right people at the right time; whether this is managers, frontline and community health and social care staff (including community and voluntary sector) the media and crucially, the vulnerable. Key tools include a prompt sheet for community staff visiting homes to pick up on visual and behavioural clues as to whether a person is living in a cold home. <http://www.winterwarmthengland.co.uk/>

The UK Health Forum fuel Poverty and Health toolkit: A guide for public health professionals, health and wellbeing boards, and local authorities in England. The guide is intended to be a tool for directors of public health and their teams, health and wellbeing boards, and colleagues across local authorities who want to start, extend or improve their work on fuel poverty. <http://www.healthyplaces.org.uk/themes/healthy-housing/fuel-poverty/>

Public Health England commissioned UCL Institute of Health Equity to produce a **series of evidence reviews** and supporting briefings for local action on health inequalities. Published in September 2014, the documents demonstrate practical local actions that can be taken on a range of social determinates of health. **Review 7** and its **summary briefing note** examines the evidence relating to the impact of fuel poverty on health and health inequalities and sets out some areas for action.

The Healthcare Public Health team at PHE is working in partnership with Muir Gray's Better Value Healthcare. Following piloting with 14 Local Authority public health teams, the Healthcare Public Health team at PHE is revising its **falls and fragility fractures (FFF) system reporting tool**. The tool will collate routinely collected data relating to falls and fragility fractures to support the production of local authority profiles and will also contain information on local information necessary for the effective commissioning of services that needs to be collected. <http://www.fffap.org>

Shared practice:

The **Warm Homes Healthy People Evaluation (WHHP)** 2012-13 has shown that the identification of vulnerable people continues to be a challenge – specifically people who are socially isolated or do not engage with services – but several innovative methods were used to improve identification and engagement.

Data sharing between partner organisations is seen as key to identifying vulnerable people, but can be a challenge to targeting interventions. Some approaches that seem to have worked well is where there is an agreement about the value of a single point of referral, when identifying vulnerable residents using multiple agencies (e.g. Islington's **SHINE project**).

People in receipt of benefits, assisted bin collection lists (where people are unable to move their waste bins from home to the street), mapping, local knowledge from parish councils and village agent schemes, priority users registers (energy companies) and other data sources were used as additional means of identifying potential recipients of WHHP funded interventions.

Healthy Homes on Prescription Pilot Scheme: It is acknowledged that a wide range of people are vulnerable to the cold either because of a medical condition, a disability or personal circumstances, such as being unable to afford to keep warm. Solihull Public Health are currently piloting a social prescribing scheme at Shirley Medical practice whereby staff can refer patients that they identify as being in potential need. A referral protocol enables

staff to refer patients identified as living in cold or damp housing, so they can be individually assessed and receive appropriate assistance.

National Institute for Health and Care Excellence (NICE) guidance on reducing excess winter deaths: Through the Seasonal Excess Deaths Steering Group Solihull is using the NICE Guidance Recommendations (Excess winter deaths and morbidity and the health risks associated with cold homes, 2015) to shape our local action plan. The NICE recommendations are listed below.

<http://www.nice.org.uk/guidance/NG6/chapter/1-recommendations>

NICE Recommendation
1. Develop a strategy
2. Ensure there is a single-point-of-contact health and housing referral service for people living in cold homes
3. Provide tailored solutions via the single-point-of-contact health and housing referral service for people living in cold homes
4. Identify people at risk of ill health from living in a cold home
5. Make every contact count by assessing the heating needs of people who use primary health and home care services
6. Non-health and social care workers who visit people at home should assess their heating needs
7. Discharge vulnerable people from health or social care settings to a warm home
8. Train Health and social care practitioners to help people whose homes may be too cold
9. Train housing professionals and faith and voluntary sector workers to help people whose homes may be too cold for their health and wellbeing
10. Train heating engineers, meter installers and those providing building insulation to help vulnerable people at home
11. Raise awareness among practitioners and the public about how to keep warm at home
12. Ensure buildings meet ventilation and other building and trading standards

Source: NICE Guidance 2015 - Excess winter deaths and illness associated with cold homes

Appendix 3: Cold Weather Health Watch - Email Template

Alert level changes will be distributed by the CSW Resilience Team in accordance with the Coventry, Solihull and Warwickshire Severe Weather Policy - all emails will appear from cswrt@warwickshire.gov.uk

Subject Line: Level {insert level} Alert: Cold Weather 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 {Insert Level} alert for Cold Weather.

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

Valid From/To: {Insert Date and Time}

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.

