

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

28th July 2017

Air quality and environmental concerns

Many concerns have been raised around the air quality and breathing difficulties.

- Local people have reported feeling dizzy, breathless, having nose bleeds, chest pains and unable to sleep. Has information been provided explaining these symptoms and what to do?
- People are being advised to see their GP if they are experiencing symptoms however GPs do not appear to have the right information. What information is being provided to GPs?
- There is still debris in surrounding gardens and on balconies - how will that be dealt with and when?
- How are Public Health keeping people informed about what substances they are monitoring in the air, how they are doing this and what their findings are in a way that is easy for people to understand?
- Where can people go for more information if they have concerns about the air quality?

Involving local people

- How is the council going to make sure that the skills and knowledge of survivors, local residents and local organisations are recognised and used to shape new strategies going forward?
- Is there going to be a new community engagement plan that is co-designed and co-delivered going forward? How are you going to achieve this?
- Can the community be involved in choosing the services provided?
- People want to know who the decision makers are so they could work with them to co-plan and co-deliver going forward.

Getting support

- Why do residents from surrounding homes have to go to agencies for support - why aren't agencies going to them?

- People living in surrounding buildings that were affected were told that they would be evacuated, they packed bags but are still there. When will they get help?
- Is there a plan for ensuring that each person has a key worker? What is this plan?
- People have reported key workers taking annual leave and people being left without support. Are there provisions in place to ensure annual leave is covered?
- Are there ways people can get support without the use of a Key Worker? Have these been explored?
- What support is available for young people?

Emotional support

- Concerns have been raised about the local risk for suicide. What support is available?
- People have requested trauma counsellors. They are concerned for their own mental wellbeing but also for a whole community.
- How are you informing people of the emotional support available and how to access this support?

Getting information

- Who are the decision makers within the council? Can they be made more visible to the public?
- Have you got plans to make the RBKC website more accessible?
- Can you make it easier to know where to go for information?
- Trust has been lost as to date many people have not had responses to their queries- what are you going to do to change this?
- Information is being provided but not always the information requested- how are you going to change this?
- What outreach work is the council doing?

Support for vulnerable people

There are reports of people setting themselves up as ‘community leaders’ and harassing survivors to sign up with particular law firms. As a result, some people are too frightened to seek help for housing and other support.

- How are you informing people of their entitlements?

- How are you informing people of what they are entitled to?
- Is there advice available on what to do if you are contacted by a person calling themselves a 'community leader'?

Missing people

People feel that the number of people who have died is greater than 80. People know people who are missing following the fire.

- Why has the number not increased?
- How have you come up with the number of 80 to date?
- When do you expect an updated number to be released?
- Can you provide a list of people who have died and a list of people who are missing?

Support for people who feel excluded

- What support is available for those who were not from the Tower but need support, for instance people whose families died but they are from out of area?
- People are informed that they will have Police Family Liaison Officers. How does a person access this support?

Housing

- What is the process for rehousing people?
- How will you keep people updated on rehousing?
- Residents in some surrounding flats e.g. Bramley House are still paying their usual rent, utility bills and council tax. Will this be reviewed?