# Plan:

# OPS 010 - Adverse Weather and Other Emergency Conditions Plan

| Executive Director lead | Deputy Chief Executive and Accountable Emergency Officer |
|---|---|
| Policy owner | Emergency Planning Manager |
| Policy Author | Emergency Planning Manager |

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| Target audience | All SHSC staff |
|---|---|

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|---|---|

**Plan Version and advice on document history, availability and storage**
This is version 4 of the Adverse Weather Plan.  It builds upon the Emergency Preparedness, Resilience and Response Policy and reflects guidance from NHS England.
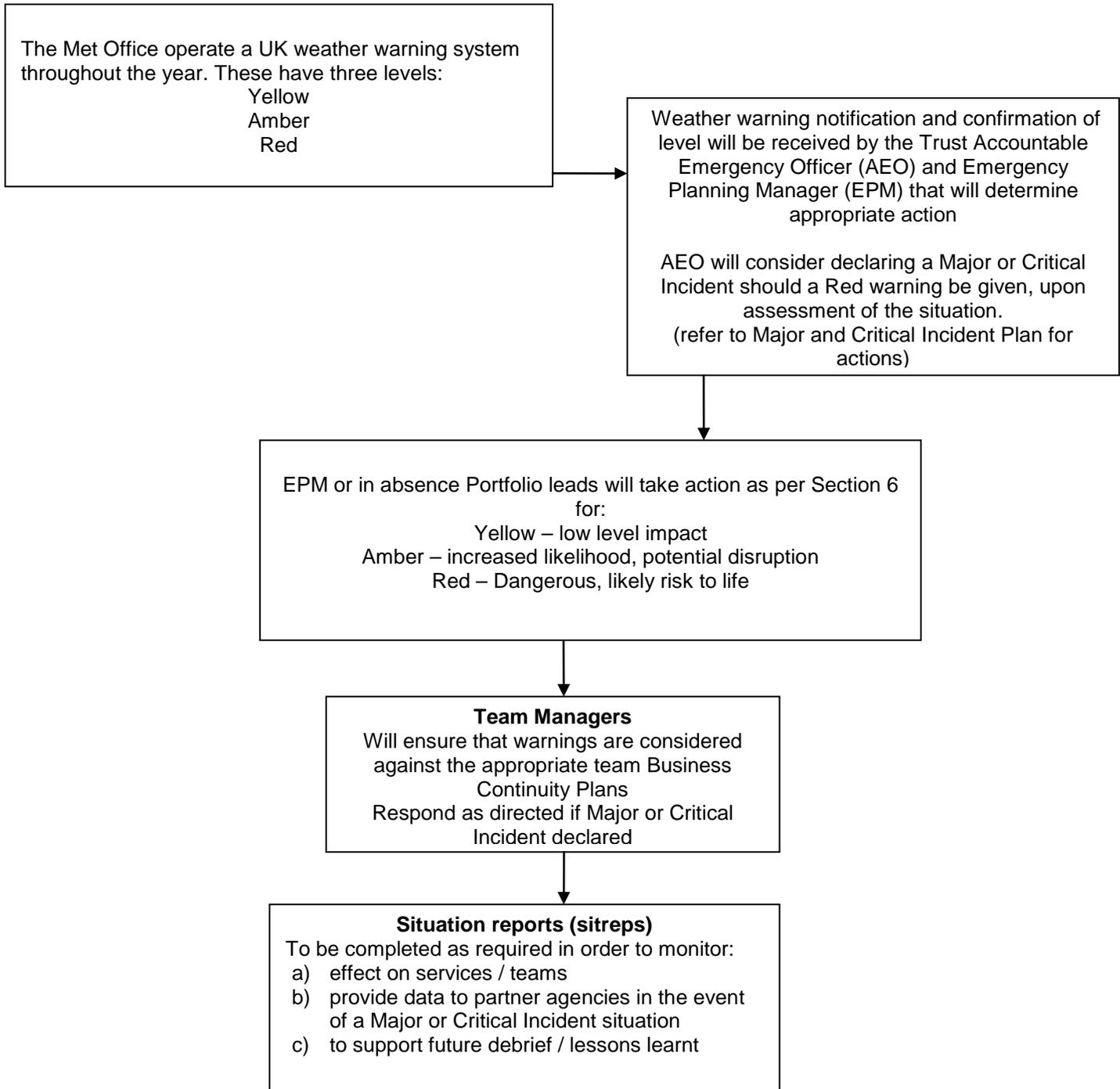
This plan will be available to all staff via the Sheffield Health & Social Care NHS Foundation Trust Intranet and Internet.  The previous version will be removed from the Intranet and archived.  This revision is a change of format together with the removal of elements of the Trust Major and Critical Incident Plan, to prevent confusion and recognising that in most cases, a Major or Critical Incident will not be declared.

