

Norfolk Severe Weather Plan

Version	1
Author	Norfolk County Council & Met Office
Reviewed by	Category 1 & 2 responders
Authorised by	NRF Executive Chair
Next review date	August 2021

Foreword

The weather affects the lives of everyone, every day. Severe weather and the implications of this are felt, to various degrees, many times a year.

The Norfolk Community Risk Register recognises different types of weather as being either medium or high risk for the County following a risk assessment process.

Any significant weather event with implications which adversely affect the environment, population, or infrastructure within Norfolk would merit a multi-agency response; therefore this plan has been published under the auspices of the Norfolk Resilience Forum (NRF).

This plan sets out specific information and procedures related to severe weather events. It augments the Norfolk Emergency Response Guidance (NERG) as the overarching document detailing multiagency response to emergencies in Norfolk.



ACC Simon Megicks

Assistant Chief Constable Norfolk & Suffolk Constabularies,
Executive Chair, Norfolk Resilience Forum

Date: 2nd October 2018

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Purpose

The aim of the Norfolk Severe Weather Plan is to provide category 1 and 2 responding organisations in the County, with an agreed multi-agency procedure for the response to a severe weather warning.

Objectives

The objectives of this plan are to:

- Inform responders of the types of weather services available and the role of the Met Office.
- Inform on the levels and actions relating to the Cold Weather Alert and Heat-Health Watch services.
- Outline the trigger point at which responders agree to hold a teleconference to discuss preparations and response.
- Outline the escalation process to a major severe weather incident.

Exclusions

This document excludes the response arrangements for flooding for which there is a specific Norfolk Resilience Forum Plan.

- Norfolk Flood Response Plan and Tactical Appendices.

Protocols

This document will take effect 3rd October 2018. It will be reviewed at an interval not exceeding three years. This review process will be activated should legislation or best practice guidance necessitate such action.

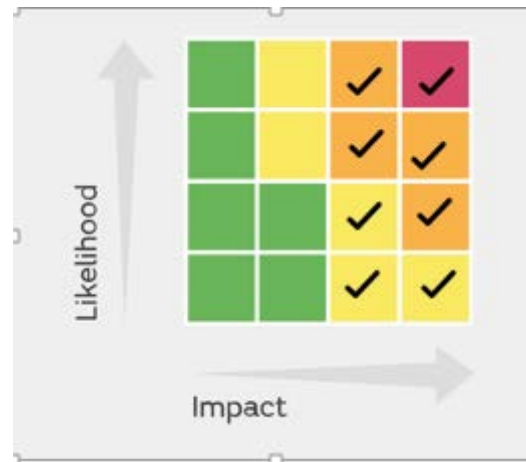
The master copy of this document and a record of the review and decision-making process will be held by the Norfolk Resilience Forum and will be made available for audit as necessary.

Contributing organisations are asked to notify the Norfolk Resilience Forum Business Manager of any changes that may impact on the content or procedures within this plan: nrf@norfolk.pnn.police.uk

Activation of this plan

Activation of this plan can be triggered by the issue of a Yellow, Amber or Red severe weather warning from the Met Office, with potentially medium or high impacts. These warnings provide a guide to the likelihood of potential impacts occurring.

Warnings that fall into one of the following boxes on the impact matrix below could trigger activation;



This plan can be activated by any Category 1 responder or the Met Office; however the anticipated notification process is detailed at **Appendix A - NSWWS Warnings Activation**.

This plan can be activated by any Category 1 responder or the Met Office in the event of a warning or incident that falls outside those listed where there is a concern regarding the impact of the weather within Norfolk.

Note: river/coastal flooding is not covered in this plan. In this instance, the Environment Agency will convene a teleconference as per the NRF Flood Plan.

Resilience Direct

The nature of a severe weather incident means the likelihood of needing to utilise virtual communications channels is heightened. As a result, the use of Resilience Direct to inform joint situational awareness is key to the effective and efficient coordination of multi-agency activity.

At the point of escalation further than the initial severe weather group teleconference, a response page will be created on Resilience Direct, which will act as the central focus point for information, with organisations feeding into this with respective individual organisational updates.

