Document Control Page

Document History

<table>
<thead>
<tr>
<th>Plan version</th>
<th>Date</th>
<th>Remarks</th>
<th>Reviewers</th>
</tr>
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<tbody>
<tr>
<td>0.1 (draft)</td>
<td>09/06/14</td>
<td>Draft document adapted from PCC Heatwave Plan(^1)</td>
<td>Stephanie Layzell</td>
</tr>
<tr>
<td>1.0</td>
<td>18/06/14</td>
<td>Version 1 released incorporating consultation comments</td>
<td>Stephanie Layzell</td>
</tr>
<tr>
<td>1.1</td>
<td>29/06/15</td>
<td>Review following release of the Heatwave Plan for 2015, updated dates and reviewed hyperlinks to GOV.UK and other websites</td>
<td>Stephanie Layzell/Tim Pettis</td>
</tr>
<tr>
<td>1.2 (unreleased)</td>
<td>17/02/16</td>
<td>Added EPDO advice to the top of Annex A and B</td>
<td>Stephanie Layzell</td>
</tr>
<tr>
<td>1.3</td>
<td>01/06/16</td>
<td>Added dates for Ramadan</td>
<td>Stephanie Layzell</td>
</tr>
<tr>
<td>1.4</td>
<td>23/05/17</td>
<td>Review of plan and updated hyperlinks to GOV.UK and other websites</td>
<td>Tim Pettis</td>
</tr>
</tbody>
</table>

Distribution List

<table>
<thead>
<tr>
<th>Name/Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCC Emergency Planning Unit</td>
</tr>
<tr>
<td>SCC Public Health</td>
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<tr>
<td>SCC Council Management Team</td>
</tr>
<tr>
<td>Southampton City Joint Health Protection Forum</td>
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<tr>
<td>Southampton Health and Wellbeing Board</td>
</tr>
<tr>
<td>Local Health Resilience Partnership - Wessex</td>
</tr>
</tbody>
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Amendment Record Sheet

<table>
<thead>
<tr>
<th>Amendment Number</th>
<th>Amendment Location</th>
<th>Amendments</th>
<th>Date</th>
</tr>
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<tr>
<td>1</td>
<td>9, 10, 11</td>
<td>Documents hyperlink update to Gov.UK website</td>
<td>29/06/15</td>
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<tr>
<td>2</td>
<td>17, 20</td>
<td>Added EPDO advice to Annex A and B</td>
<td>17/02/16</td>
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<tr>
<td>3</td>
<td>8</td>
<td>Updated the dates of Ramadan</td>
<td>01/06/16</td>
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<td>4</td>
<td>9, 10, 11</td>
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<tr>
<td>5</td>
<td>8</td>
<td>Updated the dates of Ramadan 2017</td>
<td>23/05/17</td>
</tr>
</tbody>
</table>

\(^1\) This Emergency Plan was adapted from a Portsmouth City Council plan. SCC Emergency Planning Team extends thanks to Portsmouth City Council for granting permission to use this format.
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1.0. Heatwave planning alerts including declaration of heatwave

A Heat-Health alert system operates from 1 June to 15 September, based on Met Office forecasts and data. During this period, the Met Office may forecast heatwaves, as defined by forecasts of day and night-time temperatures and their duration. The Heat-Health Watch system comprises of five main levels (Levels 0 - 4).

**Level 0: Summer preparedness - long term planning**

Year round joint working to reduce the impact of climate change and ensure maximum adaptation to reduce harm from heatwaves. This involves influencing urban planning to keep housing, workplaces, transport systems and the built environment cool and energy efficient.

**Level 1: Summer preparedness**

Summer preparedness runs from 1 June to 15 September when a Level 1 alert will be issued. The heatwave plan will remain at Level 1 unless a higher alert is triggered. During the summer months, social and healthcare services need to ensure that awareness and background preparedness are maintained by implementing the measures set out in the heatwave plan.

**Level 2: Heatwave is forecast - alert & readiness**

This is triggered as soon as the Met Office forecasts that there is a 60 per cent chance of temperatures being high enough on at least two consecutive days to have significant effects on health. These vary from region to region, but the average threshold temperature is 30°C during the day and 15°C overnight. This forecast will normally be issued 2–3 days before the event is expected. As death rates rise soon after temperature increases, with many deaths occurring in the first two days, this is an important stage to ensure readiness and swift action to reduce harm from a potential heatwave.

