
From: TOBY.GOULD@london-fire.gov.uk
Sent: 20 June 2017 17:09
To: Sawyer, Mark; awoodman@westminster.gov.uk; doug.patterson@bromley.gov.uk
Subject: FW: Publicise Chain of Command - RBKC / tri-borough staff

Doug,

Please see below for info re. the staff welfare / resources group if not been made aware.

Toby

From: Page David: H&F [<mailto:David.Page@lbhf.gov.uk>]
Sent: 20 June 2017 13:49
To: Ramage, Ann: TTS-EnvHealth: RBKC; Holgate, Nicholas: CP-TownClerkDirFin: RBKC; Redpath, Tony: CP-PPU: RBKC
Cc: Fitzpatrick, Martin: CP-MediaCom: RBKC; Austin Nick: H&F; Willis, Andrew: TTS-EnvHealth: RBKC; Buckley Richard: H&F; BECC Mailbox: WCC; Harris Sue: H&F
Subject: RE: Publicise Chain of Command

Hi both,

I totally agree with Annie.

Over 40 years I have made more mistakes than most but one thing I learnt very early on was the need for a clear and well publicised command structure – with clear roles and responsibilities.

All responders work to GSB – as of now I cannot tell you who fill any of those roles locally.

People are now feeling physically sick by being asked to do roles they are not suited for or not being used in positions where they have great expertise. We have some of the most amazing staff here – we just need to know what we are doing and who we are working for.

Sorry to put it in fairly stark words but I think our response will be so much more effective and efficient if we can get some structure to it

Dave

David Page
Director for Safer Neighbourhoods

Safer Neighbourhoods Division

T: [REDACTED]
M: [REDACTED]

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From: Ramage, Ann: TTS-EnvHealth: RBKC
Sent: 20 June 2017 13:39
To: Holgate, Nicholas: CP-TownClerkDirFin: RBKC <Nicholas.Holgate@rbkc.gov.uk>; Redpath, Tony: CP-PPU: RBKC <Tony.Redpath@rbkc.gov.uk>
Cc: Page David: H&F <David.Page@lbhf.gov.uk>; Austin Nick: H&F <nick.austin@lbhf.gov.uk>; Fitzpatrick, Martin: CP-MediaCom: RBKC <Martin.Fitzpatrick@rbkc.gov.uk>; Austin Nick: H&F <nick.austin@lbhf.gov.uk>; Willis, Andrew: TTS-EnvHealth: RBKC <Andrew.Willis@rbkc.gov.uk>; Buckley Richard: H&F <Richard.Buckley@lbhf.gov.uk>; BECC Mailbox: WCC <BECC@westminster.gov.uk>
Subject: Publicise Chain of Command

Dear Tony/Nicholas

There is some strain and confusion on the ground as to the new chain of command. It would be most helpful if all of the new arrangements could be posted on the staff intranet in all three boroughs as soon as possible. At the moment staff are using the Guardian for information.

In truth we were not that confident with the command structure prior to this being declared a wider London incident, as those of us at the coal face have been using the BECC but it has not worked that well. There is now further confusion around the structure for dealing with this tragedy with external people and various groups coming in from across London. We just need to know what the role is of these key people and it will help us to give them what they need quicker.

Can we have a simple structure chart that will tell staff the chain of command, the various groups and who is leading (Bronze) in those groups.

There are large staffing groups who are being underutilised because we don't have the structure to effectively and efficiently use our staff. If we can get a grasp of this we would be more resilient as there are pockets of staff who seem to be working round the clock and many waiting to be asked to do something.

I hope this is helpful, I have cc'd Martin and the BECC so they may be able to pick up the task for you. I am sure this can be resolved easily and Martin just call if you need my help with any messaging.

Many thanks

Annie

Ann Ramage | Bi-borough Head of Environmental Health | Commercial

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