References

NRF plans can be found on Resilience Direct: <https://collaborate.resilience.gov.uk/RDService/home/1691/07.-Plans>

This plan should be read in conjunction with the following:

- Norfolk Emergency Response Guidance (NERG)
- NRF Recovery Guidance
- NRF Major Incident Communications Plan
- PHE Cold Weather Plan for England
- PHE Heatwave Plan for England
- NRF Flood Plans

Section 1 – Severe Weather Warnings

The following table outlines the types of weather warning products available and the organisation responsible for the delivery of each warning.

Product	Produced by	Type of weather	
National Severe Weather Warning Service (NSWWS)	Met Office	Rain, Thunderstorm, Wind, Snow, Lightning, Ice and Fog	<p>These warnings can be issued individually or as a ‘dual warning’ depending on the weather situation.</p> <p>For the NRF actions at each warning level refer to Appendix D – NSWWS warning levels and multi-agency actions</p>
Cold Weather Alert Service	Met Office (in association with Public Health England)	<p>Low temperatures, heavy snow and widespread ice.</p> <p>Operates in England from 1st November to 31st March.</p>	<p>Cold Weather Alerts are based on 4 levels of response and use a threshold of there being 48 hours or longer with: a mean temperatures of 2 Celsius or lower – and /or heavy snow – and / or widespread ice. This so the health care industry can prepare to minimise the impact of cold wintry conditions on public health.</p> <p>For the NRF actions at each Alert level refer to Appendix E – Cold Weather Alerts and multi-agency actions</p>
Heat-Health Watch Service	Met Office (in association with Public Health England)	<p>High temperatures.</p> <p>Operates in England from 1st June to 15th September each year</p>	<p>The Heat-Health Watch is based on 4 levels of response. The threshold is two consecutive daytime maximum temperatures of 30 Celsius or higher – with a minimum night-time temperature of 15 Celsius or higher in between these highs. This so the health care industry can prepare to minimise the impact of heat on public health.</p> <p>For the NRF actions at each Alert level refer to Appendix F – Heat Health Watch and multi-agency actions</p>

Section 2 - Weather Warning Response

2.1 Rain, Thunderstorm, Wind, Snow, Lightning, Ice and Fog – are covered by the National Severe Weather Warning Service (NSWWS).

These warnings are based on the likelihood of potential impacts, which may cause issues ranging from widespread disruption of communications and, to weather conditions resulting in transport difficulties or threat to life – to localised incidents of disruption.

Met Office NSWWS severe weather warnings are issued up to seven days in advance.

When two weather types may cause impacts at the same time, 'dual Warnings' may be issued and cover combined weather types, such as 'Wind and Rain' or 'Snow and Ice'.

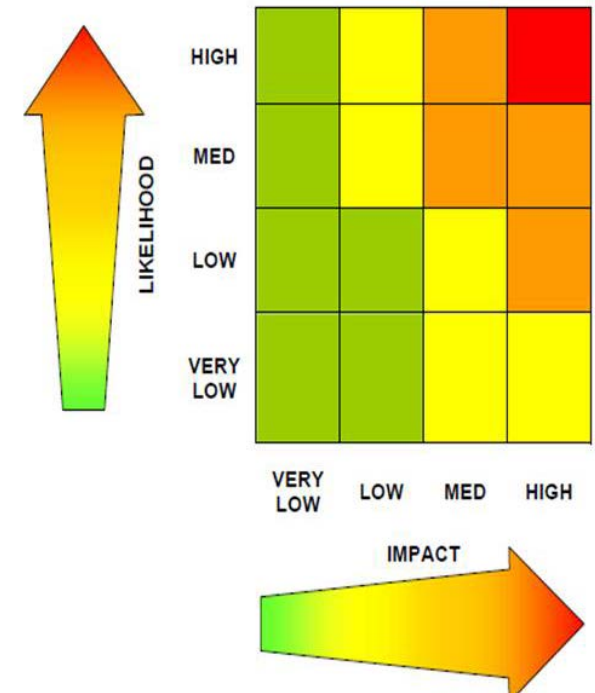
Severe Weather Warnings will be based on a combination of the potential level of impact and the likelihood of severe weather occurring.