**Level 3: Heatwave action**

This is triggered as soon as the Met Office confirms that threshold temperatures have been reached in one or more regions. This stage requires specific actions targeted at high risk groups.
Level 4: National emergency

This is reached when a heatwave is so severe and/or prolonged that its effects extend outside health and social care, such as power or water shortages, and/or where the integrity of health and social care systems is threatened. At this level, illness and death may occur among the fit and healthy, and not just in high-risk groups and will require a 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, co-ordinated by the Civil Contingencies Secretariat (Cabinet Office).

The five alert levels are summarised in the table below:

<table>
<thead>
<tr>
<th>Level 0</th>
<th>Long-term planning</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All year</td>
</tr>
<tr>
<td>Level 1</td>
<td>Heatwave and summer preparedness programme</td>
</tr>
<tr>
<td></td>
<td>1st June – 15th September</td>
</tr>
<tr>
<td>Level 2</td>
<td>Heatwave is forecast – Alert and readiness</td>
</tr>
<tr>
<td></td>
<td>60% risk of heatwave in next 2-3 days</td>
</tr>
<tr>
<td>Level 3</td>
<td>Heatwave action</td>
</tr>
<tr>
<td></td>
<td>Temperature reached in one or more Met Office National Severe Weather Warning Service regions</td>
</tr>
<tr>
<td>Level 4</td>
<td>Major Incident – emergency response</td>
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<tr>
<td></td>
<td>Central Government will declare a Level 4 alert in the event of severe or prolonged heatwave affecting sectors other than health</td>
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</table>
2.0. Notification of changes in levels, escalation and stand down

2.1 Notification of alerts

The Met Office provides email alerts about the risk of heatwave identifying the particular level forecast. The following will receive the alerts within Southampton City Council:

- Public Health Southampton Health Protection team members
- Southampton City Council Emergency Planning Team
- Individual departments who have previously signed up to the alerts

2.2 Cascading the alerts

The Emergency Planning Duty Officer will cascade all received alerts by email to:

- Council Management Team
- Nominated team members from each local authority department
- Public Health team
- Health Protection Forum members

This is illustrated in figure 1 opposite.

Services can sign up to receive alerts directly from the Met Office by e-mailing enquiries@metoffice.gov.uk.

Details of the actions which should be taken at each level are included in the summaries on pages 11-16.

A distribution list has been set up in collaboration with team members from across the council. The master copy is held by the Emergency Planning Team. This master copy will be updated to reflect service changes or upon request from a member of the health protection programme forum.
2.3 Stand down

The Emergency Planning Duty Officer will inform staff via the cascade when the Heatwave Alert returns to level 1.
3.0. Service actions, documents & advice links

3.1 Heatwave plan 2017 (published May 2015)

It is vitally important that the Public Health England Heatwave Plan is referred to for detailed guidance and actions. It is available at the following website:


3.2 Beat the heat: keep cool at home (checklist) - the latest advice

The following link takes you to a document which contains self-help advice and advice for those looking after others during hot weather:


3.3 Advice during Ramadan

Ramadan is between **Friday 26th June** and **Saturday 24th June 2017** and many members of the Muslim community may be fasting during the daylight hours in the month of Ramadan. During hot weather, dehydration is a common and serious risk. It's important to balance food and fluid intake between fasts and especially to drink enough water.

If during Ramadan, members of the public start to feel unwell, disoriented or confused, or collapse or faint, advice is to stop fasting and have a drink of water or other fluid. This is especially important for older adults, those with poorly controlled medical conditions such as low/high blood pressure, diabetes and those who are receiving dialysis treatment. The Muslim Council of Britain has confirmed that breaking fast in such conditions is allowable under Islamic law. Also make sure to check on others in the community who may be at greater risk and keep an eye on children to ensure they are having a safe and healthy Ramadan.
Guidance has been produced to help ensure that members of the Muslim community have a safe and healthy Ramadan - Ramadan Health Guide: A guide to healthy fasting produced in association with the NHS with further information available on NHS Choices.

