

Message

From: Lily Brown [REDACTED]
Sent: 19/06/2017 15:12:07
To: Hoare, Richard: CS-FamServ: RBKC [richard.hoare@rbkc.gov.uk]
CC: Shah, Bijal: CS-FamServ: RBKC [bijal.shah@rbkc.gov.uk]; Manning, Clare: CS-FamServ: RBKC [clare.manning@rbkc.gov.uk]; Bishopp, Natasha: CS-FamServ: RBKC [natasha.bishopp@rbkc.gov.uk]; Chamberlain, Clare: CS: RBKC [clare.chamberlain@rbkc.gov.uk]; Quin, Madeleine: CS-FamServ: RBKC [madeleine.quin@rbkc.gov.uk]; John Brown [REDACTED]
Subject: Re: FW: Jessica Urbano

Hello all,

Adriana received her GBP500 for her, [REDACTED], thank you for your help!

I will be calling Kathy at 6 30pm and will speak to Adriana before to check in with her.

Lily

On 19 June 2017 at 14:32, Hoare, Richard: CS-FamServ: RBKC <Richard.Hoare@rbkc.gov.uk> wrote:

Hi I spoke to Lily who [REDACTED] is supporting the family. She said that [REDACTED] was living elsewhere but that Melanie had her belongings in Grenfell flat so we should support her. She asked me not to get in touch with the family and that they were clear that they wanted all communication to go through them Lily and John. Hope that makes sense.

Richard
[REDACTED]

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From: Shah, Bijal: CS-FamServ: RBKC
Sent: Monday, June 19, 2017 1:23:34 PM
To: Manning, Clare: CS-FamServ: RBKC
Cc: Hoare, Richard: CS-FamServ: RBKC
Subject: FW: Jessica Urbano

I had a chat with Richard RE The below and he did think that we should be supporting [REDACTED] although it's not too clear where they were staying but [REDACTED] is back and Forth and often stayed in the home.

Mum was apparently on the way to get her money but I think we need to have a definitive answer from someone in regards to whether Melanie (Sister) and Dad are also entitled so we can let them know as soon as possible.

Bijal Shah

Team Co-ordinator

Family & Childrens Services

Ladbroke North & South Team

Malton Road Hub

2-4 Malton Road

W10 5UP

Tel: [REDACTED]

Email: bijal.shah@rbkc.gov.uk

From: Shah, Bijal: CS-FamServ: RBKC

Sent: 19 June 2017 12:05

To: Hoare, Richard: CS-FamServ: RBKC <Richard.Hoare@rbkc.gov.uk>

Subject: FW: Jessica Urbano

Hi Richard,

Are you aware of the below and have you had any liaison with Melanie as she is asking about Money.

If the below doesn't make sense please do call me.

Thanks

Bijal

From: Shah, Bijal: CS-FamServ: RBKC

Sent: 19 June 2017 10:55

To: Manning, Clare: CS-FamServ: RBKC <Clare.Manning@rbkc.gov.uk>; Bishopp, Natasha: CS-FamServ: RBKC <Natasha.Bishopp@rbkc.gov.uk>

Subject: Jessica Urbano

Hi Clare, Natasha,

Just a quick one, I'm hoping that you can help clarify as soon as possible as we should get back to this family today.

I've had a call from Jessica Urbano's sister this morning.

Jessica is the missing 12 year old girl who's face you will have seen.

Are we aware of which team is going to be allocated this case?

Melanie has been enquiring about the £500 per adult financial support and I know Adriana (Mum) is definitely entitled as she lived at Grenfell but I'm not really sure about Melanie who's an adult and also was wondering about dad as not sure whether he was residing there or not.

I've been getting different responses about entitlement and I don't want to be giving mixed messages at such a sensitive time so this needs to be confirmed for definite and ideally allocated as soon as possible because they need a lot of support.

Thanks Bij

Bijal Shah

Team Co-ordinator

Family & Childrens Services

Ladbroke North & South Team

Malton Road Hub

2-4 Malton Road

W10 5UP

Tel: 

Email: bijal.shah@rbkc.gov.uk

The Royal Borough of Kensington and Chelsea.

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