Severe Weather Warnings include details of the impacts that may be expected.

Severe Weather Warnings include a 'Further Details' section. This provides specific information on the weather situation and can include extra details, such as rainfall amounts, expected wind gust speeds and if any impacts may be widespread or localised in nature.

Refer to **Appendix D – NSWWS warning levels and multi-agency actions** for the NRF actions at each warning level.

In the event of a rain warning issued that anticipates significant rainfall and risk of flooding, consideration should be given to the NRF Flood Plan and the established procedures whereby the Environment Agency may call a Flood Advisory Teleconference if modelling meets triggers.



2.2 Snow

It is recognised through experience, that a snow event will need specific considerations as it can have a huge impact on business continuity within the County. There is an expectation that organisations will monitor business continuity and if required will request a multi-agency teleconference when there are threats to critical service delivery.

Following an initial teleconference for a snow incident, formal tactical coordination will be established (expected to be virtual) in order to manage the additional logistical requirements, such as the considerations for any 4x4 coordination.

2.3 Hazard Manager

The Met Office provides a range of services through Hazard Manager that help organisations prepare for and respond to emergency incidents that are caused or influenced by the weather.

Hazard Manager is a one-stop shop information source for the emergency response community. Maps can be overlaid in the interactive web portal with weather and incident related information.

'Live' weather details available via Hazard Manager include, rainfall radar images, satellite pictures and wind speeds and direction. There are also weather forecast details up to seven days in advance, which include temperatures and guides to rainfall amounts.

The Flood Guidance Statement, Cold Weather Alerts and Heat-health Watch services can also be accessed.

Section 3 – Cold Weather Alert Service Response

3.1 The Public Health England 'Cold Weather Plan for England'

The Cold Weather Plan for England (CWP) aims to prevent avoidable harm to health, by alerting people to the negative health effects of cold weather, and enabling them to prepare and respond appropriately. The CWP also aims to reduce pressure on the health and social care system during winter through improved anticipatory actions with vulnerable people.

The plan sets out a series of actions to be taken by the NHS, social care and other agencies throughout the year, to prepare for and respond to winter, so as to protect the vulnerable. It also encourages local communities to support the most vulnerable in their area, such as checking on them during severe weather and offering other support.

*taken from the PHE Cold Weather Plan for England

The table at **Appendix E – Cold Weather Alerts and multi-agency actions** details the outline planning and response procedures for Cold Weather Alerts and the designated multi-agency response.

Section 4 – Heat Health Watch Service Response

4.1 The Public Health England Heatwave Plan

This plan is intended to protect the population from heat-related harm to health. It aims to prepare for, alert people to and prevent the major avoidable effects on health during periods of severe heat in England.

It recommends a series of steps to reduce the risks to health from prolonged exposure to severe heat for:

- The NHS, local authorities, social care, and other public agencies
- Professionals working with people at risk
- Individuals, local communities and voluntary groups

*taken from the PHE Heatwave Plan

The table at **Appendix F – Heat Health Watch and multi-agency actions** details the outline planning and response procedures for Heat Health Watch Alerts and the designated multi-agency response.

Section 5 - Roles and Responsibilities

The agencies involved in the severe weather response will be expected to carry out their specific roles and responsibilities as recorded in the Norfolk Emergency Response Guidance (NERG).

5.1 Severe Weather Group

When this plan is activated, a multi-agency severe weather teleconference group will be established. The standing membership of this group will be the following agencies;

- Norfolk County Council (Chair)
- Norfolk County Council Highways
- Norfolk Fire and Rescue Service
- Norfolk Constabulary
- East of England Ambulance Service
- Maritime Coastguard Agency
- Breckland District Council
- Norwich City Council
- Highways England (as required)
- Clinical Commissioning Group – NHS Norfolk and Waveney
- Broadland District Council
- Great Yarmouth Borough Council
- North Norfolk District Council
- Borough of Kings Lynn and West Norfolk Council
- South Norfolk District Council
- Environment Agency
- Met Office

It is anticipated that this group will meet virtually via teleconference and will follow the agenda as at **Appendix B - Agenda** in order to assess, monitor and escalate the coordination of response as necessary.