Those with specific responsibilities under the Cold Weather Plan should {refer/continue to refer} to their {insert level} actions now via the link below.

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

In the event of an incident, emergency or if you encounter difficulties and have to invoke your business continuity arrangements, please inform the duty officer by using the standard 24/7 contact number 02476 832673. If you have any questions, please contact your local resilience office.

Future warnings will only be sent if the situation escalates

*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>

Regards,

The Resilience Team

Coventry: 02476 833576

Solihull: 0121 704 6032

Warwickshire: 01926 412580

Appendix 4: Alert Messaging (Public Health England)

Level 1

This is in force from 1 November to 31 March and indicates that actions should be taking place to protect health from cold weather, and that preparations should be in place to ensure service continuity in the event of severe winter weather. No warning is required, unless the situation worsens to warrant a level 2 alert. A spell of chilly weather might warrant a message along the lines of:

“If this does turn out to be a spell of severe cold weather, we’ll try to give you as much warning as possible. But in the meantime, if you want advice about protecting your health from the cold go to the winter health pages at NHS Choices (www.nhs.uk). If you are worried about your health or that of somebody you know, ring NHS 111.”

Level 2

The Met Office, in conjunction with PHE, is issuing the following cold weather warning for the West Midlands:

“Severe cold weather can be dangerous, especially for the very young or very old or those with chronic disease. Advice on how to reduce the risk either for yourself or somebody you know can be obtained from the winter health pages at NHS Choices (www.nhs.uk) or from your local chemist. If you are worried about your health or that of somebody you know, ring NHS 111.”

Level 3 and 4: Severe Cold weather action/emergency

The Met Office, in conjunction with PHE, is issuing the following severe cold weather advice for [regions identified]:

Make sure that you stay warm. If going outside make sure you dress appropriately. If indoors, make sure that you keep your heating to the right temperature: heating your home to at least 18⁰C in winter poses minimal risk to your health when you are wearing suitable clothing. If there is anyone you know who might be at special risk, for example, an older person living on their own, make sure they know what to do to stay warm and are well stocked with food and medications. If you are worried about your health or that of somebody you know, ring NHS 111”

Appendix 5: Key public health messages (PHE)

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**, one for people with **learning disability** and one about **children**.

Free flu vaccinations 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.
- 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.

Key public health messages cont.

Key public health messages

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.

Appendix 6: Promotional Material

Winter Warmth Temperature Card





You're not alone this winter.

For advice ring the
Solihull Winter Warmth Helpline on:

0121 704 8080

Mon-Fri October to March
Between 9am - 5pm
Opening times may vary across the rest of the year




This information is also available online at www.solihull.gov.uk/solihullpartnership
Other formats are available on request
The Winter Help Line will support vulnerable residents during heatwave periods

For more information contact
Solihull Winter Warmth Helpline
0121 704 8080



Do not place near a heat source or in direct sunlight

°F	°C
80°	26° ABOVE IDEAL TEMPERATURE Turn down your heating to save money and energy.
75°	24°
70°	22° IDEAL TEMPERATURE Ideal room temperature.
65°	20°
60°	18° BELOW IDEAL TEMPERATURE Turn your heating up to 21°C.
55°	16°
50°	14° TOO COLD This temperature could be a danger to your health.

We are working together to help keep you warm this winter. We can give you advice, tips and practical help on keeping warm and making your home energy efficient.

Tips for keeping warm this winter:

The Solihull Winter Warmth Helpline may be able to help you with:

- Finding a tradesperson for emergency repairs
- An emergency heater if your central heating breaks down
- An electric blanket if your bedroom isn't heated
- Finding your cheapest energy supplier and explaining your fuel bills
- Warm clothing if you're struggling to afford it
- Benefits and debt advice
- Help with making applications for the Warm Homes Discount
- General advice and practical help on making your home warmer this winter and in the future

- Keep internal doors and curtains closed
- Have at least one hot meal per day and hot drinks throughout the day
- Layer up - many layers of clothing are best
- Use an electric blanket
- Try to keep as active as possible
- Keep your main living area at 21°C and your bedroom and other rooms at 18°C
- Keep your heating on overnight and close windows
- Contact your energy supplier to find out about Priority Register Schemes
- Ensure your home is well insulated & boiler serviced
- Remember to get your flu jab

Keep warm this winter, call our helpline on **0121 704 8080**

Winter Warmth Newsletter for Professionals

Newsletter for Professionals WINTER 2016/2017

A message from Councillor Karen Grinsell, Cabinet Member for Health and Wellbeing.

