

Dear xxx

I very much welcome the recent announcement that the very necessary step has been taken to appoint a government Task Force to coordinate all relief and support in this humanitarian disaster. This is not a moment too soon, as we have been hearing this morning of experienced and organised volunteer groups' despair at being asked to stand back when there was little or no help to replace them.

I have been in discussion over the past few days with local charities, voluntary organisations, and groups of volunteers working for affected residents. I have collated some of the issues they are facing and insist that the following actions are taken:

- There must be a single point of contact and a coordinated response to offers of support by volunteers whose skills and experience are needed, such as counsellors and psychotherapists and solicitors
- There must be regular briefings throughout the day to all those involved in the relief effort, with a single point of contact in each group and a single point of contact for requests for information
- Every affected household or individual should have a named officer/social worker, and any handovers done with named replacements
- No household or individual should have to contact many different parties to get the help they need
- There must be information, reassurance and advice to neighbouring residents living in towers, along with a timetable of safety checks, especially those in the Silchester estate
- There must be DWP officers on site to deal with benefit claims and other issues

- Those who need to bury their loved ones must be linked up with the free funeral services being so generously offered
- We have heard that some people who have lost their homes have been sent out of borough and are being given £10 per day subsistence. If this is accurate it must be addressed without delay.
- Links must be established between donated funds and those who so desperately need them. Kensington and Chelsea Foundation are a well established group and we need to see a robust method of getting funds out where needed and without delay.
- Those affected and in employment must receive help to inform employers so that they do not lose work as a result of this disaster
- As soon as possible I would like to see a full and detailed breakdown of every category and approximate of person, what is being done for them, and where they are being relocated. This to include any temporary or AirB&B guests who may have been staying in the building
- Finally I need to hear a very firm commitment that in the short, mid and long term residents affected are located within the borough or in close neighbouring boroughs so they are close to their local networks, schools, work and communities

I appreciate that this list is long. No doubt your team has collated a similar task list and I would be grateful for sight of this, and to have your firm commitment that all the above issues have been taken on board.