5.2 Met Office Advisor

During a severe weather incident, the Met Office Advisor becomes a central point for information used to support response and recovery coordination arrangements.

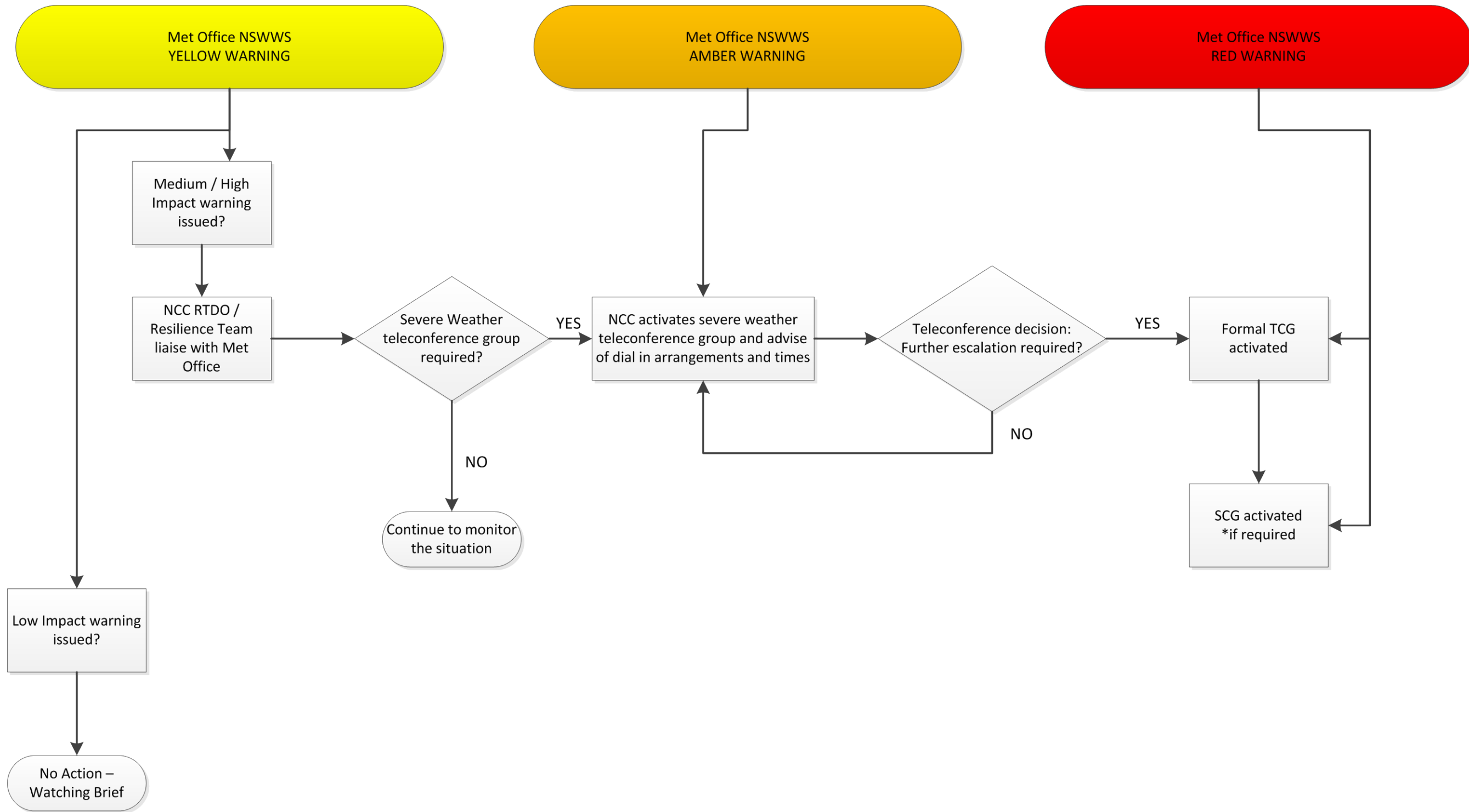
The Met Office Advisor (Civil Contingencies) engages with Norfolk's LRF by providing:

