

Corporate Resilience

Croydon Council

Severe Weather Response Guidance

V4.0 October 2020

This document is designed to be printed in A5 "Booklet" form

Croydon Resilience Team

Place Department

Room 2.12, Town Hall, Katharine Street, Croydon, CR0 1NX

emergencyplanning@croydon.gov.uk

Contents

SECTION A: INTRODUCTION	3
A.1 - DOCUMENT INFORMATION	4
A.2 - CRITICAL INFORMATION.....	5
A.3 - INTRODUCTION	5
A.4 - AIM	5
A.5 - OBJECTIVES	5
A.6 - SCOPE	5
A.7 - RISK AND CONTEXT	6
SECTION B: NOTIFICATION AND ACTIVATION	7
B.1 - NOTIFICATION.....	8
B.1.1 - <i>National Severe Weather Warning Service (NSWWS)</i>	8
B.1.2 - <i>Message from the Met Office Advisor</i>	11
B.1.3 - <i>Heat Health Watch</i>	12
B.1.4 - <i>Cold Weather Alert Service</i>	13
B.1.5 - <i>Flood Guidance Statements</i>	14
B.1.6 - <i>Flood Warnings and Alerts</i>	15
B.1.7 - <i>Drought Levels</i>	16
B.1.8 - <i>Air Quality Alert</i>	16
B.2 - ACTIVATION AND COMMUNICATIONS CASCADE	17
SECTION C: RESPONSIBILITIES AND ACTIONS	18
C.1 - GENERIC RESPONSIBILITIES	19
C.1.1 - <i>Corporate Resilience Team</i>	19
C.1.2 - <i>Communications Team</i>	19
C.2 - WEATHER SPECIFIC ACTIONS	20
C.2.1 - <i>Rain, Wind, Thunderstorms and Lightning</i>	20
C.2.2 - <i>Flooding</i>	22
C.2.3 - <i>Snow / Ice</i>	23
C.2.4 - <i>Fog</i>	24
C.2.5 - <i>Hot Weather</i>	25
C.2.6 - <i>Cold Weather</i>	27
C.2.7 - <i>Drought</i>	30
C.2.8 - <i>Pollution / Air Quality</i>	32
SECTION D: ANNEXES	33
D.1 - ANNEX 1: CROYDON SEVERE WEATHER EMERGENCY PROTOCOL (SWEP) FOR ROUGH SLEEPERS.....	34
D.2 - ANNEX 2: COMMUNICATIONS CASCADE CONTACT LIST.....	35
D.3 - ANNEX 2: INITIAL DUTY RESILIENCE ADVISOR MESSAGE	36
D.4 - ANNEX 2: INITIAL DUTY RESILIENCE ADVISOR MESSAGE (AIR QUALITY ALERT)	37
D.5 - ANNEX 3: FOLLOW UP EMAIL TO COUNCIL OFFICERS OUTLINING ACTIONS TO BE TAKEN.....	37

Section A: Introduction

A.1 - Document information

Document Information				
Author(s)	Resilience Officer			
Current version approved by	Executive Director of Place	DATE	22 October 2020	
Next review date	2023, or sooner if activated.	Resilience Standards Reference		
Distribution list	<ul style="list-style-type: none"> Executive Leadership Team Corporate Leadership Team All stakeholders identified in this plan 			
Superseded documents	Severe Weather Guidance v3.0			
Key related documents	Heatwave Plan for England Cold Weather Plan for England London Severe Weather and Natural Hazards Framework Corporate Emergency Response Plan (CERP) CRF Multi Agency Flood Response Plan CRF Utility Disruption Response Guidance Croydon Severe Weather Emergency Protocol (SWEP)			
Responsible Officer/s	Resilience Manager	Contact details	<u>This information has been redacted.</u>	
	Katherine Kerswell		<u>This information has been redacted.</u>	
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Exercise / Training	Type	What was tested/ exercised?	Validation method	
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Exercise Safer City (Feb 2017)	Command post exercise	Post exercise report	Yes	
Exercise Barrage (Nov 2016)	Tabletop exercise	Post incident report	Yes	
Exercise Safer City (March 2020)	BECC exercise	The BECC	Post exercise report	

A.2 - Critical Information

<p>How to use this plan quickly</p>	<ul style="list-style-type: none"> • Go to page 17 for the Activation Procedure and Communications Cascade • Go to page 20 for actions upon receipt of a Rain / Wind / Thunderstorm / Lightning Alert • Go to page 22 for actions upon receipt of a Flood Warning • Go to page 23 for actions upon receipt of a Snow / Ice Alert • Go to page 24 for actions upon receipt of a Fog Alert • Go to page 25 for actions upon receipt of a Heat Health-Watch Alert • Go to page 27 for actions upon receipt of a Cold Weather Alert • Go to page 30 for actions upon receipt of a Drought Alert • Go to page 32 for actions upon receipt of an Air Quality Alert
<p>Principles</p>	<ul style="list-style-type: none"> • Every emergency is different, and it is important to be flexible to ensure the most appropriate and effective response. • Respect for the individual and their needs, and for the diversity of communities is key to ensuring the best possible care for affected people. • The response to any emergency is conducted in partnership. A multi-agency approach is crucial and sharing of information between partners is essential. • The arrangements in this plan are complementary to the major incident procedures for London set out in the LESLP Major Incident Procedures Manual, and the London Strategic Coordination Protocol.

A.3 - Introduction

Each local authority receives severe weather information via a number of sources. The Met Office and the Environment Agency are our main source of such information. As a category 1 responder we have the responsibility to ensure that we cascade this information, and the appropriate actions are taken by the relevant service areas, to mitigate the potential risks from severe weather events.

A.4 - Aim

This document aims to outline the response arrangements for receiving and acting upon severe weather information, including alerts and warnings, from internal and external partners.

A.5 - Objectives

The **objectives** of this document are to:

- Describe the different methods of severe weather alert;
- Outline the potential impacts caused by specific types of severe weather events; and
- Confirm the actions to be taken by the Council on receipt of the different types and level severe weather alert.

A.6 - Scope

This document covers the local Croydon Council response arrangements to a severe weather event. It should, however, be noted that due to the nature of severe weather it is likely that it will be occurring regionally or nationally. The arrangements contained within this document should be utilised in conjunction with any regional/ national response arrangements that have been activated.

It should also be noted that the Severe Weather Emergency Protocol (SWEP) for Rough Sleepers may be activated in cold weather. However, the threshold for activation of the SWEP is slightly different to the Met Office alerts and is reliant on the Greater London Authority (GLA) instructing boroughs to activate them at a local level. Please see Annex 1 for further information.

A.7 - Risk and Context

The below table outlines the different types of severe weather that that are on the Croydon Resilience Forum (CRF) risk register, that need to be planned for.

Ref ID Risk Rating	Outcome Description	Impact	Likelihood
H 17 HIGH	Storms and Gales Storm force winds affect multiple regions for at least 6 hours during a working day. Most inland and lowland areas experience mean speeds in excess of 55mph and gusts in excess of 85mph.	3	3
H 18 HIGH	Cold and Snow Low temperatures and snow (falling and lying) over substantial areas of low-lying land, (below 300m) for at least one week. After an initial fall of snow, there is further snowfall on and off for at least 7 days. Most lowland areas experience some falls in excess of 10cm at a time, with overall snow depth in excess of 30cm. This would coincide with a period of at least 7 consecutive days with a daily mean temperature below -3°C.	3	3
H 22 VERY HIGH	Surface Water Flooding Surface water flooding in a large metropolitan area caused by a warm unstable atmosphere, most likely to occur in summer due to the warmer atmosphere having a greater water holding capacity, causes a pattern of convective rainfall events.	3	4
L 19 HIGH	Groundwater Flooding Following unprecedented amounts of extended above average rainfall throughout 3 winter months groundwater levels are exceptionally high throughout London. The main areas of concern are in the South East of London where the geology is predominately chalk.	4	3
L 21 VERY HIGH	Fluvial Flooding Successive bands of frontal rainfall saturate river catchments (soil moisture deficit is at zero) and fill river channels to full capacity. High intensity heavy rainfall causes fluvial rivers in London (tributaries to the Thames) to exceed channel capacity. Flooding happens very quickly with little warning and time for evacuations.	3	4
HL 48 HIGH	Heatwave Daily maximum temperatures in excess of 32°C and minimum temperatures in excess of 15°C over most of a region for around 2 weeks at least with 5 consecutive days where maximum temperatures exceed 32°C. Up to 1,000 fatalities and 5,000 casualties, mainly amongst the elderly. There could be disruption to power supply, telecommunications links and transport infrastructure within the 2 weeks.	4	3
HL50 VERY HIGH	Severe Drought Following three consecutive and unprecedented dry winters London is in a severe drought (level 4) situation. Emergency drought orders are in place with millions of properties with severe water supply restrictions and low water pressure (impacting supply to properties at high levels and tower blocks). Increase of illnesses due to reduced use of water impacting on hygiene levels, increased casualties and potentially fatalities. Mental wellbeing impacts communities and public outrage leads to some disorder issues.	3	4

