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**From:** Grace Hernandez <Grace.Hernandez@hounslow.gov.uk>  
**Sent:** 20 June 2017 15:17  
**To:** Sawyer, Mark  
**Cc:** Gerry McCarthy; bryony.gibbs@brent.gov.uk; joanna.walton@brent.gov.uk; Downs, Carolyn  
**Subject:** Feedback re Community Assistance Centre - Westway

Hi Mark,

Please find below bullet points from our discussion with Carolyn as requested:

- Much calmer
- Very angry people who think they should have access to social workers
- However staff at the centre are keeping it under control
- CD has spoken with NHS, Different Councils and Government Depts at the centre – general view is getting better everyday
- Ealing are low on visibility in the centre – Hi-Vis jackets needed
- No one knows who the centre manager is
- RBKC LALOs at the front don't know who to contact from Ealing
- Daily update for the centre management needed from the BEC so they are briefed accordingly
- Still confused about different types of money being offered
- Yes there are issues, but all small issues which can be fixed quickly

Kind regards,

**Grace Hernandez | Commercial Manager**  
Procurement and Commercial Services  
Orange Zone, Civic Centre  
London Borough of Hounslow  
Office: [REDACTED]  
[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

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