- An understanding of how the weather can impact Norfolk
- Support to emergency responders in assessing the risk in Norfolk from predicted or ongoing severe weather, allowing preparations to be put in place to mitigate the impacts
- Help in the preparation and participation of multi-agency teleconference during severe weather

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- Guidance on the use of Met Office services available to emergency responders through presentations, workshops and exercises
- Help with weather-related risk-assessments as used in community risk registers

Appendix A - NSWWS Warnings Activation



Appendix B - Agenda

Severe Weather Teleconference

Time & Date:

Please ensure that you follow the NRF Teleconference Etiquette Protocol

No.	Subject	Lead
1.	Attendees and Apologies <i>(Chair to complete a roll call of attendees)</i>	Chair – Norfolk County Council
2.	Warning situation report; Likelihood and impact predictions Timings, duration and location. Damage expectations, mobile homes, trees etc.	Met Office Environment Agency
3.	Partner Issues <i>(Please report by exception only. It is assumed that you are prepared for the hazard, so please raise issues on your ability to respond, requirements for multi-agency assistance/support or business continuity issues that impact your ability to deliver business as usual)</i>	Chair / All
4.	Transport Issues (as appropriate)	Norfolk Constabulary (Highways England and NCC Highways as appropriate)
5.	Utilities Issues (as appropriate)	As appropriate
6.	Identification of Vulnerable Persons / Persons at Risk	Chair – Norfolk County Council
7.	Co-ordination of activities, next steps Options include:- <ul style="list-style-type: none"> • Further telephone conference arrangements • Resilience Direct Response page required? • Single agency response centres to be opened • Requirements for logistics cells e.g. 4x4 • Requirements for VFCC • Tactical Co-ordination Requirements • Strategic Co-ordination Requirements 	Chair / All
8.	Public information advice <ul style="list-style-type: none"> • Agree lead communicator/agency • Media message • Links to advice already available • Social media • Identify appropriate spokesperson 	Chair
9.	Out of Hours Contacts	Chair / All
10.	Date and Time of Next Telephone Conference or Meeting	Chair

Appendix C – Teleconference Etiquette

CHAIRPERSON

Note; this process is based upon use of a recognised British Telecom system!

Task	Description	✓
1	Pre-alert participants by providing all with the selected telephone number and pin code and ensure they are notified of the date and time of the call – <i>any security arrangements can then be identified.</i>	
2	Dial in just before the allotted time and be prepared to wait a short while for all participants to 'log in' and settle.	
3	Once access is settled – then you should announce your name and either verbally check the names of the participants or carry out an electronic 'roll call' by selecting; <i># then 1.</i> Remember to record names of the participants and ask them to go to 'mute' by selecting; * then 6 - also advising that action points will be logged!	
4	Review the timing of the conference call and number of participants. Once the decision is made to progress with the call then consider 'locking out' any late or uninvited attendees by selecting; * <i>then 7.</i> <i>This lock out process can be reversed by again selecting; * then 7.</i>	
5	State the actions involved/required to manage; the purpose of the conference call and that an invitation will be made at certain intervals for responses. <i>Be prepared for urgent interjections.</i> <i>Remember to advise that they may have to 'un-mute' by selecting; * then 6.</i>	
6	Once the main part of the conference call has been completed then allow final questions on a 'round robin' basis. <i>A 'silence' on the call will indicate no response.</i>	
7	Conclude the call by indicating any actions and/or include the date and/or time of the next conference call. <i>Thank all participants and state that the call is now complete.</i>	
8	Should it be necessary for some participants to remain on the call for further dialogue – this WILL require the Chairpersons participation.	
9	Ensure all action points are distributed to ALL participants as soon as possible following the close of the call.	

PARTICIPANT

Note; this process is based upon use of a recognised British Telecom system!