Any printed copies of the previous version (V3 September 2016) should be destroyed and if a hard copy is required, it should be replaced with this version.

# Contents

**Flowchart**

The Met Office operate a UK weather warning system throughout the year. These have three levels:
Yellow
Amber
Red

Weather warning notification and confirmation of level will be received by the Trust Accountable Emergency Officer (AEO) and Emergency Planning Manager (EPM) that will determine appropriate action

AEO will consider declaring a Major or Critical Incident should a Red warning be given, upon assessment of the situation.
(refer to Major and Critical Incident Plan for actions)

EPM or in absence Portfolio leads will take action as per Section 6 for:
Yellow – low level impact
Amber – increased likelihood, potential disruption
Red – Dangerous, likely risk to life

**Team Managers**
Will ensure that warnings are considered against the appropriate team Business Continuity Plans
Respond as directed if Major or Critical Incident declared

**Situation reports (sitreps)**
To be completed as required in order to monitor:
a) effect on services / teams
b) provide data to partner agencies in the event of a Major or Critical Incident situation
c) to support future debrief / lessons learnt

# 1. Introduction

This plan sits within the Trusts Emergency Preparedness, Resilience and Response (EPRR) Policy, forming a series of plans as required within NHS England's EPRR Core Standards.

It outlines how the Trust will respond to actual or anticipated adverse weather (or other similarly impacting emergency conditions) to safely maintain services.  It does not apply to personal emergencies, which should be addressed using annual leave or, in exceptional circumstances, Carers leave.  Discussion with the employee's line manager will determine the most appropriate response to a personal emergency.

The Adverse Weather and other emergency conditions plan is to be used for situations involving a serious threat to service continuation posed by extreme weather or other exceptional circumstances, other than a major incident.  This will generally relate to weather conditions that are national or city-wide and pose business continuity challenges on a city wide basis for all agencies.

The aim of this plan is to work in conjunction with team business continuity plans.  The plan is underpinned by a system of weather warnings, developed by the Met Office that are issued throughout the year.

# 2. Scope

This plan applies to all Trust staff and other staff working within the Trust, including those on secondment and agency staff.

# 3. Definitions

3.1 Adverse weather

Exceptional weather conditions such as high levels of snowfall and/or flooding on a city wide scale that prevent the normal city transport infrastructure from operating even on a restricted service.

3.2 Other emergency situations

Other sources of disruption with similar impact whether arising from weather or other exceptional situations such as major industrial action affecting the transport system.

3.3 Weather warnings

Issued by the Met Office to warn of the potential or likelihood of varying levels of disruption created by the weather conditions.  There are three levels:

- **Yellow** – issued for a range of weather situations.  Many are issued when it is likely that the weather will cause some low level impacts, including some disruption to travel in a few places.  Many people may be able to continue with their daily routine, but there will be some that will be directly impacted and so it is important to assess whether you could be affected.  Other yellow warnings are issued when the weather could bring much more severe impacts to the majority of people but the certainty of those impacts occurring is much lower.  It is important to read the content of yellow warnings to determine which weather situation is being covered.
- **Amber** – There is an increased likelihood of impacts from severe weather, which could potentially disrupt your plans.  This means there is the possibility of travel delays, road and rail closures, power cuts and the potential risk to life and property.

You should think about changing your plans and taking action to protect yourself and your property. You may want to consider the impact of the weather on your family and your community and whether there is anything you need to do ahead of the severe weather to minimise the impact.

- **Red** –Dangerous weather is expected and, if you haven't already done so, you should take action now to keep yourself and others safe from the impact of the severe weather. It is very likely that there will be a risk to life, with substantial disruption to travel, energy supplies and possibly widespread damage to property and infrastructure. You should avoid travelling, where possible and follow the advice of the emergency services and local authorities.

