

## Response of the Royal Borough of Kensington & Chelsea Council to Questions and Concerns Submitted in Week Two, 4th August 2017

### Air Quality and Environmental Concerns

Question	Response
What is the potential risk to the environment and local area following the fire?	<p>The risk to people's health from air pollution around the Grenfell Tower site continues to be low and no asbestos has been detected.</p> <p>Public Health England (PHE) advises that there is currently no wider risk to people's health related to air quality or to the wider environment following the fire, however PHE continues to monitor the situation closely.</p> <p><b>Telephone: 020 3326 1658</b>  <b>Email: <a href="mailto:PHE.enquiries@phe.gov.uk">PHE.enquiries@phe.gov.uk</a></b>  <b>Website: <a href="https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire">https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire</a></b></p>
During the hot weather the smell from the tower was overwhelming. Have any measures been put in place to ensure that this is not the case again during another warm spell?	<p>The human nose is very sensitive to odours and often detects odorous chemicals at concentrations in air which pose no risk to health, however odours can be unpleasant and affect wellbeing. Many substances that are perceived as odorous are usually present at levels below which there is a direct toxicological effect. Odours can cause a nuisance to the population possibly leading to stress and anxiety. Some people may experience symptoms such as nausea, headaches or dizziness as a reaction to odours even when the substances that cause those smells are themselves not harmful to health.</p> <p>If people continue to feel these symptoms they should contact their GP. If people do not have a GP, they can register for one online at <a href="http://www.nhs.uk">www.nhs.uk</a> by entering their postcode, or by calling <b>020 8962 4600</b>. The line is open from 9am to 5pm, Monday to Friday.</p> <p>People can also call NHS <b>111</b> service for additional health support.</p>

### Housing

Question	Response
What is the relationship between the council and the TMO?	<p>The relationship between the Council and the Tenants Management Organisation (TMO) is governed by a management agreement.</p> <p>Under this agreement, the TMO manages, on behalf of the Council, the Council's housing properties.</p> <p>The Council continues to own the properties and retains responsibility for strategic housing policies and homeless people.</p> <p>The TMO continues to be a separate company.</p>

	For more information, or if people have more questions over housing, they can call the Royal Borough of Kensington and Chelsea Housing team on <b>020 7361 3008</b>
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## Public Bodies

Question	Response
Who is leading the council? Who is responsible for projects and services relating to Grenfell?	<p>Councillor Elizabeth Campbell is the Leader of the Royal Borough of Kensington and Chelsea. The council are the accountable local body for projects and services related to the Grenfell recovery process. Information on the Royal Borough of Kensington and Chelsea Senior Leadership team be found online.</p> <p><b>Website:</b> <a href="https://www.rbkc.gov.uk/council-and-democracy/how-council-works/making-decisions/senior-leadership-team">https://www.rbkc.gov.uk/council-and-democracy/how-council-works/making-decisions/senior-leadership-team</a></p>
Could you put the names and photos of those running the council and specific projects (around Grenfell) on the RBKC website?	<p>Information on the Royal Borough of Kensington and Chelsea Senior Leadership team be found online.</p> <p><b>Website:</b> <a href="https://www.rbkc.gov.uk/council-and-democracy/how-council-works/making-decisions/senior-leadership-team">https://www.rbkc.gov.uk/council-and-democracy/how-council-works/making-decisions/senior-leadership-team</a></p> <p>Information on specific projects around Grenfell and contact information for the relevant teams can be found online.</p> <p><b>Website:</b> <a href="https://grenfellresponse.org.uk/newsletter-archive/">https://grenfellresponse.org.uk/newsletter-archive/</a></p>

## Information and Advice

Question	Response
Do you have plans to update the RBKC website to make information more accessible to people?	<p>The RBKC website has recently been updated with information about the Care for Grenfell Team and other emergency contact numbers for those affected by the fire.</p> <p><b>Website:</b> <a href="https://www.rbkc.gov.uk/">https://www.rbkc.gov.uk/</a></p> <p>Care for Grenfell can be contacted by:  <b>Telephone: 020 7745 6414</b>  <b>Email: careforgrenfell@rbkc.gov.uk</b>  <b>Website: <a href="https://www.rbkc.gov.uk/newsroom/care-grenfell">https://www.rbkc.gov.uk/newsroom/care-grenfell</a></b></p> <p>There is also a dedicated website that has been set up to provide information and updates to people following the Grenfell Tower fire. The link to this is provided at the top of the homepage on the RBKC site so that people can access further information specific to the fire.</p>