Section B: Notification and Activation

B.1 - Notification

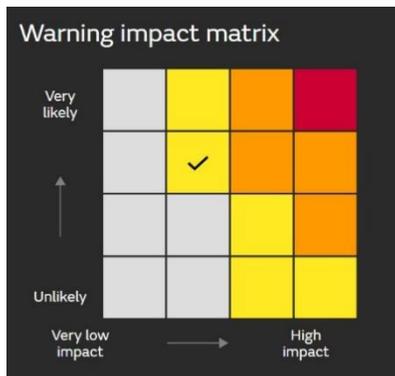
There are a number of alerts that are released from a variety of external sources, that provide notification of a potential severe weather event. It should be noted that some of these weather events can happen at the same time and exacerbate the impacts, for example a Heatwave and Severe Drought.

B.1.1 - National Severe Weather Warning Service (NSWWS)

The Met Office issues weather warnings (you can register for them [here](#)) when severe weather has the potential to bring impacts to the UK. These warnings are based on a combination of the level of impacts the weather may cause and the likelihood of those impacts occurring. They provide weather warnings for:

- Rain
- Thunderstorms / Lightning
- Wind
- Snow / Ice
- Fog

Yellow and Amber warnings represent a range of impact levels and likelihoods. This means it is important to read each warning to know what level of impact you can expect for your chosen warning area – and how likely those impacts are to occur.



B.1.1.1 Generic Impacts

Impact Level	General impacts associated with level
Very low	<ul style="list-style-type: none"> • On the whole, day to day activities not affected but a few places may see small scale impacts occur. • A few transport routes affected.
Low	<ul style="list-style-type: none"> • Some short lived disruption to day to day routines in affected areas. • Incidents dealt with under 'business as usual' response by emergency services. • Some transport routes and travel services affected. Some journeys require longer travel times.
Medium	<ul style="list-style-type: none"> • Injuries with danger to life. • Disruption to day-to-day routines and activities. • Short-term strain on emergency responder organisations. • Transport routes and travel services affected. Longer journey times expected. Some vehicles and passengers stranded. • Disruption to some utilities and services. • Damage to buildings and property.
High	<ul style="list-style-type: none"> • Danger to life. • Prolonged disruption to day to day routines and activities. • Prolonged strain on emergency responder organisations. • Transport routes and travel services affected for a prolonged period. Long travel delays. Vehicles and passengers stranded for long periods. • Disruption to utilities and services for a prolonged period. • Extensive damage to buildings and property.

NOT PROTECTIVELY MARKED

B.1.1.2 Weather Specific Impacts

Weather type	Impact Level & Associated Impacts			
	Very Low Impact	Low Impact	Medium Impact	High Impact
Rain	<ul style="list-style-type: none"> • A few places will have flooding of low-lying land and susceptible roads. • A few transport routes affected. • Road conditions affected with spray and some standing water in a few places. 	<ul style="list-style-type: none"> • Some flooding of homes and businesses and susceptible roads. • Some transport routes and travel services affected. Some journeys require longer travel times. • Road conditions affected by spray and standing water. • Short term disruption to utilities and services in some places. 	<ul style="list-style-type: none"> • Flooding of homes and businesses. • Danger to life from fast flowing/deep water. • Damage to buildings/ structures. • Transport routes and travel services affected. Longer journey times expected. Some road closures. • Difficult road conditions due to spray and standing water. • Interruption to utilities and services. • Some communities temporarily inaccessible due to flooded access routes. 	<ul style="list-style-type: none"> • Widespread flooding of homes and businesses. • Danger to life from fast flowing/deep water. • Extensive damage to and/or collapse of buildings/ structures. • Transport routes and travel services disrupted for a prolonged period. Long travel delays. • Widespread road closures. • Dangerous driving conditions due to spray and standing water. • Prolonged disruption to or loss of utilities and services. • Communities become cut off for a prolonged period, perhaps several days, due to flooded access routes.
Wind	<ul style="list-style-type: none"> • Loose debris blown around. • A few transport routes affected by difficult driving conditions. 	<ul style="list-style-type: none"> • Some transport routes and travel services affected. Some journeys require longer travel times. Some disruption to road, rail, air and ferry transport. • Difficult driving conditions for high-sided vehicles on prone routes, such as cross winds on exposed or high level roads. • A few power interruptions. 	<ul style="list-style-type: none"> • Injuries and danger to life from flying debris. • Some structural damage, such as slates dislodged from roofs. • Transport routes and travel services affected. Longer journey times expected. Disruption to road, rail, air and/or ferry transport. • Closure of some susceptible and key routes (e.g. some vulnerable bridges). • Interruptions to power and/or other utilities and services. 	<ul style="list-style-type: none"> • Widespread danger to life from flying debris. • Widespread structural damage e.g. roofs blown off, mobile homes overturned, power lines brought down. • Transport routes and travel services affected for a prolonged period. Long travel delays. • Closure of main bridges, road and rail networks in many areas, and significant disruption to air and ferry transport. • Widespread and prolonged disruption to power, and/or other utilities and services.

NOT PROTECTIVELY MARKED

<p>Snow</p>	<ul style="list-style-type: none"> • A few transport routes affected. 	<ul style="list-style-type: none"> • Some transport routes and travel services affected. Some journeys require longer travel times. 	<ul style="list-style-type: none"> • Transport routes and travel services affected. Longer journey times expected. • Some stranded vehicles and passengers, with disruption to rail, road and air services. • Interruptions to power and/or other utilities and services. • Some rural communities' temporarily inaccessible due to deep snow or snow drifts. 	<ul style="list-style-type: none"> • Transport routes and travel services affected for a prolonged period. Long travel delays. • Large numbers of stranded vehicles and passengers with widespread disruption to rail, road and air services. • Widespread and prolonged interruptions to power and/or other utilities and services. • Rural communities cut off for a prolonged period, perhaps several days, due to deep snow or snow drifts
<p>Ice</p>	<ul style="list-style-type: none"> • A few transport routes affected by ice on some untreated roads, pavements and cycle paths. • Limited travel disruption with difficult conditions mostly confined to a few prone routes. 	<ul style="list-style-type: none"> • Some injuries from slips and falls. • Some transport routes and travel services affected with some ice on untreated roads, pavements and cycle paths, but road networks generally open. Some road traffic collisions. 	<ul style="list-style-type: none"> • Casualties with risk to life. Injuries from slips and falls. • Transport routes and travel services affected by widespread black ice. Some road closures and some only passable with care. Untreated pavements and cycle paths impassable. Some travel disruption with longer journey times and road traffic collisions. • Interruptions to power and/or other utilities and services. 	<ul style="list-style-type: none"> • Widespread risk to life. Casualties and injuries from slips and falls. • Transport routes and travel services affected by sudden formation of black ice across whole communities with roads pavements and cycle paths becoming instantly impassable. Widespread disruption to road, rail and air transport with frequent road traffic collisions. • Widespread interruptions to power due to power line icing, leading to impacts on telecommunications.
<p>Thunderstorm</p>	<ul style="list-style-type: none"> • A few places will have flooding, usually lasting an hour to a few hours at most. • A few local transport routes may be affected with difficult driving conditions. • Very short-term disruption to power and/or other utilities and services in a few places. 	<ul style="list-style-type: none"> • Some flooding of homes, businesses and susceptible roads lasting several hours in places. • Some damage to buildings/ structures from flooding and/or lightning. • Some transport routes and travel services affected. Some journeys require longer travel times. 	<ul style="list-style-type: none"> • Flooding of homes and businesses. • Danger to life due to sudden deep/fast flowing water. • Damage to buildings/ structures from flooding and/or lightning, hail, strong winds. • Transport routes and travel services affected quickly by flooding. Longer journey times and cancellations. Difficult road conditions due to spray, standing 	<ul style="list-style-type: none"> • Widespread flooding affecting homes and businesses. • Danger to life due to sudden fast flowing/deep water. • Injuries from hail. • Casualties and danger to life from lightning strikes. • Extensive damage to buildings/ structures from flooding and/or lightning, hail, strong winds. • Transport routes and travel services affected by flooding for a