"The Solihull Winter Warmth Campaign is an excellent example of partnership working. It has brought together both statutory and voluntary organisations, and the private sector with a common goal — keeping Solihull residents warm, safe and well.

"Your organisation's support and involvement in this campaign is crucial to the health and wellbeing of those most vulnerable in our local communities."

Solihull Winter Warmth Campaign

The annual Winter Warmth Campaign has been in existence since 2008. The campaign focuses on:

- Providing timely support and assistance to vulnerable residents to prevent crisis occurring
- Providing emergency equipment and assistance when heating breakdown occurs.
- Providing referral pathways for appropriate support for both the public and professionals
- Providing awareness training for frontline professionals across Solihull
- Providing a proactive approach to targeting those most at risk during the coldest periods.

At Risk Groups

The following are examples of sub-categories, as well as living and health conditions, which may place people at risk:

Age	<ul style="list-style-type: none"> • Over 75 years old • Otherwise 'frail' older people* • Children under the age of 5
Living conditions	<ul style="list-style-type: none"> • Housebound or otherwise low mobility • Living in deprived circumstances • Living in houses with mould • Fuel-poor • Older people who live alone and do not have additional social services support • Homeless people or people sleeping rough
Health	<ul style="list-style-type: none"> • Pre-existing chronic medical conditions such as heart disease, stroke or TIA, asthma, chronic obstructive pulmonary disease (COPD) or diabetes • Mental ill-health that reduces individual's ability to self-care • Dementia • Learning / physical disabilities • Assessed as being at risk of, or has had, recurrent falls

*People, usually older, who have impairment of their activities of daily living.

Winter Warmth Helpline Number 0121 704 8080
Open 9.00am—5.00pm Mon to Fri October—March

Newsletter for Professionals WINTER 2016/2017

How you and your organisation can help

- Distribute Temperature/Information Cards to your vulnerable service users.
- Always carry a Temperature/Information Card with you and check temperatures in vulnerable service user's homes whenever you visit.
- Sign up as a volunteer and assist vulnerable people in emergencies on your way home from work or on days off.
- Know if your service user has a pre-existing condition that makes them vulnerable to the cold and look out for signs of hypothermia.
- Refer to the Winter Warmth database
- Pay particular attention to those living with Dementia who may not remember to operate their heating effectively or dress appropriately.
- Ensure you receive cold weather alerts, know what to do and act.
- Ask for Winter Warmth training for your organisation.
- Always have the Winter Warmth Helpline number handy and refer your service user or ask advice if your service user has a winter related problem. The helpline is for both professionals and residents.

For further details and stocks of Temperature / Information Cards or posters to display:

Call the Winter Warmth Helpline on 0121 704 8080 or visit a Community Advice Hub.

Health Effects of the Cold

A healthy indoor temperature is 21°C; the risk of adverse health effects starts when temperatures fall below just 16°C. These health effects include diminished resistance to respiratory disease, bronchitis, ischaemic heart disease, myocardial infarction and strokes.

During the winter months, mortality rises by an average of 19%. Women aged 75 and over with a pre-existing condition are most at risk. **Heating matters**— people living in poorly heated or cold homes are in greater danger.

If an at risk person is subject to cold conditions for as little as 2 hours they can suffer hypothermia—this is particularly the case if the person is immobile. The person will probably not even feel they are cold. Ultimately hypothermia can lead to death if quick and effective treatment is not given:

- **Call the emergency services immediately.**
- **If safe, move the person to a warm, dry place and assist them to warm up slowly.**
- **Offer a warm (not hot), sugary drink.**

The costs of cold related illness are enormous. For every person that dies there are another 8 admissions to hospital, 32 attendances at out-patient services and 30 social services calls.

The health effects of cold weather are predictable. Cold weather deaths from heart disease increase immediately, reaching their highest just 2 days after the coldest weather. Strokes occur 5 days later and it is another week for deaths from respiratory illnesses to peak. After a cold spell it takes over a month for death levels to return to normal.

This year the Winter Warmth Campaign has created a database of those most at risk of the effects of cold weather and therefore most likely to require health or social care services.