	<p><b>Website:</b> <a href="https://grenfellresponse.org.uk/">https://grenfellresponse.org.uk/</a></p> <p>We welcome feedback on the structure and content of the RBKC website so that it can be as clear as possible for residents to get the information they are looking for. Information on how people can give contact us about feedback can be found on our website home page, but you can also tweet us, call us, or complete an online form.</p> <p><b>Telephone: 020 7361 3000</b>  <b>Website:</b> <a href="http://www.rbkc.gov.uk/">www.rbkc.gov.uk/</a>  <b>Twitter:</b> @RBKC_CS  <b>Online Form:</b> <a href="https://www.rbkc.gov.uk/contact-us/comments-complaints-and-feedback-tell-us-what-you-think">https://www.rbkc.gov.uk/contact-us/comments-complaints-and-feedback-tell-us-what-you-think</a></p>
<p>How are you working with the voluntary sector?</p>	<p>One of the ways that the council is continuing to work with the voluntary sector is through developing its service to support people who might be suffering from Post-Traumatic Stress (PTSD). This covers a range of services from emotional wellbeing support, counselling support to young people and bereavement counselling.</p> <p>This has included working with volunteers to deliver support through health outreach pop up clinics and mental health training sessions. A breakdown of the different forms of support available from the council and other providers and voluntary organisations can be found online.</p> <p><b>Website:</b> <a href="https://grenfellresponse.org.uk/leaflets-and-posters/">https://grenfellresponse.org.uk/leaflets-and-posters/</a></p> <p>We are also working with the voluntary sector to ensure that their voice is heard to support community-led recovery in shaping public service design and delivery.</p>
<p>How are you passing information onto the voluntary sector to disseminate amongst the communities they are working with?</p>	<p>The Council is engaging regularly with the voluntary sector to ensure that their voice is heard to support community-led recovery in shaping public service design and delivery.</p>

## Wellbeing

Question	Response
<p>Have you collated a list of wellbeing support services that are being provided by the</p>	<p>We have engaged, and are continuing to engage with national, local and community organisations that are delivering support that can be accessed by anyone in the community to ensure that they are able to meet all the needs that they are experiencing and are able to continue to do so.</p>

<p>voluntary sector? If yes, how are you circulating this to people?</p>	<p>We have identified a total of 59 organisations that are currently providing mental health and emotional wellbeing support in North Kensington and have distributed 8,000 mental health and emotional wellbeing packs about the support that is available. We are also speaking with organisations to identify whether they require support with their capacity to meet the need they are encountering. A breakdown of the different forms of support available from the council and other providers can be found online</p> <p><b>Website:</b> <a href="https://grenfellresponse.org.uk/leaflets-and-posters/">https://grenfellresponse.org.uk/leaflets-and-posters/</a></p> <p>Kensington and Chelsea Social Council are maintaining a directory of voluntary and community organisations that are providing support following the fire, which can be accessed online.</p> <p><b>Website:</b> <a href="https://www.kcsc.org.uk/news/directory-voluntary-and-community-organisations">https://www.kcsc.org.uk/news/directory-voluntary-and-community-organisations</a></p>
<p>Have you got a list of summer activities taking place for children, young people and families?</p>	<p>We have put an extended range of activities for children and young people in place over the summer and have ensured that mental health and emotional wellbeing support is embedded as part of this through MIND, Place2Be and local art and therapy services.</p> <p>There are hundreds of events and activities taking place for children, young people and their families this summer across central London including outdoor activities, bake-offs, free cycling tours, nature trails, cupcake making, graffiti art, photography and much more.</p> <p>You can pick up a leaflet at locations across the borough or find out more online.</p> <p><b>Website:</b> <a href="http://mysummerinthecity.org.uk/">http://mysummerinthecity.org.uk/</a></p> <p>More information on events and activities throughout the summer can be found online.</p> <p><b>Website:</b> <a href="http://www.rbkc.gov.uk/fis">http://www.rbkc.gov.uk/fis</a></p>