

Message

From: HETHERINGTON, JOHN [JOHN.HETHERINGTON@london-fire.gov.uk]
on behalf of HETHERINGTON, JOHN [JOHN.HETHERINGTON@london-fire.gov.uk]
Sent: 20/06/2017 20:59:12
To: HETHERINGTON, JOHN [JOHN.HETHERINGTON@london-fire.gov.uk]
Subject: RE: Gold Management Team Meeting - 19.00 tonight

Good evening

Actions from this evenings call:

John Barradell
Charlie Parker
Marsha
Gill McManus
Kate Head
Carolyn Downs
John O'brien
Vicky O'brien
Stuart Love
Hilary Patel

Michael Lockwood
Paul N
Tim Shields

Urgent Business:

Decision – No media visit prior to opening of the FFAC. Media handling needs to be kept outside apart from those using the facility. Media only to enter once the facility has shut completely.

Money for funeral and repatriation – should there be a separate pot for these funds? Govt £5m funding should include provision for repatriation and therefore the offer should be provided. This will require clarity from Govt prior to committing that spend and to be considered against the precedent from Southwark and Westminster experiences. There also needs to be a case by case analysis of needs by the case workers.

Action – a briefing for key workers will be required – Carolyn to take forward.

FFAC – is now in train to be delivered. MP Kensington to visit tonight with, potentially the Minister for London, Leader of London Councils, to visit Holborn FFAC tonight. This is a discreet no press visit.

Paul – potential march this evening to culminate at the Assistance Centre. No intelligence from the MPS to this effect. **Paul to speak to locally with MPS to arrange locally security is in place.**

Stuart Love – Cabinet Office to announce the judge of the public enquiry. **Can they visit the FFAC on Thursday as a private visit. Tim Shields to consider.**

Stuart Love – Demonstration tomorrow – Day of Rage. RBKC Town Hall to be closed from tonight. What do we do with the Westway? **Paul N to ask for an assessment from the Police on the Day of Rage protest tomorrow. Plan for a trigger for closure.** The intention should be to remain open for as long as possible. If the issue escalates then there needs to be a decision by Steve Hamm with regards to the support, location and tasking of the LLACC.

Key workers:

Issue – Family on the fifth offer of housing non of which have been accepted. **Hilary to see if she can make enquiries to support this matter.**

Issue – Utility provision in the re-occupied housing not able to have hot water. **RED to feed back about the TMO to sort the issue.** RED confirmed they are awaiting an response to this issue.

ANY REQUEST FROM OR RESPONSE TO GOVT MUST GO THROUGH DCLG RED. NO ONE IS TO LIAISE DIRECTLY WITH GOVT OUTSIDE THESE ARRANGEMENTS.

Donations:

Strategy in place for donations.

Need to think about the relief fund and to clarify the various funds in place.

Unlikely to be able to be clarified by tomorrow. **The Key Workers need clarity on the access to these funds. A more detailed briefing note on the distribution of foundation and travel monies.** Reconciling a list of those in hotels who have not received money and who have been given money already. Where there is a gap can we go to these families to provide this money? There needs to be a media point around the difference between Public Money and Charity money. We need a view from Govt on the audit need of the distribution. And to have a clear line on the distribution and to whom.

The Distribution of money is the biggest communications issues at the moment.

Action – WCC to coordinate the people to come together to finalise the agreements to provide this clarity and a detailed briefing note. This is to be a pragmatic approach to move with pace and capture as many people as possible rather than to delay for all to be involved.

The finance processes need proper rigour to the distribution.

Decision – Outreach to the families affected with a clear process behind it. Stuart Love to take the lead.

Community Assistance Centre:

Action - To improve the image of cash distribution at the CAC.

Briefing pack now distributed to all front line staff.

Simon Stevens to visit tomorrow, advised not to go tomorrow given the events going on tomorrow. Carolyn to email direct and comms team to reiterate the message through their channel.

Future visits require warning and to be low key should be fed back through Comms Group to reiterate to all agencies.

Action – need support in securing on going support to the CAC from M&S for food.

RED need to clarify the communications lines regarding immigration policy through the Home Office if it is becoming the major problem of community engagement and media.

RED to ask the TMO for records to verify who are the residents of the tower to negate the issue of this miscommunication.