NOT PROTECTIVELY MARKED

		<ul style="list-style-type: none"> • Road conditions affected by spray and standing water and/or hail. • Short-term disruption to power and/or other utilities and services in some places. 	<ul style="list-style-type: none"> • water and/or hail, sudden gusty winds. • Interruption to power and/or other utilities and services. • Some communities temporarily inaccessible due to flooded access routes. 	<ul style="list-style-type: none"> • prolonged period with long travel delays and rapidly changing/deteriorating conditions. • Dangerous driving conditions due to spray, standing water and/or hail, sudden gusty winds. • Prolonged disruption to or loss of power and/or other utilities and services. • Communities become cut off for a prolonged period, perhaps several days, due to flooded access routes or damage to road infrastructure.
Lightning	<ul style="list-style-type: none"> • Disruption to power and/or other utilities and services in a few places. • Damage to buildings/ structures from lightning strikes in a few places. 	<ul style="list-style-type: none"> • Some disruption to power and/or other utilities and services. • Some damage to buildings/ structures. 	<ul style="list-style-type: none"> • Injuries with danger to life due to lightning. • Interruptions to power and/or other utilities and services. • Damage to buildings/ structures from lightning strikes. 	<ul style="list-style-type: none"> • Injuries with danger to life due to frequent lightning strikes. • Prolonged disruption to or loss of power and/or other utilities and services over a widespread area. • Extensive damage to buildings/ structures from lightning strikes over a widespread area.
Fog	<ul style="list-style-type: none"> • Limited travel disruption with difficult travel conditions mostly confined to a few prone routes. • A few traffic collisions 	<ul style="list-style-type: none"> • Difficult driving conditions with slower journey times. • Some road traffic collisions. 	<ul style="list-style-type: none"> • Difficult driving conditions with long journey times • Road traffic collisions. 	N/A

B.1.2 - Message from the Met Office Advisor

When a weather alert has been issued by the Met Office, the Met Office Advisor (Civil Contingencies) for London will send a follow up email out. This will provide more detail and context to the alert that has been issued specific to London, and will also outline any concurrent alerts from other organisations (e.g. flood warnings / Heat Health Watch) that have been released.

B.1.3 - Heat Health Watch

The Heat-Health Watch Service is a service provided by Public Health England (PHE) from 01 June - 30 September, and is designed to help healthcare and public sector professionals manage through periods of extreme temperature.

The Heat Health Watch service comprises 5 main levels (levels 0 - 4) based upon threshold maximum daytime and minimum night-time temperatures. These thresholds vary by region, but an average threshold temperature is 30 °C by day and 15 °C overnight.

Region	Maximum temperatures	
	Day	Night
London	32°C	18°C

The Heat Health Watch 5 main levels are outlined below:

Level 0	<p>Long-term planning</p> <p>Long-term planning includes year-round joint working to reduce the impact of climate change and ensure maximum adaptation to reduce harm from heatwaves. This involves influencing urban planning to keep housing, workplaces, transport systems and the built environment cool and energy efficient. Long-term heatwave planning is a key consideration highlighted in the second National Adaptation Programme (NAP), which sets out actions to address the risks identified in the UK Climate Change Risk Assessment.</p>
Level 1	<p>Summer preparedness & long-term planning</p> <p>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.</p>
Level 2	<p>Alert and readiness</p> <p>This is triggered as soon as the Met Office forecasts that there is a 60 per cent chance of temperatures being high enough on at least two consecutive days to have significant effects on health. This will normally occur 2 to 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.</p>
Level 3	<p>Heatwave action</p> <p>This is triggered as soon as the Met Office confirms that threshold temperatures have been reached in any one region or more. This stage requires specific actions targeted at high-risk groups.</p>
Level 4	<p>National emergency</p> <p>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 crossgovernment assessment of the weather conditions, co-ordinated by the Civil Contingencies Secretariat (Cabinet Office).</p>

B.1.4 - Cold Weather Alert Service

A Cold Weather Alert Service operates in England from 01 November to 31 March. During this period, the Met Office may forecast severe cold weather, as defined by forecasts of:

- Mean temperatures of 2°C or less for at least 48 hours; and/or
- Snow and ice.

It should be noted that when a Cold Weather Alert has been issued, a NSWWS warning (e.g. for snow/ ice) will also have been issued. The Cold Weather Alert service comprises 5 main levels (levels 0-4) outlined below.

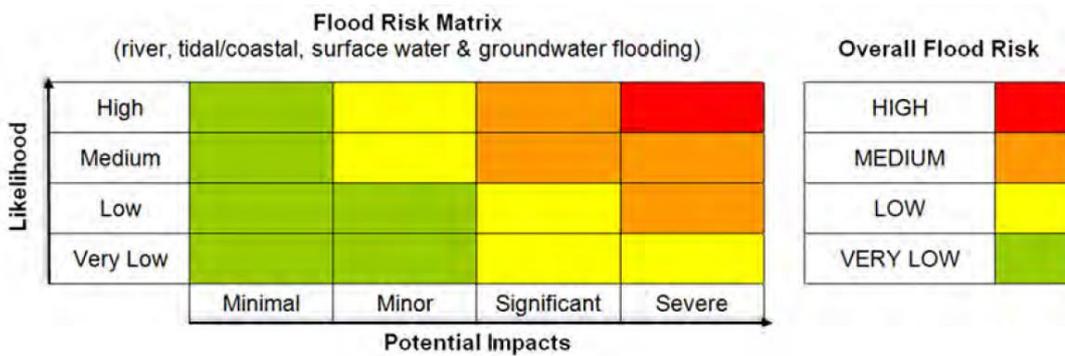
Level 0	<p>Year round planning</p> <p>This emphasises that year-round planning is required to build resilience and reduce the impact of cold weather. This level of alert relates to those longer-term actions that reduce the harm to health of cold weather when it occurs (eg housing and energy efficiency measures, and long-term sustainable approaches to influence behaviour change across health and social care professionals, communities and individuals). These measures can also address other important health, sustainability and inequalities issues, such as addressing fuel poverty, building community resilience, providing employment opportunities, reducing carbon emissions, and the burden on health and social care services.</p>
Level 1	<p>Winter preparedness and action programme</p> <p>Winter preparedness is in force throughout the winter from 1 November to 31 March and covers the moderate temperatures where the greatest total burden of excess winter death and disease occur. This is because the negative health effects of cold weather start to occur at relatively moderate mean temperatures (4-8°C depending on region) and there are normally many more days at these temperatures each winter.</p>
Level 2	<p>Alert and readiness</p> <p>This is triggered when the Met Office forecasts a 60% chance of severe winter weather, in one or more defined geographical areas for a period of at least 48 hours. Severe winter weather is defined as a mean temperature of 2°C or less and/or heavy snow and widespread ice.</p>
Level 3	<p>Severe weather action</p> <p>This is triggered as soon as the weather described in level 2 actually happens. It indicates that severe winter weather is now happening and an impact on health services is expected.</p>
Level 4	<p>Major incident – emergency response</p> <p>This is reached when cold weather is so severe and/or prolonged that its effects extend outside health and social care, and may include for example power or transport problems, or water shortages, and/or where the integrity of health and social care systems is threatened. At this level, multi-sector response at national and regional levels will be required. The Cold Weather Plan for England: Protecting health and reducing harm from cold weather 30</p> <p>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).</p>

B.1.5 - Flood Guidance Statements

The Flood Guidance Statement (FGS) provides information for category 1 and 2 responders only, to help them with their emergency planning and resourcing decisions. It presents an overview of the flood risk for England and Wales across five days and identifies possible severe weather, which could cause flooding and significant disruption to normal life.

The FGS is issued by the Flood Forecasting Centre (FFC) every day at 10:30am. It will also be issued at other times through the day and night, if the situation warrants and/or the flood risk changes. The FGS highlights the risk for all types of flooding which includes river, groundwater, tidal/coastal and surface water flooding - in one place.