With their consent they will receive information, tips on keeping warm and educational messages prior to and during the cold weather. To refer please email:
winterwarmth@ageuksolihull.org.uk

Winter Warmth Helpline Number 0121 704 8080

Appendix 7: Action Cards

7.1: CSW Resilience Team Action Cards

Level 1 (Winter Preparedness)	
Action	Complete
Issue the Level 1 Cold Weather Health Watch alert indicating the Winter Preparedness Programme under the CWP for England has begun	
Distribute the revised CWP and ensure that the changes are understood across the system	
Ensure key staff are aware of winter plans and arrangements and have access to relevant advice	
Support communities to help those at risk and develop Community Emergency Plans	
Identify which local health, social care and voluntary sector organisations are themselves most vulnerable to the effects of severe winter weather	
Agree plans for winter surge in demand for services	
Ensure emergency contacts are up to date	
Level 2 (Alert & Readiness)	
Action	Complete
Issue the Level 2 Cold Weather Health Watch alert and local guidance in accordance with the SWWP	
Ensure organisers of events (particularly outdoors) take into account possible cold weather risks through the Safety Advisory Group	
Monitor local conditions and cascade any pertinent information to those in receipt of Cold Weather Health Watch alerts	
Provide guidance to community organisations and support activation of community emergency plans	
Level 3 (Action)	
Action	Complete
Issue the Level 3 Cold Weather Health Watch alert and local guidance in accordance with the SWWP;	
Communicate alerts to staff and ensure winter plans are in operation;	
Liaise with key partners including HEFT and CCG's to co-ordinate responses where appropriate;	
Review the safety of any planned public events;	
Communicate public media messages to comms team;	
Support local community organisations to mobilise community emergency plans;	
Work with partner agencies (e.g. transport) to ensure road and pavement gritting arrangements are in effect to allow access to critical services and pedestrian hotspots;	

Activate business continuity arrangements and emergency plans as required;	
Support essential services where possible, troubleshooting any issues as they arise across the Authority	

Level 4 (Emergency)	
Action	Complete
Activate and implement procedures described within Solihull's Major Emergency Plan	
Maintain all Level 1, 2 & 3 responsibilities	

7.2: Public Health Action Cards

Level 1 (Winter Preparedness)	
Action	Complete
Ensure that local organisations and professionals are taking appropriate actions in light of alerts in accordance with local and national cold weather plans	
Make sure staff are aware of winter plans and advice by circulating the Cold Weather Plan for Solihull	
Work with partners and staff on risk reduction awareness (e.g. flu jabs for frontline staff), information and education	
Support communities to help those at risk through raising awareness and signposting available support	
Identify which local health, social care and voluntary sector organisations are themselves most vulnerable to the effects of severe winter weather	
Agree internal plans for winter surge in demand for services	
Ensure emergency contacts are up to date for your team	
Level 2 (Alert & Readiness)	
Action	Complete
Communicate public media messages to comms team – especially for 'hard to reach' vulnerable groups	
Communicate alerts to staff via e-mail cascade and ensure that they can take appropriate actions	
Engage with HEFT and CCGs to ensure appropriate arrangements/actions have been taken within their Cold Weather plans	
Level 3 (Action)	
Action	Complete
Communicate public media messages to Comms team	
Communicate alerts to staff via e-mail cascade and ensure that winter plans are in operation	
Ensure key partners action alerts by cascading key updates	
Level 4 (Emergency)	
Action	Complete
Act on responsibilities as outlined within Solihull's Major Emergency Plan	
Maintain all Level 1, 2 & 3 responsibilities	

7.3: Adult Care and Support Action Cards – COMMISSIONER & PROVIDER/FRONTLINE STAFF ACTIONS ARE LISTED SEPERATELY BELOW

Level 1 (Winter Preparedness) - COMMISSIONERS	
Action	Complete
Ensure staff are aware of the business continuity plan for winter and emergency contacts are up to date	
Ensure local organisations and professionals are taking appropriate actions in light of alerts in accordance with local and national cold weather plans by communicating key updates	
Work with partners and staff on risk reduction awareness (e.g. flu jabs for frontline staff), information and education – consult the Public Health team for the most up to date messaging.	
Support communities to help those at risk through raising awareness and signposting available support	
Ensure staff have identified all those vulnerable to cold weather and that arrangements are in place to support and protect them appropriately	
Identify which local health, social care and voluntary sector organisations are themselves most vulnerable to the effects of severe winter weather	
Agree internal plans for winter surge in demand for services	
Ensure data-sharing and referral arrangements are in place	
Ensure severe weather is considered within business continuity plans – consult with CSW Resilience if needed	

Level 1 (Winter Preparedness) PROVIDERS & FRONTLINE STAFF	
Action	Complete
Check clients room temperature if visiting. Ensure that they have at least one room which meets recommended room temperatures.	
Remind clients of the actions they can take to protect themselves from the effects of severe cold; including warm clothing, warm food and drinks; keeping active as much as they are able within the context of their care plan. Temperature cards & advice are available by calling the Solihull winter warmth helpline 0121 704 8080.	

