

PENALLT COMMUNITY EMERGENCY PLAN

OPERATIONAL ACTION CARD

EXTREME HEAT

REFERENCE	CEP-AC-02	CLASSIFICATION	OPERATIONAL
VERSION	0.2	STATUS	Draft for operational review
ISSUED	12 July 2026	REVIEW	July 2027 or after activation/exercise

☐ MONITOR Hot conditions forecast; verify warnings and prepare messages.	☐ STANDBY Significant heat is likely; confirm welfare support and utilities.	☐ ACTIVATE Serious local impacts or heat illness are occurring; coordinate support.
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HEATSTROKE IS AN EMERGENCY: Confusion, collapse, seizure or loss of consciousness requires 999. If suspected heat exhaustion does not improve after 30 minutes of cooling, call 999.

PURPOSE

Provide a rapid, safe and coordinated community response when prolonged hot weather threatens health, water, power or animal welfare in Penallt. The dispersed rural setting, inconsistent mobile coverage, reliance on broadband and Wi-Fi calling, and electrically dependent equipment can complicate welfare support. This card supports the full Penallt Community Emergency Plan and does not replace official health or emergency-service instructions.

ACTIVATION TRIGGERS

MONITOR	The Met Office forecasts several days of unusually hot weather or an extreme heat warning may affect Monmouthshire; Public Health Wales advice is issued; and no serious local impact is confirmed.
STANDBY	An amber extreme heat warning affects Monmouthshire; hot nights may limit recovery; the event is forecast to persist; or residents request help with water, cooling, medication storage or electrically powered equipment.
ACTIVATE	A red extreme heat warning affects the area; suspected heatstroke or multiple welfare cases are reported; power or water failure increases health risk; unsafe indoor heat is reported; or MCC/emergency services request community support.

Important: Penallt has no warden network, so direct contact with every household cannot be guaranteed. Use telephone contact first and avoid routine outdoor checks during the hottest part of the day.

PRIORITIES

1 Protect life Recognise heat illness; call 999 for suspected heatstroke.	2 Establish the picture Confirm warning duration, hot nights, outages and welfare requests.	3 Warn and inform Issue clear health, water and power advice; update at agreed intervals.
4 Support people at risk Prioritise urgent health, mobility, medication and cooling needs.	5 Maintain essentials Protect drinking water, power-dependent equipment and animal welfare.	6 Log and coordinate Record decisions, contacts, tasks, outcomes and handovers.

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FIRST 30 MINUTES

- Confirm who is acting as Community Emergency Coordinator and appoint a log keeper if available; record the time and source of the first warning or report.
- On any Met Office weather warning or NRW flood warning affecting Penallt, charge the Pelham Hall batteries from the grid to 100% while mains power remains available. Confirm charging and log the starting charge and time.
- Start the separate Community Emergency Incident Log. Record the current status: Monitor, Standby or Activate.
- Check the latest Met Office warning, Public Health Wales advice, expected duration, overnight temperatures and local forecast for Monmouthshire.
- Call 999 for confusion, collapse, seizure, loss of consciousness or serious illness not improving after 30 minutes of cooling. Use NHS 111 Wales for urgent advice when it is not an emergency.
- Check for power or water incidents and any reported loss of medication refrigeration, medical equipment, communications or safe drinking water.
- Identify urgent welfare requests. Confirm which volunteers are available and assign only specific low-risk tasks, normally in pairs, with water, shade and check-in/check-out.
- Issue the first public update: warning level, expected duration, immediate health advice, known utility issues and time of the next update.
- Assess whether Pelham Hall should be placed on standby. Do not open it unless it can provide a genuinely safer and cooler environment.

COMMUNICATIONS

- Use one nominated communicator and one agreed core message across WhatsApp, Facebook, email and the website.
- Advise residents to drink water regularly, reduce strenuous activity, use shade, close curtains or blinds when it is hotter outside and ventilate when conditions are cooler.
- Include heat-illness signs and when to call NHS 111 or 999. Never imply that a volunteer can provide clinical assessment.
- Penallt has no warden network. Use telephone and safe neighbour-to-neighbour contact; do not promise that every household will receive a personal check.
- Update at an agreed interval - normally every 2-4 hours during a prolonged heat incident - and immediately after a significant change.