The below matrix shows how the forecast is generated:



The FGS is a useful resource to support other tools & alerts received by the Corporate Resilience Team. The FGS is found in Hazard Manager and is emailed to the CRT if the overall risk is low or above for Greater London & Surrey.

B.1.6 - Flood Warnings and Alerts

The main hazard from rain is flooding. The Environment Agency (EA) is responsible for managing the risk of flooding from main rivers, reservoirs, estuaries and the sea.

Local authorities are responsible for managing the risk of flooding from surface water, groundwater and ordinary watercourses and lead on community recovery, which may include the provision of sandbags. Unlike the flood guidance statement, flood warnings are provided for general public use via the EA's website.

You can sign up for flood warnings/alerts [here](#), and they are categorised into 4 areas as outlined below:

Symbol	What it means	When notified
 Flood Alert	Flooding is possible. Be prepared	2 hours – 2 days in advance to flooding.
 Flood Warning	Flooding is expected. Immediate action required	Half an hour – 1 day in advance of flooding.
 Severe Flood Warning	Severe flooding. Danger to life	When flooding poses a significant threat to life.
Warning no longer in force	When warnings are no longer in force, it means that no further flooding is currently expected in your area and river or sea conditions are beginning to return to normal.	

Flood **alert** areas:

- [Ravensbourne Catchment](#) (Location: Ravensbourne Catchment in the London Boroughs of Lewisham, Bromley, Greenwich and Croydon)
- [River Wandle Catchment](#) (Location: River Wandle Catchment in the London Boroughs of Wandsworth, Merton, Lambeth, Croydon and Sutton)
- [Groundwater Flooding in the Caterham Bourne Catchment](#) (Location: Location: Areas at risk of Groundwater Flooding in the Caterham Bourne Catchment including Caterham, Whyteleafe, Kenley, Purley, South Croydon, Beddington and Carshalton)

Flood **warning** areas:

- [Chaffinch Brook and St James Stream at Elmers End and Upper Elmers End](#) (Location: Chaffinch Brook and St James Stream at Elmers End and Upper Elmers End, including South Norwood Country Park, London Boroughs of Bromley and Croydon)
- [Norbury Brook at Thornton Heath and Stretham Vale](#) (Location: Norbury Brook at Thornton Heath and Stretham Vale, including Norbury and Norbury Park, London Boroughs of Croydon and Lambeth)
- [River Wandle at Beddington Park](#) (Location: River Wandle at Beddington Park including Hackbridge and Waddon, London Boroughs of Sutton and Croydon)

The above are for **fluvial** and **groundwater flooding only**. There are no warnings specifically for surface water flooding, but use of the NSWWS rain warnings will support consideration of surface water flooding and its impacts.

B.1.7 - Drought Levels

There are no official drought warning alerts. Information on drought status would be communicated via Croydon’s water providers (Thames Water and SES Water) and the Environment Agency (EA) directly to the affected areas/regions and via the Local Resilience Forum (London LRF). The EA have a drought plan for the UK and release a monthly situation report on water levels.

Drought Level	Description	Customer Impact
0	BAU	None.
1	Prolonged dry weather	Water supply as 'normal' but customers are encouraged to voluntarily reduce their water usage.
2	Drought	Water supply as 'normal' but some restrictions on discretionary water using activities.
4	Severe Drought	Water supply as 'normal' but with restrictions on some recreational and commercial activities.
5	Extreme drought	Impacts to the 'normal' water supply, including potentially significant reductions in water pressure and/or water quality.

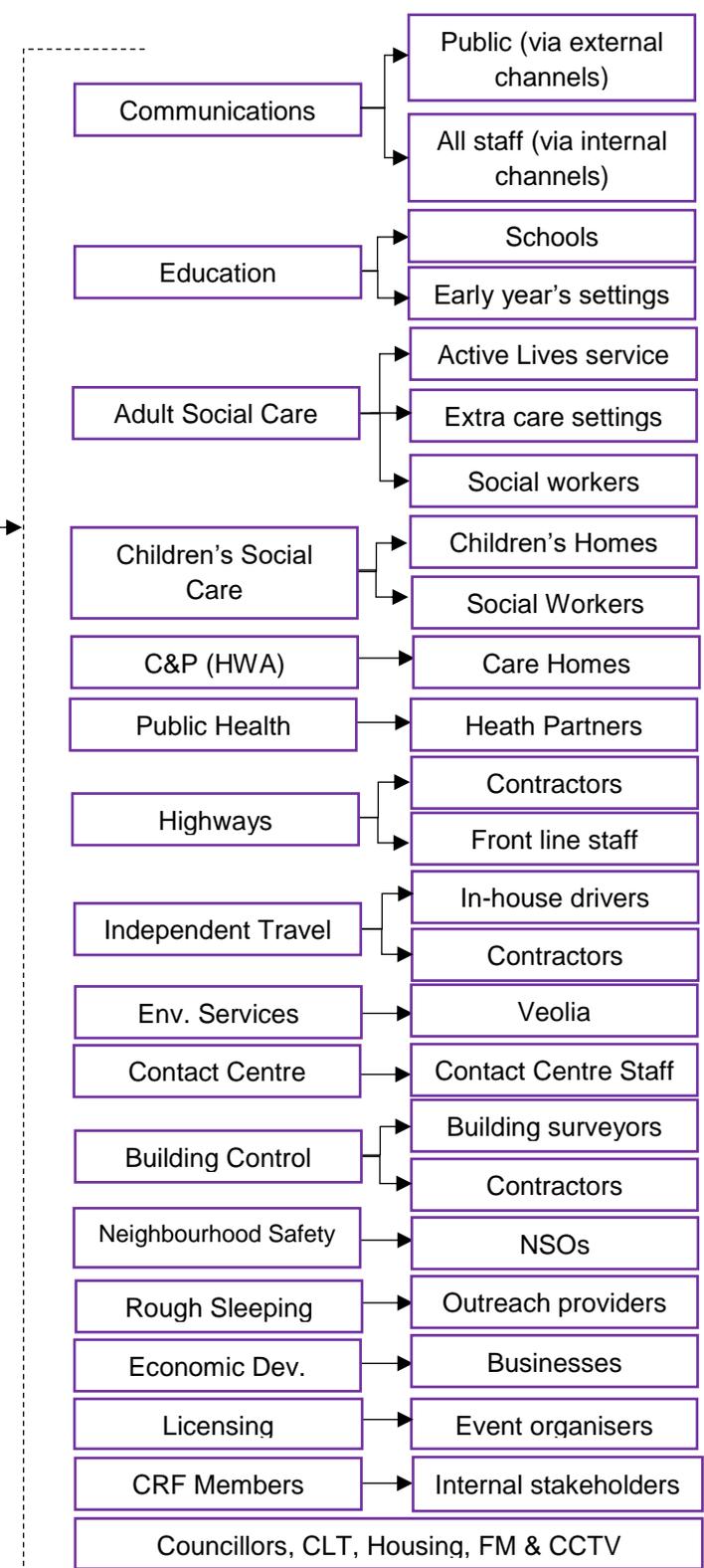
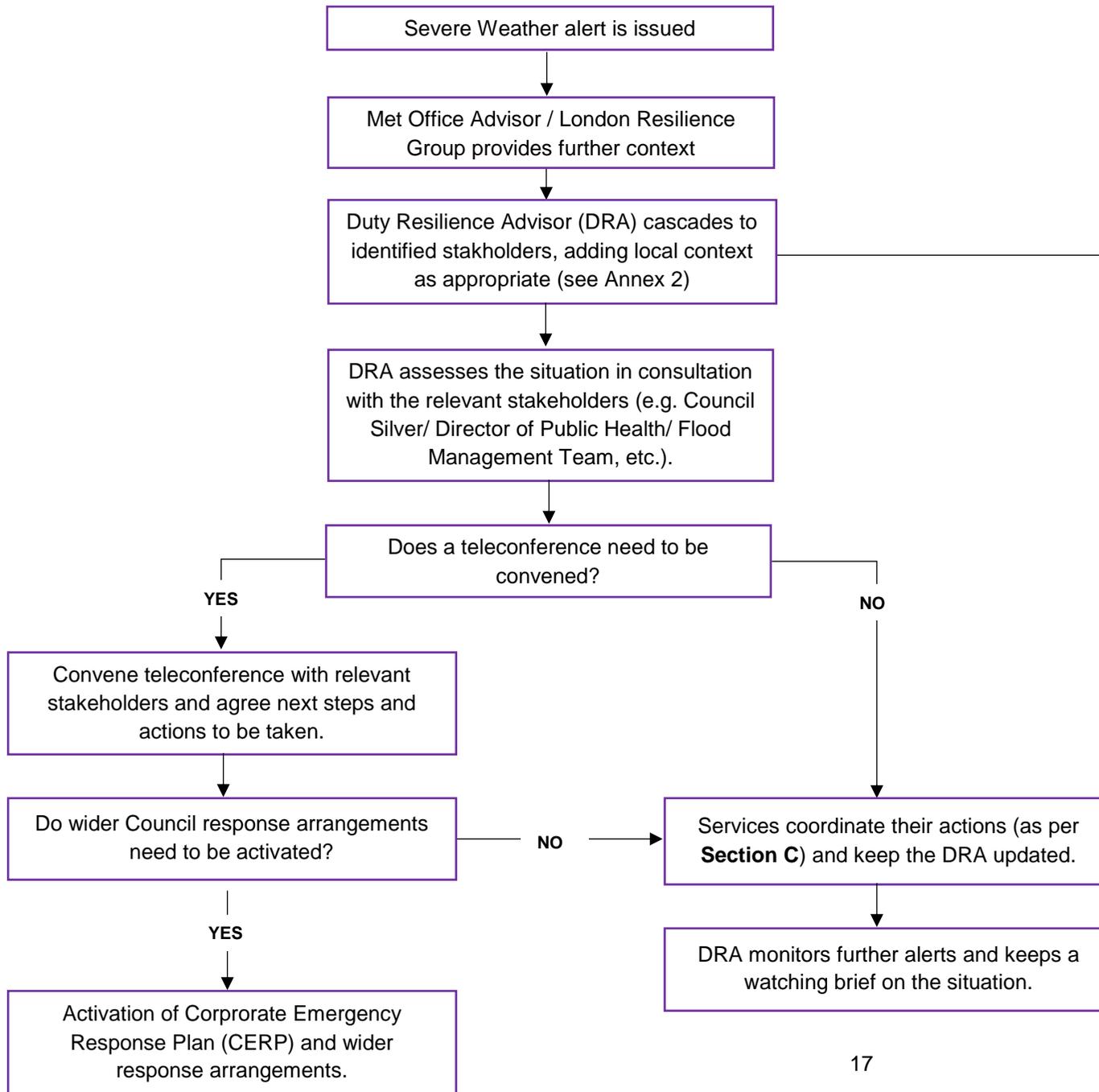
B.1.8 - Air Quality Alert

