

Local people's questions and concerns following the Grenfell Tower Fire

25th August 2017

Information and support

- At the public meeting people shared feeling frustrated at lack of change and unanswered questions. What are you doing to rebuild trust and to show that you are answering questions and listening to people's concerns?
- How are you currently consulting with people in the community?
- Are there short, medium and long term plans? Have you consulted with local people when developing these plans? How?

Emotional support

- How many extra mental health workers are there in the area?
- Do you have a team large enough to deal with need?
- How long can people expect to wait to receive support after contacting Single Point of Access?
- Where are Single Point of Access based?
- How can we access Single Point of Access?
- How are you going to improve communications around the emotional support available?
- How are you going to make Mental Health workers more visible?

Local authority services

- Where are local authority services? Not the extra ones, but basic ones. Please can you advise people of services that are still in place?

Crisis support

- In RBKC's crisis support strategy, where are the staff? What is the plan?
- If you are developing or renewing a plan, how are you involving local people?

Services

- There is a lack of consistency with hotel visits. What are you doing to ensure that people receive the same level of support across different locations?
- Lack of follow-up when people request help is causing stress. What are you doing to address this? Could you set realistic timescales?
- People have raised that there has been a lack of empathy from staff at The Curve. What will be done to address this? Have staff had training?

Respiratory issues and air quality

- The ash and material deposited from the tower is causing the drains around people flats to be blocked. Drains are being blocked by the ash and material from the tower, they are starting to smell in the warm weather. What is being done to address this?
- People have been raising respiratory issues each week since the fire. People are worried about long-term implications. What new information is available? What is being done to address people's concerns?