Level 2 (Alert & Readiness) – COMMISSIONERS	
Action	Complete
Communicate alerts to staff by e-mail cascade and make sure that winter plans are in operation	
Ensure key partners, including all managers of care, residential and nursing homes are aware of the alerts and can access Department of Health and other advice	
Ensure continuity arrangements are working with provider organisations and activate plans to deal with a surge in demand for	

services.	
Ensure that organisations and staff are prompted to signpost vulnerable clients onwards (e.g. for energy efficiency measures, benefits or related advice) Temperature cards & advice are available by calling the Solihull winter warmth helpline 0121 704 8080.	
Ensure staff undertake appropriate home checks when visiting clients, e.g. room temperature; medications and food supplies	
Consider carers' needs and the support they can continue to give	
Implement business continuity measures as appropriate and make sure you and your teams are prepared for an influx of weather related injuries and illnesses.	

Level 2 (Alert & Readiness) – PROVIDERS & FRONTLINE STAFF	
Action	Complete
Continue to remind clients of the actions they can take to protect themselves from the effects of severe cold. Temperature cards & advice are available by calling the Solihull winter warmth helpline 0121 704 8080.	
Consider how to make best use of available capacity, for example by using community beds for patients at risk who do not need an acute bed and enabling access to step-down care and Reablement	

Level 3 (Action) – COMMISSIONERS	
Action	Complete
Communicate public media messages to comms team	
Communicate alerts to staff, ensuring winter plans are in operation and locally agreed actions take place, especially those to protect vulnerable patients and clients	
Ensure continuity arrangements are working with provider organisations	
Ensure carers are receiving appropriate advice and support	
Implement plans to deal with surge in demand	

Level 3 (Action) – PROVIDERS & FRONTLINE STAFF	
Action	Complete
Consider daily visits or phone calls for high-risk individuals living on their own who have no regular contacts	

Level 4 (Emergency)	
Action	Complete
Act on responsibilities as outlined within Solihull's Major Emergency Plan	
Maintain all Level 1,2 & 3 responsibilities	

7.4: Managed Growth and Communities - STRATEGIC LEAD & FRONTLINE STAFF ACTIONS ARE LISTED SEPERATELY BELOW

Level 1 (Winter Preparedness) – STRATEGIC LEADS	
Action	Complete
Provide training and support to frontline health and social care staff to enable ‘signposting’ to assistance with home insulation, heating and fuel costs	
Identify accident hotspots on pavements or roads, advise on gritting priorities to prevent accidents, and ensure access by utilities and other essential services.	
Maintain and update advice on home insulation, heating and fuel costs at https://solihull.mylifeportal.co.uk/energyefficiency/	
Maximise the number of Solihull homeowners that can benefit from funding schemes for home insulation and heating by raising awareness and signposting information	
Ensure that Cold Weather alerts are going to the right staff within your team and appropriate actions are agreed and able to be implemented, especially to protect vulnerable clients	
Ensure staff are aware of the business continuity plan for winter weather; plan for a winter surge in demand	
Make sure emergency contacts are up to date for your team	

Level 1 (Winter Preparedness) - FRONTLINE STAFF	
Action	Complete
Continue to “signpost” those at risk clients/ patients to other services (e.g. home insulation schemes; benefits entitlements) when identified	
Use resources available to you for raising awareness of the health risks associated with winter weather and cold housing (for example, public health work closely with pharmacists who are in regular contact with vulnerable residents)	
Provide advice and information to Solihull homeowners and tenants on energy efficiency and assistance available, provide help to find the cheapest domestic gas electricity tariffs to suit people’s needs, and help people to understand their domestic energy use and how to control it. Temperature cards & advice are available by calling the Solihull winter warmth helpline 0121 704 8080.	
Encourage eligible clients to be vaccinated against flu, if not already	

Level 2 (Alert & Readiness) – STRATEGIC LEADS	
Action	Complete
Continue to communicate public health messages through official channels	
Communicate alerts to staff by e-mail cascade and make sure that they can take appropriate actions	
Activate internal business continuity arrangements plans to deal with a surge in demand for services	

Consider how forecast weather conditions may impact on your work – and make appropriate arrangements	
Make sure you and your teams are prepared for an influx of weather-related injuries and illnesses.	

