

15<sup>th</sup> May 2018

Dear Mr Quirk,

## **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 or addressed 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 13<sup>th</sup> 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.

The recovery from the Grenfell disaster is under unprecedented levels of scrutiny and we are evaluated in real time by the Independent Grenfell Recovery Taskforce, which publishes regular reports on our progress; the Grenfell Recovery Scrutiny Committee; and the Ministerial Recovery Group. We have increased the capacity of the Quality Assurance within our Grenfell support service and also appointed an independent adjudicator to investigate complaints about the response. At this time, therefore, we do not believe we need any further evaluations of our response. However, we are of course open to the need to do an in-depth evaluation of the initial response and implementation of the recovery strategy in the future, after the Public Inquiry.

**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.

**Response:** See response to recommendation 1.

**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.

**Response:** See response to recommendation 1.

**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.

A wide-ranging public health needs assessment has been undertaken and is nearing completion. This will inform our Grenfell Recovery Strategy. There was wide community involvement in producing this assessment.

**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.

The forthcoming Grenfell Recovery Strategy will set out how we plan to ensure local people's ongoing physical and mental wellbeing and how we plan to monitor it. The Strategy, including this aspect of it, will be co-produced with local people, starting next month.

**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.

**Response:** See response to recommendation 5.

## 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?
- We regularly meet a wide range of organisations and individuals in the North Kensington community to discuss a wide range of issues
- Which groups are you engaging with? Please list all that are in contact with and what outcomes you have agreed / achieved

- It is difficult to produce an authoritative central list of all organisations Council staff are engaging with in North Kensington. In addition, we would require the consent of all organisations we are engaging with before making this information available to a third party.
- What are the consistent engagement processes that you are using to engage with local communities and groups?
- Regular meetings with a range of community and resident groups. See comment above. In addition, the Grenfell Recovery Scrutiny Committee is continuing its work, with its first meeting following the May elections scheduled for July 24.
- How many people contacted the [getinvolved@nw.london.nhs.uk](mailto:getinvolved@nw.london.nhs.uk) and what were the outcomes of this? This is not a council email address so we cannot answer this question
- 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? The Single Point of Access is an NHS facility so we cannot answer this question
- How were information leaflets produced and where were they distributed?
- We have produced a wide range of leaflets on a wide range of topics. They were written and designed by the Council although designs and language were often tested with community groups and residents to improve them. They were distributed by post, to key locations in the community and made available online.

### Further engagement with local people affected by the Grenfell Tower fire

Local people are still living with the impact of the Grenfell Tower and fire and want information about what the next steps are to support individuals and the wider community, and 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?
- People affected by Grenfell who need support from the Council should contact Grenfell Enquiries on [Grenfell.enquiries@rbkc.gov.uk](mailto:Grenfell.enquiries@rbkc.gov.uk) or on 0207 745 6414. Full details of how to access support is available at <https://grenfellsupport.org.uk/grenfell-enquiries/>
- We are also improving the sections of our website setting out our decision-making structures and processes to improve public understanding of these.
- When will the joint Recovery Strategy be published?
- We intend to publish this in July 2018 for consultation.

### Community Asset Review

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

- What is the remit of the Community Asset Review?

The aim is to develop a new, collaborative approach to matching community need with existing spaces owned or managed by public sector organisations, through a pilot project in and around Notting Dale Ward. To be clear, it is looking at whether and how more physical assets should be made available to the community. It is not looking at broader 'community assets' such as capability or capacity to deliver services, or broader 'social capital'

- Which statutory and local groups are involved?

A wide range of local groups and individuals have been involved; however, we would require the consent of all organisations we are engaging with before making this information available to a third party. The NHS CCG are partners with us in this work.

- What methodology is being used to map community assets?

The Council's Health and Wellbeing, Community Engagement and Corporate Property have analysed lists of property belonging to the Council and the NHS

- When did this work start?

January 2018

- What is the completion date?

October 2018

- How will this review feed into the Recovery Strategy and future commissioning and provision of services?

The review will form part of the Recovery Strategy

### 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?
- Around 100-120 people attend the centre every day on average and regularly hosts large events which see upwards of 300 people attending.
- How many people have accessed the Single Point of Access line and what were the outcomes?

This is an NHS service so the question should be put to CNWL

- How many people were identified as needing mental health support through outreach and what treatment or support were they referred to?

This question should be put to CNWL

- What additional resources have been provided to deal with the mental health services required?

This question should be put to the CCG and CNWL

- How many adults are receiving treatment for mental health conditions as a result of the Grenfell Tower fire?

This question should be put to CNWL

- How many adults have completed treatment?
- This question should be put to CNWL

### 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?

Services have been repeatedly reviewed and adjusted to take into account feedback from service users and community groups

- How many children and young people have been referred to Child and Adolescent Mental Health Services following the fire?
- This question should be put to CNWL
- How many children and young people were referred to the CAMHS Response Team?

This question should be put to CNWL

- How many children and young people have received specialist mental health care?

This question should be put to CNWL

- How many children and young people have completed treatment?

This question should be put to CNWL

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

This question should be put to CNWL

We would be grateful for your acknowledgement of this correspondence.

Yours sincerely,

Olivia Clymer  
CEO Healthwatch Central West London