The Mayor’s air pollution forecasts are issued by King’s College London. These are combined forecasts - meaning they are based on a number of public forecasts: [airText](#), [Defra](#) (Met Office) and [King’s](#). The Mayor’s forecast will represent the most likely picture drawn from the three forecasts, expected across the whole of London.

All forecasts considered in compiling the Mayor’s combined forecast provide information based on the [UK Daily Air Quality Index \(DAQI\)](#). Particulate forecasts relate to a full day (midnight to midnight).

Air Pollution Banding	Accompanying health messages for at-risk individuals*	Accompanying health messages for the general population
Low	Enjoy your usual outdoor activities.	Enjoy your usual outdoor activities.
Moderate	Adults and children with lung problems, and adults with heart problems, who experience symptoms , should consider reducing strenuous physical activity, particularly outdoors.	Enjoy your usual outdoor activities.
High	Adults and children with lung problems, and adults with heart problems, should reduce strenuous physical exertion, particularly outdoors, and particularly if they experience symptoms. People with asthma may find they need to use their reliever inhaler more often. Older people should also reduce physical exertion.	Anyone experiencing discomfort such as sore eyes, cough or sore throat should consider reducing activity, particularly outdoors.
Very High	Adults and children with lung problems, adults with heart problems, and older people, should avoid strenuous physical activity. People with asthma may find they need to use their reliever inhaler more often.	Reduce physical exertion, particularly outdoors, especially if you experience symptoms such as cough or sore throat.

B.2 - Activation and Communications Cascade



Section C: Responsibilities and Actions

C.1 - Generic responsibilities

C.1.1 - Corporate Resilience Team

The Corporate Resilience Team have responsibility for activating the wider emergency response arrangements:

- Instigating the communications cascade (as per Section B.2), by sending any severe weather alerts to Councillors, the Severe Weather Warning Group and Croydon Resilience Forum members.
 - Out of hours, an alert will only be sent out if there is a significant change from the previous severe weather alert (e.g. changing from Amber to Red, or moving from a low to high impact event). This will be in the form of an email, with a follow up text sent via Everbridge to those in the communications cascade, to ensure that they take the required actions.
- Activation of the corporate Situation Reporting (SitRep) process as required to monitor the impacts of the severe weather event across the Council, to inform Council Gold and the Council Gold Group (CGG) / Council Silver Group (CSG) if activated.
- If the situation worsens, activation of the Corporate Emergency Response Plan (CERP) in consultation with Council Silver, and continue to provide the incident coordination function until wider response arrangements (CGG / CSG / BECC) are activated.

C.1.2 - Communications Team

Annex 11 in the 'Communicating in an Incident Plan' provides specific guidance and arrangements for the communications response to a severe weather event. The annex should be used in conjunction with this Severe Weather Response Guidance.

Key social media handles to follow and share messages regarding severe weather events from are:

- @MetOffice
- @EnvAgency
- @PHE_UK
- @TfLTravelAlerts
- @TfLTraffic
- @TramsLondon
- @TfLBusAlerts
- @LDNOverground
- @DHSCgovuk

C.2 - Weather specific actions

This section outlines potential actions and considerations dependent on the type of severe weather. It should be noted that, due to the nature of severe weather incidents, the below list of actions / considerations to be taken are not exhaustive. Alternatively not all of the below actions may need to be taken, and subsequently a flexible approach needs to be taken.

C.2.1 - Rain, Wind, Thunderstorms and Lightning

Alert Level	Actions / Considerations	Action Owner
Yellow Warning <i>(Low Likelihood of Medium/High Impacts only)</i>	Cascade alert and notify stakeholders as per Section B.2 Communications Cascade .	See Annex 1
	Consider putting staff (who aren't usually on call) on standby if required.	Stakeholders identified in comms cascade
Amber Warning <i>(High Likelihood of Medium Impacts OR Medium Likelihood of High Impacts)</i>	<i>As above, plus:</i>	
	Consider convening a teleconference with the relevant Council stakeholders to touch base, plan the response and identify any issues.	Duty Resilience Advisor (DRA)
	Communicating road closures and traffic/transport disruptions to the relevant stakeholders using Everbridge.	
	Response to isolated utility disruption incidents within current emergency response arrangements.	
	Response to utility disruption incidents within Council buildings.	Facilities Management
	Implementation of road closures and emergency highways maintenance as required.	Highways Service
	Fixing damaged street furniture as required.	
	Responsive clear up and removal of debris and waste on public spaces.	Environmental Services
	Response to fallen trees.	Environmental Services
	Response to emergency structural damage.	Building Control Service
	Responsive repairs to any damaged Council properties and accommodation, initially attending to "make safe" and carrying out a repair at a later date.	Responsive Repairs and Maintenance
	Work with outreach providers to support rough sleepers as required.	Rough Sleeping and Homelessness
	Consider prompting Heads of Service / Service Managers to consider the impacts to their service for potential loss of staff / loss of access to premises, and put business continuity arrangements in place as required (e.g. Taking laptops home).	DRA / Communications / Facilities Management / HR
	Consider assessing whether any vulnerable service users need to be checked up on or require any additional support.	Adult Social Care Children's Social Care
	Consider the safety of Council staff and Council buildings.	Facilities Management
Consider safety of public events scheduled to take place within the borough.	Licensing Service	
Consider the safety of schools remaining open (in conjunction with Head Teachers).	Education	
Consider activating the Council Situation Reporting (SitRep) process.	DRA and Council Silver	

NOT PROTECTIVELY MARKED

	Reactive flood response as per Section 2.2 – Flooding.	See Section 2.2 - Flooding
Red Warning <i>(High Likelihood of High Impacts)</i>	<i>As above, plus considering the following:</i>	
	Activation of wider Council response arrangements.	DRA and Council Silver
	Activation of Corporate Business Continuity Arrangements (for potential loss of staff / building damage / utility disruption).	
	Activation of Croydon Resilience Forum (CRF) Utility Disruption Response Guidance (if required).	