http://www.nhs.uk/livewell/healthyramadan/Pages/healthyramadanhome.aspx

3.4 Additional public information links

General summer advice
NHS Choices can provide additional general summer advice including advice on heatstroke and other heat-related conditions. Patients and the public can phone NHS 111 or their GP if they are concerned about their health or others: www.nhs.uk/summerhealth

Sun protection
Advice on ways to minimise ultraviolet ray-induced skin and eye damage can be found in the Public Health England frequently asked questions:

Sun care
Skin Cancer Information and Sun Protection Advice; How to enjoy the sun safely:
www.sunsmart.org.uk

Safety at home and outside
Including swimming safety advice and "tombstoning" warnings: www.rospa.com

Food safety
Including summer BBQ tips:
www.food.gov.uk
3.5 Actions for local authority services

Detailed action information can be found by clicking on the following links:

**Advice for health and social care professionals**


**Advice for care home managers and staff**


**Advice for looking after school children during heatwaves**


**Looking after children and those in early years settings during heatwaves: guidance for teachers and professionals**


**Beat the Heat: Keep cool at Home – checklist**

### 3.6 Commissioners of health and social care (all settings) and local authority Directors of Public Health

A summary of the key actions relevant to local authority staff, individuals and the voluntary sector is below.

<table>
<thead>
<tr>
<th>Level</th>
<th>Descriptor</th>
<th>Actions</th>
</tr>
</thead>
</table>
| 0     | Long-term planning - all year | Working with partner agencies, incorporate into Joint Strategic Needs Assessment/Health and Wellbeing Strategy long term plans to prepare for, and mitigate, the impact of heatwaves, including:  
  - How to identify and improve the resilience of those individuals and communities most at risk  
  - Ensuring that a local, joined-up programme is in place covering:  
    - Housing, loft and wall insulation and other plans to reduce internal energy use and heat production  
    - Environmental action (e.g. increase trees and green spaces; external shading; reflective paint; water features)  
    - Other infrastructure changes (e.g. porous pavements)  
    - Engaging the community & voluntary sector to support development of local emergency plans  
    - Making progress on relevant Public Health Outcomes Framework indicators |
| 1     | Heatwave and summer preparedness programme  
1 June to 15 September |  
  - Work with partner agencies, providers and businesses to coordinate heatwave plans, ensuring vulnerable and marginalised groups are appropriately supported  
  - Work with partners and staff on risk reduction awareness (e.g. key public health messages - Appendix 1) by using a variety of methods to maximise dissemination.  
  - Ensure care homes and hospitals are aware of the heatwave plan and are engaged in preparing for heatwaves  
  - Continue to engage the Community & Voluntary Sector to support communities to help those most at risk  
  - Ensure other institutional establishments (e.g. prisons, schools) are aware of heatwave guidance  
  - Ensure organisers of large events take account of possible heat risks |
| 2     | Heatwave is forecast - alert and readiness |  
  - Communicate public media messages - especially to 'hard to reach' vulnerable groups  
  - Communicate alerts to staff and make sure that they are aware of heatwave plans  
  - Implement business continuity  
  - Increase advice to health and social care workers working in community, care homes and hospitals |
<table>
<thead>
<tr>
<th>Level</th>
<th>Descriptor</th>
<th>Actions</th>
</tr>
</thead>
</table>
| 3     | Heatwave action - temperature reached in one or more Met Office National Severe Weather Warning Service regions | - Media alerts about keeping cool  
- Support organisations to reduce unnecessary travel  
- Review safety of public events  
- Mobilise community and voluntary support |
| 4     | Major incident – emergency response | **NATIONAL EMERGENCY**  
- Continue actions as per level 3 unless advised to the contrary  
- Central government will declare a Level 4 alert in the event of severe or prolonged heatwave affecting sectors other than health and if requiring coordinated multi-agency response |
### 3.7 Providers - health and social care staff in all settings (community, hospitals and care homes)

<table>
<thead>
<tr>
<th>Level</th>
<th>Descriptor</th>
<th>Actions</th>
</tr>
</thead>
</table>
| 0     | Long term planning – all Year     | Professional staff (all settings):  
  - Develop systems to identify and improve resilience of high-risk individuals  
  - Request an Housing Health and Safety Rating System (HHSRS) assessment from Environmental Health for clients at particular risk  
  - Encourage cycling/walking where possible to reduce heat levels and poor air quality in urban areas  
  
