

5 January 2015

The Board did not think it was appropriate for me to read Ed's speech in advance of its being delivered to the Scrutiny Committee on Wednesday.

To sum up the rest of the discussion, they believe that the TMO and Rydon have all the necessary mechanisms in place - including regular liaison with the Grenfell Compact - and if these mechanisms are not working, it is because the residents are not using them. They said, with regard to the language issues, that Rydon are aware of the specific language needs of every household and they will always ask the TMO to provide interpreters whenever residents ask for them.

I think one problem is that the TMO just do not understand the dis-connection between the arrangements formally in place, the arrangements as they are communicated to residents and how they are implemented. On the special needs of the babies, for example, they said that the parents should have contacted the TMO in advance of the births and they would have made special respite arrangements. Cllr Lasharie and I will follow this up with the parents concerned to see if they did mention it to the TMO or Rydon.

The TMO did agree to three of the suggested learning points in my document. I am awaiting formal confirmation and will then send them to you.

Kind regards.

Judith