C.2.2 - Flooding

Alert Level	Actions / Considerations	Action Owner
 <p>FLOOD ALERT</p>	Cascade alert and notify stakeholders as per Section B.2 Communications Cascade .	See Annex 1
	Consider putting staff (who aren't usually on call) on standby if required.	Stakeholders identified in comms cascade
	Consider convening a teleconference with the relevant Council and multi-agency stakeholders to touch base, plan the response and identify any issues.	Highways Service
	Consider what preparatory actions need to be taken, for example: <ul style="list-style-type: none"> • Monitoring levels of certain areas of the Wandle • Letter drops to areas at risk • Deployment of sandbags / barriers to vulnerable areas/ key infrastructure. 	
 <p>FLOOD WARNING</p>	As above and as per Amber Rain Warning , plus:	
	Deployment of FM Conway for gulley sucking / surface water clearance.	Highways Service
	Capturing the information on flooded properties.	
	Reactive deployment of sandbags / barriers.	
	Activation of a rest centre and temporary accommodation as per current emergency response arrangements.	Duty Resilience Advisor (DRA)
	Deployment of a Local Authority Liaison Officer (LALO) as per current emergency response arrangements.	
	Response to flooding ingress incidents within Council buildings.	Facilities Management
	Work with street homeless to provide support as required.	Rough Sleeping and Homelessness
	Identification of known vulnerable people to support evacuations.	Adult Social Care
	Clear up of domestic oil, debris, dead animals, contaminated / hazardous materials, etc.	Environmental Services
	Conducting an environmental impact assessment	Environmental Health
Managing any public health issues that arise	Public Health	
 <p>SEVERE FLOOD WARNING</p>	As above and as per Red Rain Warning , plus:	
	Activation of Croydon Multi-Agency Flood Response Guidance (if required)	DRA and Council Silver

NOT PROTECTIVELY MARKED

C.2.3 - Snow / Ice

Alert Level	Actions / Considerations	Action Owner
Yellow Warning <i>(Low Likelihood of Medium/High Impacts only)</i>	Cascade alert and notify stakeholders as per Section B.2 Communications Cascade .	See Annex 1
	Consider putting staff (who aren't usually on call) on standby if required.	Stakeholders identified in comms cascade
	Implementation of winter gritting arrangements and responsive gritting as required.	Highways Service
	Consideration of gritting on the public paths around Council buildings	Facilities Management
Amber Warning <i>(High Likelihood of Medium Impacts OR Medium Likelihood of High Impacts)</i>	<i>As above, plus:</i>	
	Consider convening a teleconference with the relevant Council stakeholders to touch base, plan the response and identify any issues.	Duty Resilience Advisor (DRA)
	Response to isolated utility disruption incidents within current emergency response arrangements.	DRA
	Response to utility disruption incidents within Council buildings.	Facilities Management
	Implementation of road closures and emergency highways maintenance as required.	Highways Service
	Communicating road closures and traffic/transport disruptions to the relevant stakeholders using Everbridge.	DRA
	Responsive clear up and removal of debris and waste on public spaces.	Environmental Services
	Consider prompting Heads of Service / Service Managers to consider the impacts to their service for potential loss of staff / loss of access to premises, and put business continuity arrangements in place as required (e.g. Taking laptops home).	DRA / Communications / FM / HR
	Consider assessing whether any vulnerable service users need to be checked up on or require any additional support.	Adult Social Care Children's Social Care
	Consider if Meals on Wheels are impacted and if any contingency measures need to be implemented to support vulnerable service users.	Commissioning & Procurement – HWA
	Consider the safety of Council staff travelling to work.	Human Resources
	Consider safety of public events scheduled to take place within the borough.	Events Safety
	Consider the safety of schools remaining open (in conjunction with Head Teachers).	Education
	Consider the safety of Council vehicle usage (e.g. Veolia, in-house and external drivers, etc).	Public Realm
Consider activating the Council Situation Reporting (SitRep) process.	DRA and Council Silver	
Red Warning <i>(High Likelihood of High Impacts)</i>	<i>As above, plus considering the following:</i>	
	Activation of wider Council response arrangements.	DRA and Council Silver
	Activation of Corporate Business Continuity Arrangements (for potential loss of staff / building damage / utility disruption).	
Activation of Croydon Resilience Forum (CRF) Utility Disruption Response Guidance (if required).		

NOT PROTECTIVELY MARKED

C.2.4 - Fog

Alert Level	Actions / Considerations	Action Owner
Yellow Warning <i>(Low Likelihood of Medium Impacts only)</i>	Cascade alert and notify stakeholders as per Section B.2 Communications Cascade.	See Annex 1
Amber Warning <i>(High Likelihood of Medium Impacts)</i>	<i>As above, plus:</i>	
	Implementation of road closures and emergency highways maintenance as required.	Highways Service
	Communicating road closures and traffic/transport disruptions to the relevant stakeholders using Everbridge.	Duty Resilience Advisor (DRA)
	Consider prompting Heads of Service / Service Managers to consider the impacts to their service for potential loss of staff, and put business continuity arrangements in place as required (e.g. Taking laptops home).	DRA / Communications / HR
	Consider the safety of Council staff travelling to work.	Human Resources
	Consider safety of public events scheduled to take place within the borough.	Licensing Service
Red Warning <i>(High Likelihood of High Impacts)</i>	N/A	N/A

C.2.5 - Hot Weather

Alert	Action and Consideration	Action Owner
Level 1	Work with partner agencies, providers and businesses to coordinate heatwave plans, ensuring vulnerable and marginalised groups are appropriately supported	Public Health
	Work with partners and staff on risk reduction awareness (e.g. key public health message), using a variety of methods to maximise dissemination	Communications
	Continue to engage the community and voluntary sector to support communities to help those most at risk	Policy and Partnerships
	Ensure other institutional establishments (e.g. schools) are aware of heatwave guidance	Education
	Ensure organisers of large events take account of possible heat risks	Licensing
	Identify high-risk individuals on your caseload and raise awareness of heat illnesses and their prevention among clients and carers	Adult Social Care
	Include risk in care records and consider whether changes might be necessary to care plans in the event of a heatwave (eg initiating daily visits by formal or informal care givers for those living alone)	Children's Social Care
	Ensure care homes and hospitals are aware of the heatwave plan and are engaged in preparing for heatwaves	Commissioning & Procurement – HWA
	In care homes, ensure business continuity plans are in place and implement as required; ensure appropriate contact details are provided to LA/NHS emergency planning officers to facilitate transfer of emergency information	
	Identify or create cool rooms/areas (able to be maintained below 26°C) in care homes	
	Install thermometers where vulnerable individuals spend substantial time in care homes	
Liaise with providers of emergency shelter for homeless people to agree plans for severe weather and ensure capacity to scale up provision.		
Level 2	As above plus	
	Cascade alert and notify stakeholders as per Section B.2 Communications Cascade	See Annex 1
	Communicate public media messages – especially to 'hard to reach' vulnerable groups	Communications
	Communicate alerts to staff and make sure that they are aware of heatwave plans	
	Increase advice to health and social care workers working in community, care homes and hospitals	Adult Social Care
	Consider if any business continuity arrangements need to be implemented.	Children's Social Care
	Check high-risk people have visitor/ phone call arrangements in place	
	Reconfirm key public health messages to clients	
	Check client's room temperature if visiting	
	Consider the safety of schools remaining open (in conjunction with Head Teachers)	Education
Consider the safety of Council properties/tenants, and whether tenants need to be communicated with.	Housing Assessment and Solutions	