Task	Description
1	Once pre-alerted an appropriate telephone number and pin code will be issued including the date and time of the call.
2	Ensure you are ready to dial into the teleconference 5 minutes advance of the start time. You may be required to wait a short while for all participants to dial in. Ensure your phone is muted when you are not speaking.
3	Once access is settled – the Chairperson will announce their name and either verbally check the names of the participants or carry out an electronic ‘role call’. <i>You will then be asked to go to ‘mute’ you may need to select; * then 6 (Please note that all background noise can be heard from the line and from within the room)</i>
4	When speaking, ensure you state your name and organisation so this can be recorded correctly in the notes.
5	Should any late callers (<i>see point 2</i>) attempt to join, then they may find themselves ‘locked out’ – to overcome this, a message needs to be sent (<i>via an alternative route</i>) to the Chairperson to enable access.
6	Should it be necessary for some participants to remain on the call for further dialogue – this WILL require the Chairpersons participation.

Appendix D – NSWWS warning levels and multi-agency actions

Warning Level	Response Trigger	Actual or forecast impact	NRF Adverse Weather Teleconference?	Strategic Coordinating Group?	Responsibility for activation	NRF response
Yellow Warning	Met Office issues a Yellow Warning for all or part of Norfolk.	Severe weather is possible – check warning details	<p>No – unless a partner agency raises concerns</p> <p>Partners should consider a teleconference when informed of the risk is medium or high impact weather</p> <p>Note: if warning is related to rainfall and flood risk when it should be checked whether a Flood Advisory Teleconference will be called by the EA first.</p>	No	N/A	<ul style="list-style-type: none"> • Met Office to provide regular forecasts to category 1 and 2 responders • Informal multi-agency information exchanges may take place • Organisations to activate internal severe weather plans and procedures, as appropriate • Warning and informing, as appropriate • Highways England may activate their severe weather desk (previously called snow desk). This is a dedicated member of staff (on occasions several staff) who will focus on the delivery of the winter service. This enables Highways England service providers to effectively and proactively manage their response to the weather when there is a risk of disruption to the network recovery.

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Warning Level	Response Trigger	Actual or forecast impact	NRF Adverse Weather Teleconference?	Strategic Coordinating Group?	Responsibility for activation	NRF response
Amber Warning	Met Office issues an Amber Warning for all or part of Norfolk.	Increased likelihood of impacts Significant disruption to the community possible with risk to life possible	Yes Note: if warning is related to rainfall and flood risk when it should be checked whether a Flood Advisory Teleconference will be called by the EA first.	No - unless required, at the request of the NRF Severe Weather Teleconference Group	NCC Resilience Team	<ul style="list-style-type: none"> NCC Resilience Team to convene NRF Severe Weather Teleconference group. Ensure public messaging relevant to the weather warning issued Provision of multi-agency support in respect of vulnerable people, as required Organisations to continue delivery of actions, as per their severe weather plans and business continuity procedures as required.
Red Warning	Met Office issues a Red Warning for all or part of Norfolk.	Significant disruption to the community highly likely Significant risk to life highly likely	Defer to SCG	Yes	NCC Resilience Team	<ul style="list-style-type: none"> SCG and TCG to be convened NRF Severe Weather Teleconference group membership will expand and become the TCG. Provision of multi-agency support in respect of vulnerable people, as required Ensure public messaging relevant to the weather warning issued Recovery issues to be identified and discussed
Green	All warnings are lifted	None	No	No	N/A	<ul style="list-style-type: none"> Recovery Multi-agency debrief

Appendix E – Cold Weather Alerts and multi-agency actions

The following table outlines the planning and response procedures for Cold Weather Alerts, as outlined in PHE’s Cold Weather Plan and the multi-agency response.

Alert Level	Trigger	Impact	Multi-agency Response
1 Green Winter Preparedness	This is the minimum state of vigilance during the winter. In force throughout winter from 1 November to 31 March.	n/a	<ul style="list-style-type: none"> During this time, social and healthcare services will ensure that there is on-going awareness and preparedness. NHS & Social Care providers share information to communities about cold weather preparedness.
2 Yellow Alert & Readiness	Issued when a mean temperature of 2° or below is predicted for at least 48 hours, with 60% confidence, and/or widespread ice and/or heavy snow is forecast, with the same confidence.	Prolonged periods of cold weather can be dangerous especially to the very young, very old or those with chronic diseases.	<ul style="list-style-type: none"> NHS Healthcare & Social Care providers to target specific actions at high-risk Groups.
3 Amber Cold Weather Action	Triggered by the Met Office when we are experiencing weather, which breaches any of the three thresholds.	Prolonged periods of cold weather can be dangerous especially to the very young, very old or those with chronic diseases.	<ul style="list-style-type: none"> NHS Healthcare & Social Care providers to target specific actions at high-risk Groups.
4 Red Emergency	Reached when a period of cold weather is so severe and/or prolonged that its effects extend outside the health and social care system. Level 4 warning will be issued on advice from, or in collaboration with, Government.	At this level, the health effects may occur among the fit and healthy, and not just in high-risk groups.	<ul style="list-style-type: none"> NHS England organise Adverse Weather Teleconference or Meeting. NHS Healthcare and Social Care providers to target specific actions at high-risk Groups.