WELFARE

- Prioritise older people, babies and young children, people living alone, people with limited mobility or long-term conditions, and anyone dependent on medication or powered medical equipment.
- Make telephone contact first. Ask about symptoms, drinking water, room temperature, medication, refrigeration and essential equipment.
- For suspected heat exhaustion: move the person to a cooler place, remove excess clothing, cool the skin and offer water if they can drink. Seek NHS 111 advice if concerned; call 999 if they do not improve within 30 minutes or show heatstroke signs.
- Deliver water or essential items only where there is a clear need and a safe plan. Avoid routine outdoor visits during peak heat and record only the minimum personal information necessary.

EXTREME HEAT ACTIONS

- Cancel or defer non-essential outdoor volunteer activity. Schedule necessary tasks for cooler periods, shorten exposure and use a buddy system.
- Every tasked volunteer must carry drinking water, have access to shade, agree check-in times and stop immediately if unwell.
- Monitor local reports of overheated homes, power cuts, water problems and failures of refrigeration or medical equipment.
- Support access to drinking water and essential medication arrangements where resources permit. Volunteers must not dispense medication or give clinical advice.
- Encourage residents to use the coolest available room, shade sun-facing windows by day and ventilate when outdoor air becomes cooler.
- Never leave a person or animal in a parked vehicle. Owners remain responsible for providing shade and water for pets, horses and livestock.
- Treat smoke or vegetation fire as a separate emergency: call 999, warn those nearby and move to the Wildfire / Vegetation Fire Action Card.
- Review volunteer welfare regularly and rotate or stop tasks before heat exposure becomes unsafe.

PELHAM HALL ACTIONS

- The Community Emergency Coordinator decides whether Pelham Hall remains closed, becomes an operational base or opens as a Community Support Centre.
- Confirm authorisation, safe access, staffing, power, water, sanitation and that the building is meaningfully cooler than the conditions residents are leaving.
- If opened: contact a keyholder, retrieve the Emergency Box, inspect the building and appoint a Hall/Support Centre Lead.
- Use the coolest rooms, shade windows, ventilate at cooler times, provide drinking water and seating, register attendees and set a clear medical escalation process.
- Monitor indoor conditions and battery/power use. Publish opening times, purpose, safe access and limitations; close the facility if it cannot remain safe.

STAND-DOWN CHECKLIST

- Confirm that the warning has ended or reduced, temperatures are falling and no further serious local impact is expected.
- After the warning expires and the immediate risk has passed, restore normal battery settings unless another active risk requires 100% reserve.
- Stop tasking, account for all volunteers, close check-ins and tell residents when community updates or support arrangements will end.
- Hand unresolved health, welfare, power, water or animal-welfare concerns to the appropriate service or responsible person.
- Close Pelham Hall safely if used, recover equipment, record water and supplies used and restore agreed battery and building settings.
- Secure the Incident Log and arrange welfare follow-up and a debrief within 72 hours. Record changes required to the plan, guide and this card.

INCIDENT LOG

- Begin the separate Community Emergency Incident Log at Standby or Activate - earlier if decisions, welfare contact or volunteer tasking have started.
- For each entry record: time, source, information, decision/action, owner, outcome and any official reference number.
- Do not record unnecessary personal or medical information. Secure completed logs and hand them to the Community Emergency Coordinator at stand-down.

LIFE RISK	NHS 111 WALES	MCC OOH	POWER	WELSH WATER	OFFICIAL INFO
999	111	0300 123 1055	105	0800 052 0130	MET OFFICE / PHW

Operational basis: Penallt Community Emergency Plan v2.1 Draft; Penallt Community Risks and Response Guide v2.1 Draft; Met Office, Public Health Wales and NHS 111 Wales hot-weather guidance. Official instructions take precedence.