

15th May 2018

Dear xxxx,

Provision of health and support services for people affected by Grenfell Tower fire

We are writing to you to follow up on your responses to the questions and concerns that we raised with you in July and August 2017 on behalf of people affected by the Grenfell Tower fire under our statutory powers.

Healthwatch Central West London is an independent charity set up to monitor the quality of local services. We do this by listening to local people's views and feedback on the health and care system and use this to influence the way services are run locally. Where necessary, we hold organisations to account as the independent voice of the public.

Following the Grenfell Tower fire in June 2017 we used our statutory powers to raise questions and concerns about health and care provision that we were hearing from local people and community organisations and were not yet responded to by the local NHS and council. We collated a list of questions and concerns, which were presented in writing to RBKC council and local NHS (West London Clinical Commissioning Group) and required by law a response within 20 working days.

The Healthwatch Central West London team are dedicated to working with local people to ensure that the needs and expectations of the local community are met by the public bodies. Healthwatch Central West London want to see local people given the information and services they need and included in decisions being made that will impact on the lives of the community.

As the first anniversary of the Grenfell Tower fire approaches, we are once again writing to you under our statutory powers to find out what progress has been made in providing health and care support for people affected by the fire. **You are required to respond to our questions within 20 working days.** Once you have done so, we will publish your response on our website. **Your response is expected by 13th June 2018.**

Part one

These questions refer to our report for the Grenfell Recovery Scrutiny Committee in October 2017. A copy is attached for your information.

In our report we set out six recommendations for RBKC and WL CCG. We set them out again here and request evidence of:

- progress against each
- what the outcome to date has been
- where they have not been completed, please give us an indication of when you anticipate that they will be complete
- where a recommendation has not been taken up, please provide information on why the decision was made not to take this course of action

Recommendation 1: an independent check of the information, support and services set out by RBKC council and WL CCG is carried out to ensure that they are available and accessible to all local people who need to use them.

Recommendation 2: an independent evaluation of information, support, and services should be carried out to assess the quality of provision being provided and whether it is meeting the needs of people accessing it.

Recommendation 3: Both RBKC council and WL CCG stated they would undertake reviews to ensure they were learning from their experiences of providing support to the local community after the Grenfell Tower fire. These should be undertaken by an independent organisation to ensure these plans are followed through, that lessons are learned and any necessary changes are made. This should include engagement with local people.

Recommendation 4: a robust health and social care needs assessment should be carried out, alongside a comprehensive mapping of all available services and pathways of support specific to people affected by the Grenfell Tower fire and should sit alongside existing Joint Strategic Needs Assessments for the local area. This should be coproduced with RBKC council, WL CCG, the local community, and local voluntary and community groups.

Recommendation 5: both shorter term and long-term indicators for measuring local people's on-going emotional and physical wellbeing should be developed and should be coproduced with RBKC council, WL CCG, the local community, and local voluntary and community groups.

Recommendation 6: independent monitoring in both the shorter term and long term of information, support and services should be put in place to ensure that local

people's emotional and physical wellbeing is being supported. This should include an assessment of where gaps in support may exist and development undertaken to fill those gaps.

Part two

These questions focus on progress against commitments made by RBKC and WL CCG following the questions and concerns that we submitted on behalf of local people affected by the Grenfell Tower fire.

Local engagement

How local people could be involved in decision making was a common theme across all weeks that we collected questions, particularly regarding the design of services for those affected by the Grenfell Tower fire. Please report progress on each of the following:

- How are you working with local communities?
- Which groups are you engaging with? Please list all that you are in contact with and what outcomes you have agreed / achieved
- What are the consistent engagement processes that you are using to engage with local communities and groups?
- How many people contacted the getinvolved@nw.london.nhs.uk and what were the outcomes of this?
- How many people contacted the Single Point of Access line to say that they wanted to be involved and what were the outcomes of this?
- How were information leaflets produced and where were they distributed?

Further engagement with local people affected by the Grenfell Tower fire

Local people are still living with the impact of the Grenfell Tower fire and want information about what the next steps are to support individuals and the wider community. They also want opportunities to be involved in decision-making, engagement and service provision. Please provide information and report progress on each of the following:

- What are the structures within RBKC and WL CCG that people affected by the Grenfell Tower fire need to know about?
- When will the joint Recovery Strategy be published?

Community Asset Review

Please provide information and report progress on each of the following:

- What is the remit of the Community Asset Review?
- Which statutory and local groups are involved?
- What methodology is being used to map community assets?
- When did this work start?
- What is the completion date?
- How will this review feed into the Recovery Strategy and future commissioning and provision of services?

Support for the wider community

People from the wider community wanted to know what support was available for them. They stated that they had been impacted by what had happened and needed support and assistance, in particular for their mental wellbeing. Please report progress on each of the following:

- How many people have accessed The Curve assistance centre?
- How many people have accessed the Single Point of Access line and what were the outcomes?
- How many people were identified as needing mental health support through outreach and what treatment or support were they referred to?
- What additional resources have been provided to deal with the mental health services required?
- How many adults are receiving treatment for mental health conditions as a result of the Grenfell Tower fire?
- How many adults have completed treatment?

Support for children, young people and families

Concern for children and young people was understandable high following the fire, particularly support for emotional wellbeing, leisure and fun activities, and education. Local people wanted to know whether there would be consultation with local families, children and young people to understand what support is needed. Please report progress on each of the following:

- How were children, young people and families involved in decisions about support for their emotional wellbeing following the Grenfell Tower fire?
- How many children and young people have been referred to Child and Adolescent Mental Health Services following the fire?
- How many children and young people were referred to the CAMHS Response Team?
- How many children and young people have received specialist mental health care?
- How many children and young people have completed treatment?

- How are children, young people and adults being assessed for symptoms of trauma, psychological effects, and other mental health problems arising from the fire?

We would be grateful for your acknowledgement of this correspondence.

Yours sincerely,

Olivia Clymer
CEO Healthwatch Central West London