(Note: Year round planning also required given due consideration to local weather conditions)

Appendix F – Heat Health Watch and multi-agency actions

The following table outlines the planning and response procedures for Heat Health Watch Alerts, as outlined in PHE’s Heatwave Plan for England and the multi-agency response.

Alert Level	Trigger	Impact	Multi-agency Response
Level 1 Preparedness	Heatwave and Summer Preparedness and Long Term Planning. This is the minimum state of vigilance during the summer. In force throughout summer from 1 June to 15 September.	n/a	<ul style="list-style-type: none"> Warning and informing regarding preparing for hot weather.
Level 2 Alert & Readiness	Met Office forecasts that there is a 60 per cent chance of temperatures being high enough on at least two consecutive days to have significant effects on health. This will normally occur 2–3 days before the event is expected.	As death rates rise soon after temperature increases, with many deaths occurring in the first two days, this is an important stage to ensure readiness and swift action to reduce harm from a potential heatwave.	<ul style="list-style-type: none"> NHS Healthcare & social care providers to target specific actions at high-risk Groups
Level 3 Heatwave Action	This is triggered as soon as the Met Office confirms that threshold temperatures have been reached in any one National Severe Weather Warning Service (NSWWS) region or more.		<ul style="list-style-type: none"> NHS Healthcare & social care providers to target specific actions 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 Level 4 is made at national level and will be taken in light of a cross-Government assessment of the weather conditions, coordinated by the Civil Contingencies Secretariat (Cabinet Office).	<ul style="list-style-type: none"> NHS England organise Adverse Weather Teleconference or Meeting. NHS Healthcare & Social care providers to target specific actions at high-risk groups.

Records of Amendments

Amendment No.	Amended by	Date	Comments	Signed
1	John Hammond & Lindsey Roue	April 2018	Plan drafted	L. Roue
2 (version 0.2)	Gemma Bailey	June 2018	Updated following consultation	G. Bailey
3 (version 1)	John Hammon & Lindsey Roue	July 2018	Updated following consultation and issued	L. Roue

If any amendments are required to be made to this plan please inform : Norfolk Resilience Forum Business Manager, Email: nrf@norfolk.pnn.police.uk

Records of Plan Validation and Training Schedule

Date	Details	Exercise/Training /Incident

Distribution List

- Anglian Water Service Ltd
- Borough of Kings Lynn and West Norfolk Council
- Breckland District Council
- Broadland District Council
- Cadent Gas
- Clinical Commissioning Groups (via Norfolk & Waveney CCG)
- East of England Ambulance Service
- Environment Agency
- Great Yarmouth Borough Council
- Highways England
- Maritime Coastguard Agency
- Met Office
- National Grid
- Norfolk Constabulary
- Norfolk County Council (Chair)
- Norfolk Fire and Rescue Service
- North Norfolk District Council
- Norwich City Council
- South Norfolk District Council
- UK Power Networks

Glossary

Government LEXICON of Emergency Terms available at <https://www.gov.uk/government/publications/emergency-responder-interoperability-lexicon>

Abbreviation	Meaning
NSWWS	National Severe Weather Warning Service
NRF	Norfolk Resilience Forum
NERG	Norfolk Emergency Response Guidance
NCC	Norfolk County Council

Abbreviation	Meaning
RTDO	Resilience Team Duty Officer
TCG	Tactical Coordination Group
SCG	Strategic Coordination Group