## 4. Purpose
To provide the Trust response to adverse weather and other emergency conditions up to the threshold where the situation becomes a major or critical incident.

## 5. Duties
Accountable Emergency Officer (AEO)
An Executive Director with responsibility for Emergency Planning (in their absence, the On-Call Executive) who will co-ordinate the response. The AEO will monitor weather warnings and will liaise at a senior level with other Executives, the Board, Trust Directorates and other partners as necessary. The AEO will assess and determine whether to declare a Major or Critical Incident.

Emergency Planning Manager (EPM)
Responsible for both strategic planning and acting as the Trust's Operational manager in the event of an Adverse Weather or other emergency condition. Will liaise with the AEO in monitoring weather warnings and provide support in liaising with all relevant parties. In their absence, this role will be conducted by Portfolio leads.

Network Management Teams
Shall have in place such plans and resources that will allow for the prompt implementation of their Business Continuity Plans in respect of adverse weather and inform the Emergency Planning manager of the contact details of senior managers.

Team Managers
Will have undertaken the required planning to ensure their staff are aware of their nearest work site (should their base be inaccessible) in such conditions and their role at that alternative site. They will also ensure that they are contactable by staff, or that a deputy is identified and that adequate and appropriate communications and reporting mechanisms exist to enable staff to discharge their responsibilities.

Head of Communications
Will update the Intranet and external website, social media and liaise with partners to provide updates to local media, radio and newspaper websites.

Staff
Will ensure they are aware of their teams Business Continuity Plan and understand their responsibilities; should make every reasonable effort to attend for duty at their normal place of work, having regard to their own personal safety and that of others. They should inform their manager should they feel their personal safety or that of others is at risk. It is expected they will have planned their options in the event of such a situation arising and

contact their manager as soon as possible and keep in regular contact throughout the period.

## 6.  Trust Adverse Weather action plan

The Emergency Planning Manager (EPM) is directly notified of adverse weather warnings via email from the Met Office.  Further notification and confirmation is then received by the EPM and Accountable Emergency Officer (AEO/Deputy Chief Executive) from NHS England and/or Sheffield Clinical Commissioning Group.

The following action will be undertaken, dependant upon the level notified.  In the absence of the EPM, the EPM actions will be the responsibility of portfolio leads.

| Yellow Warning |
| --- |
| EPM will assess the warning to determine which weather situation is being covered and the likely impact for the Trust.  Where there are direct impacts a request that staff are alerted to the forecast will be made to Communications.<br>Team Managers will be expected to ensure their staff are aware of their team BCP in respect of adverse weather and be prepared to implement if necessary. |

| Amber Warning |
| --- |
| EPM will assess the warning with the AEO to consider the impact on the Trust and staff caused by the likely disruption that could include possible travel delays, power cuts and potential risk to life and property.<br>Communications will keep staff updated and issue reminders to staff to follow contingency procedures set out in their BCP's.<br>EPM in conjunction with AEO to maintain contact with Portfolio leads who will be expected to report on the status of all services they are responsible for in order to monitor and assess the impact.<br>Possible move to Critical Incident or 'standby' situation (see Major and Critical Incident Plan) if adverse weather set to last for a significant period. |

| Red Warning |
| --- |
| In addition to actions at Amber, AEO will assess to consider declaring a major or critical incident.  The AEO or deputy will implement appropriate emergency policies and procedures e.g. Major and Critical Incident Plan and reporting structure.  AEO or deputy will provide sitreps and briefing to CCG/PHE/Local Authority/ NHS England as required. |

### 6.1 Communications

- Will ensure that the most appropriate channels are used to update information about the status of services (closed/open etc.) This may include the website, intranet and social media accounts. Content may include useful information for staff, service users, Staff Side and the public including links to local travel and transport websites.
- Information will be current on both internal and external channels. Information will be provided on the channels when we return to business as usual.

### 6.2 Switchboard

- Will be a priority for resourcing and a decision will be made as to whether to maintain this service at the Michael Carlisle Centre or to redirect it to another site.

Whichever site is designated as most appropriate for Switchboard to operate from will be targeted for additional staffing and priority support (e.g. snow clearing / gritting).

