

Healthwatch Central West London  
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28<sup>th</sup> July 2017

Healthwatch Central West London is an independent charity, established as part of the Health and Social Care Act 2012, to monitor the quality of local health and social care services. We do this by listening to local people's views and feeding this back to influence the way services are run locally. Where necessary, we hold organisations to account as the independent voice of the public.

Healthwatch have been listening to local people and community organisations. We have heard that many of the community's questions and concerns following the Grenfell Tower Fire are yet to be responded to. Some information is being provided but more needs to be done to make sure it is available for everyone who needs it. Some questions still need answers, or need action to resolve them.

As an independent charity working locally, Healthwatch can help in directing the concerns that we are hearing to the correct, responsible body. We are collating a list of questions and concerns that we have heard from local people and organisations. These will be presented in writing to the local authority and other responsible agencies under our powers conferred by section 7A of the Local Authority Social Services Act 1970(a) and sections 8, 272 (1) and (4) of the National Health Service Act 2006 (b).

This means once the local authority or any other publicly funded body involved in health and social care have received the request for information from Healthwatch, they must respond within twenty working days. In cases where information cannot be released because it is subject to a police or public enquiry, we will ask for clarity on the process and reasons why it cannot be made public and we will make this available on our website.

Healthwatch advised the local authority and NHS on Monday 24th July 2017 that we will be sending them questions and concerns raised by local people. We informed them that they are required to respond within twenty working days.

Questions raised will be sent weekly and published on the Healthwatch Central West London website. We will be monitoring these to ensure that we get a response to all questions and concerns raised within the twenty working days time limit. All responses received will be published and will be shared with the local community.

If you have a question or concern that you would like to be raised, please contact [grenfell@healthwatchcentralwestlondon.org](mailto:grenfell@healthwatchcentralwestlondon.org) or 020 8968 7049.

We are not able to take up individual cases. If you need help to get health or social care support, we can provide you with information of who to contact.