  Care homes and hospitals:  
  - Work with commissioners to develop longer term plans to prepare for heatwaves  
  - Make environmental improvements to provide a safe environment for clients in the event of a heatwave  
  - Prepare business continuity plans to cover the event of a heatwave (e.g. storage of medicines, computer resilience, etc)  
  - Work with partners and staff to raise awareness of the impacts of severe heat and on risk reduction awareness |
| 1     | Heatwave 1  
       June - 15 September | Professional staff (all settings):  
  - Identify high-risk individuals on your caseload and raise awareness of heat illnesses and their prevention among clients and carers  
  - Include risk in care records and consider whether changes might be necessary to care homes in the event of a heatwave (e.g. initiating daily visits by formal or informal care givers for those living alone)  
  
  Care homes and hospitals:  
  - Ensure business continuity plans are in place and implement as required; ensure appropriate contact details are provided to local authority/National Health Service emergency planning officers to facilitate transfer of emergency information  
  - Identify or create cool rooms/areas (able to be maintained below 26 degrees)  
  - Install thermometers where vulnerable individuals spend substantial time |
<table>
<thead>
<tr>
<th>Level</th>
<th>Descriptor</th>
<th>Actions</th>
</tr>
</thead>
</table>
| 2     | Heatwave is forecast - alert and readiness 60% risk of heatwave in the next 2-3 days | Professional Staff (all settings):  
- Check high-risk people have visitor/phone call arrangements in place  
- Reconfirm key public health messages to clients  
- Check client’s room temperatures if visiting  
Care homes and hospitals:  
- Check indoor temperatures are recorded regularly during the hottest periods for all areas where patients reside  
- Ensure cool areas are below 26 degrees  
- Review and prioritise high-risk people  
- Ensure efficient cold water and ice  
- Consider weighing clients regularly to identify dehydration and rescheduling physiotherapy to cooler hours  
- Communicate alerts to staff and make sure that they are aware of heatwave plans  
- Ensure sufficient staffing  
- Implement business continuity |
| 3     | Heatwave Action - temperature reached in one or more Met Office National Severe Weather Warning Service regions | Professional staff (all settings):  
- Visit/phone high risk people  
- Reconfirm key public health messages to clients  
- Advise carers to contact GP if concerns re health  
Care homes and hospitals:  
- Activate plans to maintain business continuity - including a possible surge in demand  
- Check indoor temperatures are recorded regularly during the hottest periods for all areas where patients reside.  
- Ensure staff can help and advise clients including access to cool rooms, close monitoring of vulnerable individuals, reducing shading, turning off unnecessary lights/equipment. Cooling building at night, ensuring discharge planning takes home temperatures and support into account. |
| 4     | Major incident - emergency response | NATIONAL EMERGENCY  
- Continue actions as per Level 3 unless advised to the contrary  
- Central government will declare a Level 4 alert in the event of severe or prolonged heatwave affecting sections other than health and if requiring coordinated multi-agency response. |
### 3.8 Community and Voluntary Sector & Individuals

<table>
<thead>
<tr>
<th>Level</th>
<th>Descriptor</th>
<th>Actions</th>
</tr>
</thead>
</table>
| 0     | Long-term planning – all Year | Community groups:  
- Develop a community emergency plan to identify and support vulnerable neighbours in event of a heatwave  
- Assess the impact a heatwave might have on the provision and use of usual community venues  
- Support those at-risk to make sure they are receiving the benefits they are entitled to  

Individuals:  
- Make environmental improvements inside and outside the house which reduce internal energy and heat  
- Install loft and wall insulation  
- Identify cool areas in the house to use in the event of a heatwave  
- If on medication, ensure that these can be stored at safe levels in a heatwave |
| 1     | Heatwave and summer preparedness programme 1 June - 15 September | Community groups:  
- Further develop community emergency plan  
- Support the provision of good information about health risks especially with those vulnerable groups and individuals  

Individuals:  
- Find good information about health risks and key public health messages to stay healthy during spells of severe heat  
- Look out for vulnerable neighbours |
| 2     | Heatwave is forecast - alert and readiness 60% risk of heatwave in the next 2-3 days | Community groups:  
- Keep an eye on people you know to be at risk  
- Stay tuned into the weather forecast and keep stocked with food and medications  
- Check ambient room temperatures  