## 6.3 Transport
### 6.3.1 Priorities for deployment of the Trust's four wheel drive vehicles.
Priority use is set out below. This is not in order of importance but will be reviewed on a case by case basis in response to need.

i) Pharmacy – Teams need to liaise with Pharmacy if there are serious concerns about supplies for inpatient or community services. Pharmacy and transport services will discuss prioritising the request. (Advice from Pharmacy is not to stockpile as this may cause problems elsewhere in the supply chain)
ii) Vulnerable people – some services (e.g. learning disabilities) provide community support to vulnerable people who without it, would be at high risk.
iii) Switchboard
iv) Inpatient food, including Lightwood (Woodland View)
v) Laundry
vi) Approved Mental Health Professionals and Section 12 Doctors re: Mental Health Act assessments.
vii) Other essential staff movement e.g. groups of medics and nurses being moved from base to base as required.

### 6.3.2 Transporting staff
In general staff will not be able to be provided with transport from the Trust. They need to be guided by the announcements from the public transport providers of buses, trams and trains and use their own discretion about driving to work. Links to local travel and transport websites will be available on the trust's Internet site.

Requests for essential staff movement using transport resources, in office hours, should be made to the Trust's Emergency Planning Manager (through Switchboard), who will contact Transport services. In their absence Switchboard should direct calls to their portfolio lead. During out of hours, contact will be to the On Call Manager.

### 6.3.3 Transport adverse weather protocol
The Trust Transport adverse weather protocol (including an out of hours on call service) is designed for use under the Trust's emergency measures, requiring authorisation from the Incident Director. It will only be in place for very short periods of time in response to a city wide emergency where the normal transport infrastructure of the city is not operational due to adverse weather. It is not designed as a 24/7 on call service where staff or services experience minor restrictions with normal city wide transport operations. It will support the delivery of 4 wheel drive transport as outlined in 6.3.1 above.

## 6.4 Staff deployment
The Trust may need to deploy staff into priority areas to maintain service continuity. This may involve staff working in alternative roles and/or worksites but, all deployment of staff will be within the skills set of the staff member and decisions will be made by Senior Managers on-site.

The following actions will have been required to have been taken in advance to assist with such deployment.

- **Managers and staff will acquaint themselves with the Trust's services and identify the nearest appropriate base that they can access in the event of transport disruption preventing their attendance at their normal place of work.** Managers will compile a *confidential* list of staff names, addresses and contact details and where is likely to be their nearest worksite which is likely to be open. (This information will be kept secure). Every effort will be made to match up the skills and experience of the person to the requirements of that worksite. For example admin workers could be deployed at Switchboard- where with a local Induction they could support staff to answer calls; Clinical staff could report to an alternative base and provide telephone support to service users/ assist with domestic tasks on Inpatient wards etc. Managers will ensure that this information is shared with directorate managers on a confidential basis and updated as appropriate. This information will also be collected for use in the event of a Major Incident to ensure that all staff are accounted for and both they and their next of kin / emergency contacts (as detailed on the ESR record) are contactable if needs be.

- **Team managers will store the Trust mobile numbers of staff on their own work mobile phone and ensure that they can access these in the event of unexpected adverse weather or other appropriate emergency situation.** This information will be compiled on all occupational groups and for those with whom it will change regularly (e.g. Medical staff and other staff students). The list will be compiled prior to the commencement of the placement/rotation. This staff deployment system applies to all Trust staff and Senior Managers present on worksites will be responsible for utilising employees appropriately.


6.5   Working in the Community
- **Services in the community will identify those people considered most vulnerable and communicate with them.** A decision will be made, based on individual risk assessments, to ensure that appropriate services are in place using the Trust's resources. If the Risk Assessment indicates that the level of vulnerability is very high – Senior Managers in these Directorates will supply the Emergency Planning Manager, (or in their absence the Trust' s AEO, and in their absence the On-Call Executive) with all of the relevant details of the service required to individuals. Transport will then be coordinated on a priority needs basis.

- **Worksite/Service Managers to undertake a risk assessment on their site and take appropriate actions,** which may include gritting-using the grit bins which are available on site, In the event of a Trust car park being inaccessible due to snow and ice, alternative parking may be negotiated with local businesses on an informal and temporary basis. Staff should be advised appropriately e.g. ensure that ambulance access etc. is not blocked. .