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	Consider prompting Heads of Service / Service Managers to consider the impacts to their service for potential loss of staff, and put business continuity arrangements in place as required (e.g. Taking laptops home)	DRA / Communications / HR
	Consider the safety of Council staff (e.g. temperature of buildings)	Facilities Management
	Consider activating the Council Situation Reporting (SitRep) process	DRA and Council Silver
Level 3	As above, plus:	
	Circulate media alerts about keeping cool	Communications
	Response to isolated utility disruption incidents within current emergency response arrangements.	DRA
	Response to wildfires through currently emergency response arrangements	
	Review safety of public events	Licensing
	Reactive response to any animal welfare concerns.	
	Mobilise community and voluntary support	Policy and Partnerships
	Reactive response to melted road surfaces	Highways Service
	Reactive response (if a prolonged heatwave) to increased health and environmental problems (e.g. odour, dust and vermin infestation, increasing public nuisance and complaints, etc)	Public Realm
	Visit/phone high-risk people	Adult Social Care
	Advise carers to contact GP if concerns re health	Children's Social Care
	Activate plans to maintain business continuity for care homes– including a possible surge in demand	
	Check indoor temperatures in care homes are recorded regularly during the hottest periods for all areas where patients reside	
	In care homes ensure staff can help and advise clients including access to cool rooms, close monitoring of vulnerable individuals, reducing internal temperatures through shading, turning off unnecessary lights/equipment, cooling building at night, ensuring discharge planning takes home temperatures and support into account	Commissioning & Procurement – HWA
Response to poor air quality / pollution alerts as per Section 2.8	A per Section 2.8	
Level 4	Continue actions as per Level 3 unless advised to the contrary	
	Activation of wider Council response arrangements.	
	Activation of Corporate Business Continuity Arrangements	DRA and Council Silver

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C.2.6 - Cold Weather

Alert	Action and Consideration	Action Owner
Level 1	Cascade alert and notify stakeholders as per Section B.2 Communications Cascade .	See Annex 1
	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.	Highways Service
	Encourage staff to be vaccinated against flu, if not already.	Public Health
	Identify which local health, social care and voluntary and community 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.	
	Continue to work with staff on risk reduction awareness, information and education.	
	Work with partner agencies to co-ordinate cold weather plans; ensure data sharing and referral arrangements are in place.	Corporate Resilience Team
	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.	
	Review the distribution of the alerts across the system and ensure staff are aware of winter plans and advice.	
	Ensure that local organisations and professionals are taking appropriate actions in light of the cold weather alerts in accordance with local and national Cold Weather Plan.	
	Ensure that organisations and staff are prompted to signpost vulnerable clients onwards (eg for energy efficiency measures, benefits or related advice).	Adult Social Care / Gateway
	Liaise with providers of emergency shelter for homeless people to agree plans for severe weather and ensure capacity to scale up provision (note SWEP Guidance in Annex 1).	Rough Sleeping and Homelessness
	Support communities to help those at risk. Support the development of community emergency plans.	Policy and Partnerships
	Make sure that staff have identified all those vulnerable to cold weather and that arrangements are in place to support them appropriately.	Adult Social Care Children's Social Care
	Ensure staff 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.	Commissioning & Procurement – HWA
	Care/residential/nursing homes ensure that rooms, particularly living rooms and bedrooms are kept warm and that staff are taking appropriate action to protect residents from cold weather.	
	Ensure staff are undertaking appropriate home checks when visiting clients, eg room temperature; medications and food supplies.	
Ensure carers are receiving advice and support.		
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.		

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	Check client's 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.	
	Continue to 'signpost' those at risk clients/patients to other services (eg 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 to be vaccinated against flu, if not already.	
Level 2	As above, plus:	
	Support local VCS organisations to activate community emergency plans.	Policy and Partnerships
	Undertake actions to support the homeless as required in the SWEF (Annex 1)	Rough Sleeping and Homelessness
	Activate business continuity arrangements and emergency plans as required. Activate plans to deal with a surge in demand for services.	Adult Social Care
	As appropriate, contact those most at risk and implement care plans.	Children's Social Care
	Ensure partners, including all managers of care, residential and nursing homes are aware of the alerts and can access advice.	
	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.	Commissioning & Procurement – HWA
	Continue to ensure that rooms in care/residential/nursing homes, particularly living rooms and bedrooms, are kept warm.	
	Continue to ensure local actions for the vulnerable such as: <ul style="list-style-type: none"> • arranging daily contacts/visits • ensuring staff are undertaking appropriate home checks when visiting clients, eg room temperature; medications and food supplies • ensure carers are receiving appropriate advice and support. 	
	Continue to check client's room temperature if visiting to ensure that clients are warm. Ensure that they have at least one room which meets recommended room temperatures.	Adult Social Care
	Ensure urgent signposting for those at risk (eg in cold housing) to appropriate services.	
	Continue to remind clients of the actions they can take to protect themselves from the effects of severe cold.	
	Make sure you and your teams are prepared for an influx of weather-related injuries and illnesses.	
Reactive arrangements to concurrent cold weather risks as per Section 2.3 Snow / Ice.	As per Section 2.3 Snow / Ice	

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Level 2	Consider the safety of schools remaining open (in conjunction with Head Teachers).	Education
	Consider prompting Heads of Service / Service Managers to consider the impacts to their service for potential loss of staff, and put business continuity arrangements in place as required (e.g. Taking laptops home).	DRA / Communications / HR
	Consider the safety of Council staff (e.g. temperature of Council buildings, safety getting to work, etc).	Human Resources / Facilities Management
	Consider activating the Council Situation Reporting (SitRep) process.	DRA and Council Silver
Level 3	As above, plus:	
	Ensure key partners are undertaking action in response to alerts.	Corporate Resilience Team
	Communicate alerts to staff and ensure that locally agreed actions take place, esp. those to protect vulnerable patients/clients.	Adult Social Care Children's Social Care
	Implement local plans for contacting the vulnerable.	
	Implement plans to deal with surge in demand.	
	As appropriate, contact those at risk (visit, phone call) daily.	Commissioning & Procurement – HWA
	Ensure staff can help and advise clients.	
	Ensure carers are receiving appropriate advice and support.	
	Ensure continuity arrangements are working with provider organisations.	
	Consider daily visits/ phone calls for high-risk individuals living on their own who have no regular contacts.	Policy and Partnerships
Support local voluntary and community sector organisations to mobilise community emergency plans.		
Level 4	Continue actions as per Level 3 unless advised to the contrary.	
	Activation of wider Council response arrangements.	DRA and Council Silver
	Activation of Corporate Business Continuity Arrangements	

C.2.7 - Drought

Level	EA / Water Company Actions	Croydon Council Action	Action Owner
Level 0	Routine activities to increase security and sustainability of water supplies.	Ensuring routine maintenance of Water systems	Facilities Management
Level 1	<ul style="list-style-type: none"> Enhanced water efficiency campaign. Enhanced Leakage reduction programme. Consideration of risks and mitigation associated with introduction of Temporary Use Bans (TUBs). 	As above, plus	Corporate Resilience Team
		Add 'Drought' as an item for discussion to the next Croydon Resilience Forum.	
		Add 'Drought' as an item for discussion to the next Corporate Resilience Board	
		Prompt services to review their business continuity plans and arrangements.	Facilities Management
		Consider Council building water conservation plans. E.g. Thames Water Smarter Business Visits	
		Reviewing Council use of water (e.g. for watering parks / cleaning vans) and sustainability	Education
		Promotion of water conservation and sustainability in schools E.g. Thames Water Smarter Business Visits	
Promotion of water conservation and sustainability in business. E.g. Thames Water Smarter Business Visits	Growth, Employment and Regeneration		
Support any messages that have come out of the London Resilience Communications Group, including: <ul style="list-style-type: none"> Sharing social media posts Creating intranet content 	Communications		

