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**From:** Dulce De Oliveira <doliveira@kctmo.org.uk> on behalf of Complaints <complaints@kctmo.org.uk>  
**Sent:** 16 February 2016 12:39  
**To:** 'Cllr.Blakeman@rbkc.gov.uk'  
**Subject:** Councillor Blakeman re babies born in Grenfell Tower during refurbishment works

Dear Councillor Blakeman

I am writing in response to the issues you have recently raised relating to babies born in Grenfell Tower during the refurbishment works and questioning the adequacy of the respite arrangements.

We have investigated this matter and have spoken to the two residents affected. It is clear that both have had to ensure significant disturbance and noise associated with the refurbishment works at a time that is very challenging.

Over the duration of the works we have offered respite facilities in the show flat within the block and in the early stages, in Whitchurch House. However, the Whitchurch House facility was not continued because there was no demand for its use. Access to the show flat facility is available on request - it is not left open at all times for residents to come and go. We have offered resident's sole use of the facility, for example a night worker has used it to get some sleep during the day. We will try to accommodate any specific requirements of residents where issues are raised.

Our experience has been that respite facilities are often poorly used. We also recognise the inconvenience of having to move out of ones home into a respite area with a young baby and the paraphernalia that is needed.

We have spoken to Rydon's Resident Liaison Officer's, staff at the local housing office and KCTMO project staff and cannot find a record of a request from either resident asking for specific assistance or respite facilities. We would be happy to learn from the experience of these residents and ensure that we are able to meet their current needs, or the needs of residents in similar situations on future contracts. I would be happy to discuss how we could improve our respite arrangements in future.

Kind Regards

**Yvonne Birch**  
**Executive Director of People and Performance**

t: [REDACTED]



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Ask Nick: Conversation and question time with Council Leader, Cllr Nick Paget-Brown.

Tuesday 23 February, 6pm at St Mary The Boltons, SW10 9TB

Submit your question and register to attend at <http://www.rbkc.gov.uk/AskNick>

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