Individuals:  
- Stayed tuned into the weather forecast  
- Check ambient room temperatures - especially those rooms where disabled or high risk individuals spend most of their time  
- Keep an eye on people you know to be at risk - ensure they have access to plenty of cool liquids  
- Look out for vulnerable neighbours |
<table>
<thead>
<tr>
<th>Level</th>
<th>Descriptor</th>
<th>Actions</th>
</tr>
</thead>
</table>
| 3     | Heatwave action temperature reached in one or more Met Office National Severe Weather Warning Service regions | Community groups:  
- Activate community emergency plan  
- Check those you know are at risk  
Individuals:  
- Follow key public health messages  
- Check those you know are at risk |
| 4     | Major incident – emergency response | NATIONAL EMERGENCY  
- Continue actions as per Level 3 unless advised to the contrary  
- Central government will declare a Level 4 alert in the event of severe or prolonged heatwave affecting sectors other than health and if requiring coordinated multi-agency response. |
Annex A - Email for a level 2 warning

Note: The EPDO must check the below hyperlinks before distributing the email

For the attention of the Council Management Team, Public Health Team, Health Protection Forum Members and previously nominated team members from local authority services.

The Met Office has issued a level 2 (alert and readiness) "heatwave is forecast" weather warning for the period between [insert start date and time] and [insert end date and time] in parts of England.

1. What does this heatwave warning mean?

This is triggered as soon as the Met Office forecasts that there is a 60 per cent chance of temperatures being high enough on at least two consecutive days to have significant effects on health. These vary from region to region, but the average threshold temperature is 30ºC during the day and 15ºC overnight. This will normally occur 2–3 days before the event is expected. As death rates rise soon after temperature increases, with many deaths occurring in the first two days, this is an important stage to ensure readiness and swift action to reduce harm from a potential heatwave. You should refer to the Public Health England Heatwave Plan for further information.


2. What is the risk in Southampton?

The risk specifically for South East England is X%.

The weather forecast for Southampton during this period is can be viewed using the following links http://www.metoffice.gov.uk/public/weather/forecast/southampton-southampton#?tab=fiveDay and http://www.bbc.co.uk/weather/2637487
Delete below paragraph if Southampton thresholds meets level 2:

It should be noted that the weather forecast for Southampton is lower than the heatwave threshold temperatures indicating a reduced likelihood of threshold temperatures for a level 2 alert specifically for Southampton being reached.

Organisations are advised to continue to monitor the local situation, consider implementing precautionary measures and expect further information from Emergency Planning Duty Officer if the risk changes.

3. What actions should I consider for a level 2 heatwave weather warning?

Should this weather persist, a meeting will be set up to share information and actions being taken and to offer support with your planning. In the meantime please refer to the table and action cards below.

There are 5 levels in the Met Office hot weather warning system; they are summarised in the table below:

<table>
<thead>
<tr>
<th>Level 0</th>
<th>Long-term planning</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All year</td>
</tr>
<tr>
<td>Level 1</td>
<td>Heatwave and summer preparedness programme</td>
</tr>
<tr>
<td></td>
<td>1st June – 15th September</td>
</tr>
<tr>
<td>Level 2</td>
<td>Heatwave is forecast – Alert and readiness</td>
</tr>
<tr>
<td></td>
<td>60% risk of heatwave in next 2-3 days</td>
</tr>
<tr>
<td>Level 3</td>
<td>Heatwave action</td>
</tr>
<tr>
<td></td>
<td>Temperature reached in one or more Met Office National Severe Weather Warning Service regions</td>
</tr>
<tr>
<td>Level 4</td>
<td>Major Incident – emergency response</td>
</tr>
<tr>
<td></td>
<td>Central Government will declare a Level 4 alert in the event of severe or prolonged heatwave affecting sectors other than health</td>
</tr>
</tbody>
</table>

Please refer to the action cards in the Public Health England heatwave plan.