Level 2	<p>As per Level 1, plus:</p> <ul style="list-style-type: none"> • Increase in public communications to promote the water conservation message • Implementation of a Temporary Use Ban (TUB) Preparation for the application of an Ordinary Drought Order (should it be needed) 	<p>As above, plus:</p> <p>Convene a Local Strategic Partnership (LSP) meeting for consideration of strategic risks and impact mitigation, in order to deliver the London partnership strategic objectives:</p> <ul style="list-style-type: none"> • Protect life • Protect health, safety and welfare • Promote public confidence through communication and engagement • Minimise risk of adverse effects to London's infrastructure, people and businesses • Consider the potential for community tensions 	<p>Corporate Resilience Team and Chief Executive</p>
		<p>Consider implementation of reduced water usage within Council services (e.g. for watering parks / cleaning vans)</p>	<p>Facilities Management</p>
Level 3	<p>Application for Ordinary Drought Order (ODO) - granted by the Secretary of State for a period of up to 6 months (extendable) to either the EA or water companies. This allows for changes to the way in which water is held, treated, supplied, used and / or discharged.</p> <p>Extensive working with LRFs and other organisations to identify and mitigate potential risks associated with introduction of ODOs, and EDOs in the event that they are required.</p>	<p>As above, plus:</p> <ul style="list-style-type: none"> • Activation of Corporate Emergency Response Plan (CERP) • Activation of wider emergency response arrangements (e.g. Council Gold Group / Council Silver Group / Borough Emergency Control Centre / etc) • Taking direction from the Strategic Coordination Group (SCG) 	<p>CGG / CSG / BECC</p>
Level 4	<p>Emergency Drought Order (EDO). Granted to the Environment Agency or water companies for a period of up to 3 months (extendable) by Defra. As ODA (above) plus allows water companies to prohibit or limit the use of water and to reduce the pressure at which the piped water is supplied. Working with LRFs and other organisations to mitigate impacts particularly to 'vulnerable' people.</p>		

C.2.8 - Pollution / Air Quality

Alert	Action and Consideration	Action Owner
Low	N/A	N/A
Moderate	Cascade alert and notify stakeholders as per Section B.2 Communications Cascade	See Annex 1
	Communicate alerts and messages to staff/public/media.	Communications
High	As above, plus:	
	Consider checking in with known vulnerable clients with lung problems and heart problems, encouraging them to reduce strenuous physical exertion.	Adult Social Care
	Be aware that known vulnerable clients with asthma may find they need to use their reliever inhaler more often.	Children's Social Care
	Consider checking in with residential/care/nursing homes to encourage older people to reduce physical exertion.	Commissioning & Procurement – HWA
Very High	As above, plus:	
	Consider checking in with known vulnerable clients with lung problems and heart problems, encouraging them to avoid strenuous physical exertion.	Adult Social Care Children's Social Care

Section D: Annexes

D.1 - Annex 1: Croydon Severe Weather Emergency Protocol (SWEP) for Rough Sleepers

D.1.1 - What is the SWEP?

The SWEP is maintained by the Homelessness and Rough Sleeping service, with the aim to prevent loss of life and to reduce rough sleeping during extreme weather to as near zero as possible, by:

- Using SWEP to engage with entrenched rough sleepers with a local connection who would normally be resistant to coming inside.
- Using SWEP to engage rough sleepers who do not have a local connection with support and reconnection services.

The Council is working towards an “In For Good” principle, extending stays in emergency accommodation in order to implement a support plan to end their rough sleeping for a number of years. The Council will continue to follow this principle as far as their statutory duties and resources allow.

D.1.2 - When is it activated?

If the forecast is for temperatures of 0°C or below within the next 24 hours in any part of London, the GLA will take the decision to activate SWEP across all of London. In instances where temperatures are close to 0°C and other factors are in play, such as heavy snowfall or ‘feels-like temperatures’, GLA may also activate SWEP.

Severe weather vents such as excess rain, storms or hot weather are not defined nationally. The Council will determine locally whether SWEP should be implemented, and will follow the guidance in this protocol.

D.2 - Annex 2: Communications Cascade Contact List

Alert recipient	Cascades alert to
<i>Health, Wellbeing and Adults Department</i>	
Autism and Active Lives Manager	Active Lives Services (<i>Adults with learning disabilities, physical disabilities and autism</i>)
Communications and Engagement Lead	All of adult social care (incl. social workers)
Director of Public Health	Health partners
Extra Care Service Manager	Extra Care Schemes
Head of Early Intervention and Resident Access	Contact Centre Staff
Lead Coordinator, Rough Sleeping and Homelessness	Outreach providers
<i>Children, Families and Education Department</i>	
Director of Early Help and Children's Social Care	Social Workers Children's Homes
Director of Education and Youth Engagement	Schools Early Years Settings
<i>Place Department</i>	
Head of Building Control	Contractors Building Surveyors
Head of Economic Development	Businesses
Head of Environmental Services	Responsive staff
Head of Highways	Responsive staff
Head of Independent Travel	In-house drivers Contractors
Neighbourhood Safety Manager	Neighbourhood Safety Officers
Head of Public Protection and Licensing Food and Safety Manager	Event organisers
Principal Facilities Manager	Management Team FM contractors
<i>Resources Department</i>	
Head of Communications Internal Communications Manager Communications and Engagement Manager	All staff (via internal channels) Public (via external channels)
Head of C&P - HWA Project and Business Officer (C&P – HWA)	Care Homes
<i>External Partners</i>	
CRF Members	Relevant internal stakeholders
FM Conways	Relevant internal stakeholders
Veolia	Relevant internal stakeholders

D.3 - Annex 2: Initial Duty Resilience Advisor Message

Subject: OFFICIAL: [Insert warning] Warning from [HH:MM] on [DDMMYY] to [HH:MM] on [DDMMYY]

Sent to: Croydon Council Members | Council Silver | Croydon Council Weather Warning Group | Corporate Leadership Team | Members of the Croydon Resilience Forum

Hello,

Please see below information from the Met Office regarding a [INSERT WARNING] that has been issued.

Headline:

[INSERT MET OFFICE MESSAGE HEADLINER]

Warnings Issued:

- [INSERT WARNING/S ISSUED]

Rest of Monday / Tuesday / etc. / Further ahead

[INSERT FROM MET OFFICE]

Operational Preparedness & Response:

- The Council's usual on-call/duty officers (CCTV, Highways and Duty Resilience Advisor) will be monitoring the situation over the coming hours and initiating any responses where required.
- **Your action:**
 - o Ensure that you cascade this alert to the stakeholders that you are responsible for notifying, as per the attached communications cascade.

Please keep up to date with the latest Met Office forecast details either on [Hazard Manager](#), the [Met Office App](#) or [Met Office website](#).

If you have questions or concerns please do not hesitate to contact the Corporate Resilience Team

Best wishes,

[NAME]
Duty Resilience Advisor

D.4 - Annex 2: Initial Duty Resilience Advisor Message (Air Quality Alert)

Subject: OFFICIAL: [Insert level] Air Pollution Alert for Croydon (Valid DDMMYY)

Sent to: Croydon Council Members | Council Silver | Croydon Council Weather Warning Group | Corporate Leadership Team | Members of the Croydon Resilience Forum

Hello,

Please see below AirText alert, regarding a [Insert level] Air Pollution Alert for Croydon for Friday that has been issued.

Air pollution alert status	Accompanying health message for at-risk individuals*	Accompanying health messages for the general population
MODERATE	Adults and children with lung problems, and adults with heart problems, who experience symptoms should consider reducing strenuous physical activity, particularly outdoors.	Enjoy your usual outdoor activities.

- **Your action:**
 - Ensure that you cascade this alert to any stakeholders that you are responsible for notifying.

Please keep up to date on the [AirText website](#), or you can sign up to receive these free alerts by email [here](#).

If you have questions or concerns please do not hesitate to contact the Corporate Resilience Team.

Best wishes,

[NAME]
Duty Resilience Advisor

D.5 - Annex 3: Follow up email to Council Officers outlining actions to be taken

NOT PROTECTIVELY MARKED

Subject: ACTION REQUIRED Re - OFFICIAL: [Insert warning] Warning from [HH:MM] on [DDMMYY] to [HH:MM] on [DDMMYY]

Sent to: Identified stakeholders for a [type of incident] alert

Hello,

Following on from my previous email, please see below reminder of actions in the Croydon Severe Weather Response Guidance, that were agreed in response to a [insert alert level and weather type(s)].

[INSERT TABLE OF ACTIONS REQUIRED FOR THE ALERT – SEE EXAMPLE BELOW]

Alert Level	Croydon Action	Action Owner
Amber Warning (High Likelihood of Medium Impacts OR Medium Likelihood of High Impacts)	Response to utility disruption incidents within Council buildings	Facilities Management
	Implementation of road closures and emergency highways maintenance as required.	Highways Service
	Consider the safety of Council staff and Council buildings	Facilities Management
	Consider safety of public events scheduled to take place within the borough	Licensing Service
	Consider the safety of schools remaining open (in conjunction with Head Teachers)	Education

Could you please confirm that are considering the actions above, and taking action as appropriate for your service?

[Insert additional context as required]

Best wishes,

[NAME]
Duty Resilience Advisor