

Response of the Royal Borough of Kensington & Chelsea Council to Questions and Concerns Submitted in Week Five, 25th August

Information and Support

| Question | Response |
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| <p>At the public meeting people share 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?</p> | <p>The Council supports a vision of community-led recovery in shaping public service design and delivery by working together with many different agencies. Engagement with the community is fundamental to this through open and transparent working based on genuine co-design.</p> <p>The Council is currently considering a strategy of how to achieve this so as to ensure a multi-agency approach with clear governance, shared vision and common language.</p> <p>We will do this by consulting widely with residents, community groups, and other members of the public over the coming weeks on how best we can work together to achieve this.</p> |
| <p>How are you currently consulting with people in the community?</p> | <p>Engagement with the community is fundamental. We are setting up platforms for two way communication and feedback to increase transparency and inform future plans, and are continuing to work with the community to address their questions and concerns in a timely and effective way.</p> <p>Plans and platforms for community engagement are under development and will be shared in due course. We are committed to making our engagement accessible in a range of languages.</p> |
| <p>Are there short, medium, and long term plans? Have you consulted with local people when developing these plans? How?</p> | <p>We will be setting up platforms for two way communication and feedback to increase transparency and inform plans. This will support the development of a sustainable long term model that is adaptable over time and responds to the changing needs of the community.</p> <p>We will do this by consulting widely with residents, community groups and other members of the public over the coming weeks on how we can best work together to achieve this.</p> <p>Plans and platforms for community engagement are under development and will be shared in due course. We are committed to making our engagement accessible in a range of languages.</p> |

Local Authority Services

| Question | Response |
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| <p>Where are local authority services? Not the extra ones, but basic ones? Please can you advise people of services that are still in place?</p> | <p>A full list of council services available to residents can be found on the Council website home page:</p> <p>https://www.rbkc.gov.uk</p> <p>Further services specific to people affected by the Grenfell Tower fire can be accessed through the link at the top of the page, or by visiting:</p> <p>https://grenfellresponse.org.uk/</p> |

Crisis Support

| Question | Response |
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| <p>In RBKC's crisis support strategy, where are the staff? What is the plan?</p> | <p>The Council's Contingency Management Plan draws from staff across the Council's departments and services to respond to a major incident. Additional staff may be called from other London local authorities under mutual aid arrangements.</p> <p>Plans for ongoing crisis support to individuals are then tailored to the nature of the incident and the responses required, and staffed to provide this response.</p> |
| <p>If you are developing or renewing a plan, how are you involving local people?</p> | <p>The Council supports a vision of community-led recovery in shaping public service design and delivery by working together with many different agencies. Engagement with the community is fundamental to this through open and transparent working based on genuine co-design.</p> <p>The Council is currently considering a strategy of how to achieve this so as to ensure a multi-agency approach with clear governance, shared vision and common language.</p> <p>We will do this by consulting widely with residents, community groups, and other members of the public over the coming weeks on how best we can work together to achieve this.</p> |

Services

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|---|--|
| <p>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?</p> | <p>We have placed overnight counselling services in hotels to improve the accessibility of the mental health and support offer across hotels. Support for individuals will vary according to their needs.</p> <p>Individuals and families residing in hotels have been written to via letter informing them of the offer available. Discussions are underway between providers and the community to co-design future overnight support offer.</p> |
| <p>Lack of follow-up when people request help is causing stress. What are you doing to address this? Could you set realistic timescales?</p> | <p>The Care for Grenfell team has been set up as a single point of contact to coordinate and oversee any enquiries and complaints relating to any persons affected by the Grenfell fire and to signpost people to the most appropriate support for them.</p> <p>Care for Grenfell can be contacted by:</p> <p>Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p> |
| <p>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?</p> | <p>There are a wide range of professionals who work at the Curve including staff from the Council and other partner agencies. Work is underway to ensure all staff who work from the centre are appropriately trained and have the right values.</p> <p>For council staff this includes the establishment of a code of conduct, the roll out of training and a refresh of job descriptions and posts. For the wider agencies, we are also introducing a quality assurance group that all agencies must attend with a remit to improve the services delivered from the centre.</p> <p>We are working with staff and volunteers at The Curve to develop a protocol and training plan for all volunteers and staff. This will include mandatory training (Health and Safety, Safeguarding etc.) as well as Supplementary training in Mental Health First Aid.</p> |

Respiratory Issues and Air Quality

| Question | Response |
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| <p>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?</p> | <p>If drains near people are blocked and starting to smell they can contact Streetline, the Council's dedicated street cleaning team, who will ensure that any waste or drains are cleared and removed as safely as possible.</p> <p>Telephone: 020 7361 3001 Email: streetline@rbkc.gov.uk</p> |