
From: Nicholas.Holgate@rbkc.gov.uk
Sent: 01 December 2014 09:04
To: [REDACTED]
Cc: Andrew.Christie@rbkc.gov.uk; srumble@kctmo.org.uk;
Clare.Chamberlain@rbkc.gov.uk
Subject: RE: Confidential Information

Dear Cllr Blakeman,

Thank you for your enquiry regarding uncollected sensitive documents at Grenfell Tower. This has caused great concern as it is clear that there was a delay both in the arrangement of an inspection and in collection of the documents. I am assured that these have now been addressed and the documents have been secured.

Colleagues have asked the Information Governance Team to review this incident and to make recommendations to avoid such an error again.

There will be a department wide reminder to all staff on the significance and sensitivity of any potential loss of data and the serious consequences that can follow failures to deal with the matter promptly and correctly when raised. This will be followed by an instruction to management to cascade this in briefings with staff.

Nicholas Holgate
Town Clerk

[REDACTED] (Shared services)
[REDACTED] (Corporate and sovereign services)

From: jmblakeman [REDACTED]
Sent: 21 November 2014 15:26
To: Holgate, Nicholas: CP-TownClerkDirFin
Cc: Christie, Andrew: CS-Director; Rumble, Siobhan: RBKCTMO Ltd
Subject: Confidential Information
Importance: High

Dear Mr. Holgate

Can you please look urgently into this matter and let me have a report? And of course take steps immediately to safeguard the information.

Many thanks.

Cllr. Judith Blakeman

From: Siobhan Rumble [<mailto:srumble@kctmo.org.uk>]
Sent: 21 November 2014 14:34
To: 'Cllr.Blakeman@rbkc.gov.uk'
Subject: concerns

Good afternoon Judith,

When we moved out of Grenfell Tower and Rydon took over, they went into the social services offices and there were 2 large sacks of real personal information on families and children etc, I was so concerned I actually personally visited the social services office in Ladbroke Grove, they took my details and a lady called me back and said she would visit and get this taken away, she didn't seem too bothered that the information was really sensitive, anyway that was about 2 months ago, apparently a lady visited with Rydon present had a look and said she would arrange for it to be taken away, we have not heard or seen anyone since.

I think this is really bad and the information has names, addresses, details of stuff. Can you do anything? Someone needs to take responsibility for this being left out for anyone to have got their hands on

Siobhan Rumble
Neighbourhood Manager Lancaster West
Income Manager TMO



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The Royal Borough of Kensington and Chelsea.
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