6.6 Obligations on staff to make every reasonable effort to attend for work, their roles when they are at work and the options available should they be unable to do so.
- **It is the responsibility of an employee to make every reasonable effort to attend for duty at their normal place of work at their normal starting-time**. Where a manager judges that an employee has presented themselves for duty at their normal base after the usual starting time but due solely to adverse conditions, payment shall not be unreasonably withheld. The use of flexi- time may be

approved if such a system exists within the service. Equally where there are foreseeable travelling difficulties during an employee's span of duty, managers shall exercise their discretion to enable the employee(s) to leave their place of work early, or be redeployed to an alternative base in order to maintain a safe system of working/appropriate level of service.

- **Employees shall not unreasonably refuse to comply with temporary redeployment to an alternative base or to undertake other duties.** Managers shall have regard to essential work to be undertaken and advise and deploy staff appropriately. Staff should have previously discussed this with their line manager to identify a match between their skills and their nearest worksite and report to the nearest open worksite where they have the appropriate skills to assist. Staff presenting themselves at alternative worksites need to take their Trust ID badge with them.

Staff for whom such arrangements have not previously been agreed and cannot contact their line manager, should consider reporting to the nearest open worksite where they have the appropriate skills to assist. However In order to ensure that redeployment is not inappropriate, which would then detract from service provision, staff should ring their nearest alternative worksite *before* leaving home to ascertain that they are needed.

"Working at/from home", is an option for some staff. Although this could potentially apply to all staff it is anticipated that it will be mainly those at a senior level or in Clerical and support posts. In agreeing to this, managers of those seeking this option will discuss the work that will be undertaken, how much time will be spent on those tasks agreed as being appropriate and evidencing the work. In this situation agreement will be reached on the number of hours that will be devoted to the tasks identified as 'working from home' and the remainder taken as annual leave. Evidence will need to be provided to the manager of the work that is done from or at home

Anyone who turns up at their place of work as normal and who is informed by their manager that there is no work available either there or at an alternative workplace will be regarded as having attended for work. This should be recorded by the manager.

- **In the event of the employee being unable to attend, they will need to report their inability to attend for duty as soon as is practicable to their manager.** Where such circumstances arise and the employee is unable to attend for duty, consideration will be given to a number of options regarding the lost time These might include:-
  • use of flexi or lieu time- if this is in use in the service
  • the use of outstanding annual leave
  • unpaid leave
  • marking the employee absent without authorisation leading to loss of pay where no notification of their inability to attend is received.

(NB: The last 2 options will require a reporting arrangement through to the Payroll Department).

In such circumstances a manager may consider a range of factors impacting upon an employee's ability to attend for duty at their normal place of work. These might involve (not in priority order):-
• distance travelled to work

- prevailing weather conditions and their estimated duration
- an employee's regular mode of transport
- the safety of the employee and their health
- the requirements of the service
- the capacity for redeployment to a more accessible or appropriate base along with the provision of alternative duties
- the need to use alternative communication mediums and transport systems
- the use of existing on call arrangements in order to establish contingency arrangements where adverse conditions are foreseeable
- any other relevant factors pertaining at the time e.g. disability, carers' responsibility etc

Where an emergency situation arises and schools close due to bad weather, the use of carer leave may be appropriate. However this would depend on the amount of advance notice available in which to make alternative arrangements and would need to be approved by the line manager. When considering approval managers should have regard to the appropriateness of other options i.e. the use of annual leave or time in lieu will be the first options considered. It is not an option for staff to bring their children to work in the event of schools closure.

- **Staff who are due to attend training need to contact the course venue to ascertain if it is still planned and if so, establish whether it is still appropriate to attend by contacting their line manager.** Where a line manager agrees that there is a need to cancel attendance at the training, they need to inform the training provider together with the reasons why non-attendance is appropriate. This will enable the Training Department to consider waiving the non-attendance fee.

6.7 Heat wave Planning

A decision about whether to instigate policy in such circumstances will be made by the AEO or On Call Director in the light of information about weather forecasts from the Department of Health. Where applicable, the AEO will ensure that relevant directorates/teams are aware of the very significant heat-related health risks and the appropriate actions relating to care.

Further specific and detailed guidance on health actions related to a heat wave are provided separately in the Heat wave Plan.