Level 2 (Alert & Readiness) – FRONTLINE STAFF	
Action	Complete
Continue to remind clients of the actions they can take to protect themselves from the effects of severe cold. Temperature cards & advice are available by calling the Solihull winter warmth helpline 0121 704 8080.	
Consider how forecast weather conditions may impact on your work – and make appropriate arrangements	

Level 3 (Action) – STRATEGIC LEADS	
Action	Complete
Continue to communicate public health messages through official channels	
Communicate alerts to staff by e-mail cascade and make sure that winter plans are in operation	
Ensure key partners are undertaking action in response to alerts by communicating key updates	
Ensure continuity arrangements are working with provider organisations	
Ensure staff have adequate resources and information to help and advise clients	
Maintain business continuity	

Level 4 (Emergency)	
Action	Complete
If notified of activation, act on responsibilities outlined within Solihull's Major Emergency Plan	
Maintain all level 1, 2 and 3 responsibilities.	

7.5: Children's Services and Skills Action Cards

Level 1 (Winter Preparedness)	
Action	Complete
Alert schools to the beginning of the winter preparedness programme and direct to national and local guidance	
Work with partners and staff on risk reduction awareness (e.g. flu jabs for frontline staff), information and education	
Ensure severe weather is considered within business continuity plans	

Level 2 (Alert & Readiness)	
Action	Complete
Communicate Cold Weather Alerts to all schools	
Activate snowline for school closures as appropriate and communicate appropriate messages through the comms team	
Refer to guidance from the CWPfE to ensure appropriate measures are taken to keep children warm whilst at school, cascade relevant information as needed	
Implement business continuity arrangements as appropriate	

Level 3 (Action)	
Action	Complete
Support schools to make local decisions regarding cold weather and closures	
Refer to the Cold Weather Plan for England for further advice to schools and cascade relevant information	

Level 4 (Emergency)	
Action	Complete
Act on responsibilities as outlined within Solihull's Major Emergency Plan	
Maintain all Level 1,2 & 3 responsibilities	

7.6: Clinical Commissioning Group – (for GPs and Practice Staff)

Level 1 (Winter Preparedness)	
Action	Complete
Ensure staff are aware of Cold Weather Plan and business continuity relevant to cold weather conditions	
Encourage frontline staff get a flu jab to protect themselves and the patients	
Consider using a cold weather scenario as a table top exercise to test business continuity arrangements	

Level 1 (Winter Preparedness) – Frontline Staff	
Action	Complete
Continue to promote key public health messages in the surgery	
Be aware of systems to refer patients to appropriate services from other agencies	
Be aware of room temperatures when making home visits and signpost to other services as necessary	
Use the Keep Warm, Keep Well booklet for up-to-date information and advice for patients	

Level 2 (Alert & Readiness)	
Action	Complete
Take advantage of clinical contacts to reinforce public health messages about cold weather and cold homes. Temperature cards & advice are available by calling the Solihull winter warmth helpline 0121 704 8080.	

Level 2 (Alert & Readiness) – Frontline Staff	
Action	Complete
Consider vulnerability to cold as a factor in decision making when prioritising home visits	

Level 3 (Action)	
Action	Complete
Be aware of a possible surge in demand in the days following a cold spell	
Ensure staff are aware of cold weather risks and are able to advise patients appropriately. Temperature cards & advice	

are available by calling the Solihull winter warmth helpline 0121 704 8080.	
---	--

Level 4 (Emergency)	
Action	Complete
Implementation of national emergency response arrangements by central government	
Continue to implement business continuity arrangements	
Maintain all Level 1,2 & 3 responsibilities	

7.7: Communications Team Action Cards

Level 1 (Winter Preparedness)	
Action	Complete
Work with partners and staff on risk reduction awareness (e.g. flu jabs for frontline staff & those who are eligible through the NHS), information and education;	
Ensure emergency contacts are up to date for your team	
Issue agreed messages to the public and staff through available channels	

Level 2 (Alert & Readiness)	
Action	Complete
Continue to issue agreed messages to the public and staff through all available channels	
Ensure Communications Teams for key partners are aware of the messages being issued by SMBC	
Communicate public media messages for forecast weather conditions	

Level 3 (Action)	
Action	Complete
Continue to issue agreed messages to the public and staff through all available channels	
Liaise with all service areas to discuss the need for any escalation or review of messages being distributed.	

Level 4 (Emergency)	
Action	Complete
Act on responsibilities as outlined within Solihull's Major Emergency Plan	
Maintain all Level 1, 2 & 3 responsibilities	