
From: Yvonne Birch <ybirch@kctmo.org.uk>
Sent: 23 February 2016 12:22
To: 'Judith Blakeman'; Complaints
Cc: Robert Black; Complaints_Dist2
Subject: RE: ExternalRE: Councillor Blakeman re babies born in Grenfell Tower during refurbishment works

Dear Cllr Blakeman

Thank you for your response and your comments which we will ensure are considered in our review of lessons learned for the project.

Yvonne

Yvonne Birch
Director of People and Performance

t: [REDACTED]
m: [REDACTED]



w: www.kctmo.org.uk
a: 346 Kensington High Street, London, W14 8NS

From: Judith Blakeman [REDACTED]
Sent: 17 February 2016 09:36
To: Complaints; Yvonne Birch
Cc: Robert Black; Complaints_Dist2
Subject: ExternalRE: Councillor Blakeman re babies born in Grenfell Tower during refurbishment works

Dear Ms Birch

Thank you. I am confident that both residents spoke to the Rydon liaison workers about their needs. Ms. Wakelin was specifically told by one of them that the respite flat was all that was available, which she rejected as being inappropriate. Ms Sahassananda may not specifically have asked for respite, but she was in constant contact with both liaison workers and if they had any nous – or perhaps some better training – they should have been alert to possible problems when she brought the baby home.

I suggest for any future refurbishment programmes that all written communications include a short paragraph about “if you are expecting a baby or anticipate becoming pregnant during the duration of the works ...”, pointing out that bringing a new-born into the home may be difficult when extensive building works are going on and asking the

family to get in touch as quickly as possible so that arrangements can be made as needed. It should also be raised at all open meetings and with resident association representatives. Please also ensure that all resident liaison representatives are properly trained to be alert to this issue. Please note also that a respite flat that is available to other residents is by definition not suitable in these circumstances. Caring for a new-born is a very physical issue and needs privacy. The newsletters circulated to Grenfell Tower indicated that the respite flat was open to everyone, so of course when offered, it would naturally be rejected.

Cllr Judith Blakeman

From: Dulce De Oliveira [<mailto:doliveira@kctmo.org.uk>] **On Behalf Of** Complaints
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>

The Royal Borough of Kensington and Chelsea.
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