Advice for health and social care professionals:

Advice for care home managers and staff:

Beat the heat: keep cool at home - checklist

Looking after children and those in early years settings during heatwaves: guidance for teachers and professionals

Please forward this information as necessary within your services/ departments. A reminder that we are responsible as a local authority for ensuring a cascade of information to the following and that it has previously been agreed that the onward cascade would be initiated by those of you responsible for these services:

- Health and Wellbeing Boards (Public Health will notify the chair)
- Social services
- Day care centres
- Residential homes and children's homes
- Schools and nurseries
- Children's centres
- Voluntary organisations including those who provide winter warmth advice ("SVS" copied in for distribution)

XXXXXXX (Name)
Emergency Planning Duty Officer
Annex B - Email template for a level 3 warning

Note: The EPDO must check the below hyperlinks before distributing the email

For the attention of the Council Management Team, Public Health Team, Health Protection Forum Members and previously nominated team members from local authority services.

The Met office has issued a level 3 heatwave weather warning for the period between [insert start date and time] and [insert end date and time] in parts of England.

1. What does this heatwave warning mean?

This is issued when the weather described in Level 2 actually happens. This means that the average threshold temperature is 30ºC during the day and 15ºC overnight.

2. What is the risk in Southampton?

The risk specifically for South East England is X%.

The weather forecast for Southampton during this period is can be viewed using the following links http://www.metoffice.gov.uk/public/weather/forecast/southampton-southampton#?tab=fiveDay and http://www.bbc.co.uk/weather/2637487

*Delete below paragraph if Southampton thresholds meets level 3:*

It should be noted that the weather forecast for Southampton is lower than the heatwave threshold temperatures indicating a reduced likelihood of threshold temperatures for a level 2 alert specifically for Southampton being reached.

Organisations are advised to continue to monitor the local situation, consider implement precautionary measures and expect further information from the Emergency Planning Duty Officer if the risk changes.
3. **What actions should I consider for a level 3 heatwave warning?**

An internal meeting will be set up shortly to share information and actions being taken and to offer support with your response. In the meantime please refer to the table and action cards below.

There are 5 levels in the Met Office cold weather warning system as summarised in the table below:

<table>
<thead>
<tr>
<th>Level 0</th>
<th>Long-term planning</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>All year</td>
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Please refer to the action cards in the Public Health England heatwave plan.

**Advice for health and social care professionals:**


**Advice for care home managers and staff:**


**Beat the heat: Keep cool at home checklist**

Looking after children and those in early years settings during heatwaves: guidance for teachers and professionals


Please forward this information to as necessary within your services/ departments. A reminder that we are responsible as a local authority for ensuring a cascade of information to the following and that it has previously been agreed that the onward cascade would be initiated by those of you responsible for these services:

- Health and Wellbeing Boards (Public Health will notify the Chair)
- Social services
- Day care centres
- Residential homes and children's homes
- Schools and nurseries
- Children's centres
- Voluntary organisations including those who provide winter warmth advice ("SVS" copied in for distribution)

XXXXXXX (Name)
Emergency Planning Duty Officer
Annex C - Public Health core messages

These are the core messages to be broadcast as official Public Health England warnings alongside national and regional weather forecasts. They may be expanded or otherwise refined in discussion with broadcasters and weather presenters.

Level 1 – Summer preparedness and long-term planning

No warning required unless there is a 60 per cent probability of the situation reaching Level 2 somewhere in the UK within the next three days, then something along the lines of:

“If this does turn out to be a heatwave, we’ll try to give you as much warning as possible. But in the meantime, if you are worried about what to do either for yourself or somebody you know who you think might be at risk, for advice go to NHS Choices at www.nhs.uk/summerhealth or alternatively ring NHS 111”.

Level 2 - Alert and readiness

The Met Office, in conjunction with Public Health England, is issuing the following heatwave warning for [insert regions identified]:

“Heatwaves 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 NHS Choices at www.nhs.uk/summerhealth or call the NHS on 111 or visit your local chemist”.

Level 3 and 4 - Heatwave action/ emergency

The Met Office, in conjunction with Public Health England, is issuing the following heatwave advice for [insert regions identified]:

“Stay out of the sun. Keep your home as cool as possible – shading windows and shutting them during the day may help. Open them when it is cooler at night. Keep drinking fluids. If there’s anybody you know, for example an older person living on their own who might be at special risk, make sure they know what to do”.