Map the current community communications activity so that we can tie into it and to explore who are the key figures within those groups to ensure access to the right parts of the community. Ongoing work through Comms

Hospital to provide information into the lists of those affected to negate the issue of hospital leavers claiming to be survivors.

Intent to close the centre at night once the remaining family that reside there have gone.

FFAC

90% set up.

Open at 0900 Thursday

Working through the paperwork for the site.

Training tomorrow and a full walk through with staff.

9am – 6pm opening times

Concerns – Judge visit, trying to make no press attendance. No press to be notified of the centre.

Long term staffing rota to be set up for boroughs to take on a week at a time.

Community Engagement:

No idea of the operations structure in the community to understand what the response is.

Feeling that processes put in place are making it too hard.

Briefing session for community leaders from the Grenfell Tower Recovery team

Community engagement to segment the issues and stakeholders in order to focus the briefing to them illustrating the response in place.

Hilary to work with VCS to work out what they are doing and what further support they may need.

Briefing and engagement with faith and community leaders.

Communications stating go to the Westway is the wrong message now.

Residents want to set up a Grenfell Tower survivors Group. They have asked for support in setting that up, funding and legal support.

Action – More resource to community engagement to achieve these actions. Needs a clear scope to define the resource need to ensure that we have the right resource in place.

Action – Comms to put out a daily bulletin.

Action – All front line officers to be briefed on the identity of the response. Hi Vis jackets have been produced and will out tomorrow – The BECC is to support the distribution.

Site Management

Issue on structural integrity. Solution put in place is not going to work. 15th Floor up. Prop the building will take 2-3 days so TfL will not run a service until this is done.

SERM – by the end of the week, bodies will be removed. Phase 2 number of weeks to remove smaller bodies parts. Phase 3 – remains of building taken and sifted. Will take approx. 6 weeks.

Visual access to whole building, not physical access.

STAC – Safe in the building with PPE. Air quality is fine.

Gate being put in overnight to enable the Leisure centre to be taken back – RBKC do not want to take back the Leisure Centre. Question why they don't want it back. Stuart Love to action.

Need to do some community engagement to explain the process on the site recovery of the building. From the next week these briefings may begin. Need to be very careful on the messaging around the site and activity.

Family and Friends

Neighbouring Properties

Community Leaders

Small risk of collapse. Until fix in place which will take 3 days.

Operations and BECC

15 City inspectors doing reassurance visits.
6 overnight on patrol.
20 BRC
12 London Ambassadors

Liaising with local residents and looking at the general look and feel of the area.

Comms:

GLA demand for information

Structured process for the collation of the Tower Block information through DCLG.

From: HETHERINGTON, JOHN

Sent: 20 June 2017 17:32

To: GOULD, TOBY; 'John Barradell (john.barradell@cityoflondon.gov.uk)'; 'john.o'brien@londoncouncils.gov.uk'; 'Doug Patterson'; 'Mary Harpley (mary.harpley@hounslow.gov.uk)'; 'Carolyn Downs'; 'Paul Najsarek'; 'Eleanor Kelly (eleanor.kelly@southwark.gov.uk)'; ' michael.lockwood@harrow.gov.uk'; 'slove'; 'Alex Woodman'; 'Smith, Mick: WCC (msmith@westminster.gov.uk)'; 'Sawyer, Mark'; 'Nicholas Holgate (Nicholas.Holgate@rbkc.gov.uk)'; 'Robin Campbell (robincampbell@westminster.gov.uk)'; 'Tim Shields (tim.shields@hackney.gov.uk)'; 'Gill.McManus@communities.gsi.gov.uk'; 'Parker, Charlie: WCC'; 'Lloyd, Emma'; 'hilary.patel@communities.gsi.gov.uk'; 'jcorkey@westminster.gov.uk'; 'david.farnsworth@cityoflondon.gov.uk'; 'Tim Shields (tim.shields@hackney.gov.uk)'; ' michael.lockwood@harrow.gov.uk'

Cc: LFB LRG

Subject: RE: Gold Management Team Meeting - 19.00 tonight

Good afternoon,

The Gold Management Team Meeting will take place this evening at 19.00

Dial in details:



AGENDA:

1. Any urgent business – All
2. Humanitarian assistance
 - a. Key workers
 - b. Housing assessments / offers
 - c. Relief fund distribution / donations
3. Community Assistance Centre (Westway)
4. Friends and Family Assistance Centre (Holborn Bars)
5. Community engagement
6. Operations and resources
 - a. BECC
7. Site management and recovery
8. Public comms
9. AOB

ACTIONS AND DECISIONS OF LAST MEETING 18.30 19 June

1. COBR decision on using London Ambassadors (hi-viz) to assist in handing out leaflets. Action for BECC to coordinate deployment to work alongside LA city inspectors and BRC staff. Pre-brief to be arranged in the Westway. Mick Smith to coordinate including staff on the ground this evening. David Bellamy is GLA lead.
2. Quality of data and confirmation of delivery of plans on the ground is critical and reports must be confirmed prior to inclusion in briefings for LLAG or Central Government. Briefings must be completed in good time prior to COBR meetings (provided to representatives at least 10 minutes prior to COBR meetings).
3. Action – GLO to feed back to DCLG the issue of the TMO not stepping up to manage the situation re. utilities disruption.
4. Decision – all perishable goods to be donated to food banks. Action: Paul N to tie into programme at the rest centre. Non-perishable goods to be stored prior to distribution. Second hand clothes that are unsuitable to be reviewed.
5. Decision – local community group to be engaged on the decision about what is useful and what isn't.
6. Decision – strategy/plan to be reviewed by LLAG Group tomorrow including Comms approval.
7. Decision – agreed to offer to install large fridges into the Westway prior to removal of refrigerated lorry.
8. Decision – when private sector donors are involved, need to review labelling on packaging prior to distribution.
9. Decision – WCC to lead on main funds including Government funding. Discretionary money paid by RBKC will be led by RBKC from tomorrow.
10. Action – list of suitable hotels / venues for F&FRC is being collated. To be provided, alongside F&FRC specification, for John B to call CEO's as required to secure the venue. Phone calls to be made this evening.
11. Decision – Hilary Patel to lead Community Engagement Group – a smaller group to include RBKC. Co-chair to be sought from local community / voluntary representative. To include RBKC Ward Councillors. WCC to provide email addresses for Ward Councillors to Hilary Patel.
12. Action – next meeting to consider RBKC presence on the ground and engagement with RBKC Councillors. Briefing to be sent to RBKC this evening.
13. Action - Julia C and John O'B to discuss public communications.
14. Action - initial meeting between Paul N and Carolyn D at 09.30 Tue 20th June to discuss transition and ongoing coordination of Assistance Centre.
15. Action – Stuart L and Toby G to agree who will hold responsibility for collation of figures on housing allocations, hotels etc.
16. Action – Mary H to continue discussions with MPS to ensure sharing of information about those families with a confirmed bereavement.

Other points OF NOTE:

- Next COBR – 11.00 Tue 20th June.
- Confirmed x96 key workers assigned today. Noted it will take time to arrange appointments with families.
- Confirmed at 16.00 19th June x78 housing assessments had been done, with more being done since. Final number available in the morning – expected to be close to 96.
- Relief funds – over £10,000,000 raised from non-government funds to date. Private sector funds being funnelled into three main funds.
- Have now processed x37 £5,000 payments out of 138.
- Several hundred people through the assistance centre today, largely positive experience. Have transitioned from rest centre to assistance centre (one family stayed overnight last night).
- Ealing confirmed they can continue coordinating the Westway centre until the end of the week. Initial meeting between Paul N and Carolyn D at 09.30 Tue 20th June.
- Olympia venue for Friends and Family Reception Centre is only available for a short period so may no longer be a possible option depending on ongoing negotiations with the operators.
- Asbestos issue. Requires asbestos report from RBKC.
- Noted all documentation / reporting to reference plain English terminology e.g. use the term 'Assistance Centre' rather than CAC, HAC, RC.
- Meeting concluded at 20:

Present (Portland House):

John Barradell (LLAG)

Doug Patterson (Chair)
Stuart Love
John O'Brien
Carolyn Downs
Mary Harpley
Julia Corkey
Charlie Parker
David Farnsworth
Gill McManus
Hilary Patel
Mark Sawyer
Mick Smith
Emma Lloyd
On teleconference:
Paul Najsarek

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