## 7.    Situation Reports

The AEO or deputy may require the completion of situation reports (sitreps) at any point during adverse weather to gain an overview of how Trust services are responding.

In the event of a critical or major incident being declared for a Red warning, the AEO or deputy who is co-ordinating the Trust response (Incident Director) will:

- Explain the rationale to portfolio leads for collecting sitreps from each of their teams
- Set out a clear timetable for when completed sitreps are required
- Give clear instructions as to where completed sitreps should be sent
- Be mindful where possible of allowing a reasonable timescale for information to be collected and recorded on the sitrep template.
- Be mindful of the demands for information from external organisations and ensure sitrep deadlines are met.

- Agree a Trust wide communication strategy with the Communications Team to ensure all staff are aware of the Trust response.

Portfolio leads will:

- Identify a person in each team to be responsible for completing the sitrep.
- Check completed sitreps for accuracy before sending them to the Director co-ordinating the response.
- Ensure all completed sitreps are saved on the teams shared drive.

Following a Red warning an incident debrief and lessons learned exercise may be held using completed sitreps as a guide to how the response was undertaken. See Appendix A for Sitrep Template.

## 8. Associated policies and plans
Emergency Preparedness Resilience and Response (EPRR) Policy
Major and Critical Incident Plan
Heatwave Plan

## 9. Related documents and references
NHS England EPRR Core Standards 2015

## 10. Monitoring and review
This plan will be audited by review as part of the governance and reporting procedures included in it. Any failure to complete or update the plan within the timescales will be addressed as it occurs.

Furthermore, monitoring of related documents and references will be conducted by the Emergency Planning Manager to ensure the plan remains up to date, irrespective of its normal review dates.

## 11. Equality Impact Assessment
The Trust management are committed to providing equality of opportunity, not only in its employment practices but also in the services for this plan for which it is responsible. The Equality Impact Assessment of the plan is neutral.

The Trust values and respects the diversity of their respective employees and the communities they service. In applying this policy they will have due regard for the need to:

- Eliminate unlawful discrimination
- Promote equality of opportunity
- Provide for good relations between people of diverse groups

## 12. Version Control

| Version No. | Type of Change | Date | Description of change(s) |
|---|---|---|---|
| 2.0 | New draft plan created | August 2016 | New policy commissioned by AEO |
| 2.0 | Ratification and issue | September 2016 | Amendments made during consultation, prior to ratification |

| 2.0 | Review, ratification, issue | September 2016 | Review undertaken to update the policy in order to comply with new NHS England guidelines. |
| 3.0 | Review / ratification / issue | June 2018 | Committee structure updated. |
| 4.0 | Review | July 2019 | Re-formatted and updated. Removal of duplication with Trust major and Critical Incident Plan |
| | | | |

## 13. Contact details

| *Title* | *Name* | *Phone* | *Email* |
|---------|--------|---------|---------|
| Terry Geraghty | Emergency Planning Manager | 0114 226 3147 | Terry.Geraghty@shsc.nhs.uk |

# Emergency Planning Situation Report (Sit Rep)

This Situation Report is to be completed by the Team Managers.  Please return this to your Service lead on a daily basis until usual service is resumed. In the event of an IT outage please use this template as a structure to phone in the information.

Note: Please complete all fields. If there is nothing to report, or the information request is not applicable, please insert NIL or N/A.

| | | | |
|---|---|---|---|
| **Directorate:** | | **Date:** | |
| **Name & Role (completed by):** | | **Time:** | |
| **Mobile Telephone number:** | | | |
| **Email address:** | | | |

| | |
|---|---|
| **Type of Incident** | **Adverse Weather** |
| **Have you experienced any <u>serious</u> operational difficulties e.g. travel to community service users, staff unable to attend for duty, requests for assistance.** | |
| **Impact on services and service users:** | |
| **Have you invoked Business Continuity Plans?**, *e.g. identifying vulnerable service users, using cool areas, providing extra care.* | |

| | |
|---|---|
| | |
| **Impact on other service providers** | |
| **Mitigating actions taken** | |
| **Additional comments,** | |

| | Role | Number unable to attend |
|---|---|---|
| **Staff Unable to attend work Please list job roles and numbers:** | • | |
| | • | |
| | • | |
| | • | |
| | | |