

GRENFELL TOWER INQUIRY

SUPPLEMENTARY WITNESS STATEMENT OF SIOBHAN RUMBLE

I, SIOBHAN RUMBLE, WILL SAY AS FOLLOWS:-

1. I make this further statement to assist the Grenfell Tower Inquiry. I understand that I may be called to give evidence to the Grenfell Tower Public Inquiry in relation to the matters raised in the Public Inquiry's letter of 6 March 2020.
2. The matters in this statement cover the period during which I was employed by the Kensington and Chelsea Tenant Management Organisation ("TMO") as the Area Housing Manager for the Lancaster West Estate from 19 November 2012 until February 2016.
3. This statement is to be read alongside the statements I provided to the Inquiry on 8 February 2019 ("my first statement") and 30 August 2019 ("my second statement").

List of Vulnerable Residents

4. At paragraph 37 of my first statement, I make reference to a spreadsheet recording information about vulnerable residents at the Lancaster West Estate. I have been asked to specify where the spreadsheet of vulnerable residents was located on the internal system however, I am unable to recall this specifically. I believe that I asked for the information on vulnerable residents from David Noble, as I wanted my Handyman to carry out courtesy visits as part of his role.
5. I am confident that there was a vulnerable residents list that was held by the TMO and to my knowledge, David Noble was the go-to person. If a resident called up and notified my team of a vulnerability or disability, I believe we would email David to add to the list.



6. There was a list held centrally, I was given the information held on this list for Lancaster West so that I could give this to Seamus Dunlea, the caretaker, to work his way through the list by knocking on the doors of those residents on it and asking if they needed any assistance.
7. I recall that one resident on the list had written in to say how nice it was for Seamus to offer her help and told us how she had a mirror left against a wall for eighteen months as she had no one to hang it for her. Seamus hung the mirror for her and she was overwhelmed.
8. I have been asked to exhibit a copy of the spreadsheet that I refer to in the paragraph set out above. I do not have a copy of the spreadsheet and I have been advised by my solicitors that this spreadsheet has not been able to be located as of the time of filing this statement.
9. I have been asked to clarify this it is the same spreadsheet I refer to at paragraph 8 of my second statement. It is from the information held by the TMO.
10. I have been asked whether there was any formal guidance or definition of what constituted a vulnerable resident however to the best of my knowledge there was no formal guidance or definition.
11. I have been asked to detail whether consideration was given to how vulnerable persons were to evacuate in the event of a fire in their own flat when the lifts were operating and also when they were not. I am not aware of this however I was not involved in determining fire safety advice given to residents.

CRM and Capita

12. The Inquiry has asked me a set of questions about the CRM system however CRM was introduced after I left the TMO.
13. I have been asked questions about the Capita system however I cannot recall using the Capita system.

Tenancy Audit/ Tenancy Questionnaire



14. I was certainly aware of the tenancy audit process at the TMO. This process was in place when I joined the TMO. All housing organisations in my experience have a tenancy audit process. The main purpose is to determine who is occupying a property with a view to preventing fraud, such as subletting.
15. Housing Officers would visit residents and fill out a tenancy audit questionnaire which sought information such as the date of move in, the number and names of residents, and their dates of birth. I have been shown TMOH00005574 and I believe this is an example of a tenancy audit questionnaire. The Housing Officer would then check the answers provided against the information held on tenancy files. I am aware that Teresa Brown introduced a new tenancy audit form that was several pages long, I believe in excess of 50, and this did not go down well with officers, as they would end up dealing with repair complaints.
16. While I oversaw this process, carrying out a tenancy audit is very self-explanatory, and no training would be needed. My team and I sat next to one another and therefore we would have discussed any issues arising from the process.
17. I am unable to recall specifically how the tenancy audit information was stored at the TMO. I believe it may have been kept within the tenancy paper files in the Housing Office or sent back to David Noble.
18. I have been asked how a tenancy was flagged up for a tenancy audit. If we were alerted to someone in a flat who was not the tenant, or the tenant was seen leaving and then someone new was in the property, then we would carry out an audit, following this it then became part of the officers objectives to carry out a number of tenancy audits per week. What we would do if we identified a fraud would depend on the circumstances and the severity of the fraud. We might start procession proceedings.
19. I have been asked whether I carried out Tenancy Audits for Grenfell Tower. I believe I may have accompanied Housing Officers on various tenancy audits at Lancaster West throughout the four years I worked there.



20. I have been asked how many Tenancy Audits were completed for Grenfell Tower however I am not sure of this. I would expect that during the four years I was at the TMO, we would have audited each of the 120 flats at Grenfell Tower.
21. I have been asked how the TMO intended to tailor services to meet individual needs based on information acquired in a tenancy audit form. If it was revealed during a tenancy audit that a resident had a vulnerability or a disability, this would have been recorded in the audit form and returned to the TMO - I believe to David Noble's team.
22. I have been referred to the part of the tenancy questionnaire where one of the proforma actions listed is "Any repair details passed to CSC." CSC stands for Customer Service Centre. Essentially, my team would pass any repairs identified through the questionnaire to the Customer Service Centre to log. Beyond this I had no involvement in repairs.
23. I have also been referred to the part of the tenancy questionnaire where one of the proforma actions is "referral to CIG". I believe this stands for Corporate Investigation Group. From memory, this was the part of the RBKC responsible for investigating fraud such as subletting.
24. I have also been referred to the part of the questionnaire which states "TC1 Filed and Capita Updated". I am unable to recall what this refers to.

Introductory Tenancy Agreements

25. I have been referred to TMOH00019941 and in particular section 1.13 of the Introductory Agreements between RBKC and residents, in which each resident is asked if they have a disability and to provide details about any disclosed disability. I am unable to recall whether I have ever seen a document like this. I cannot recall whether I ever completed a resident sign up.

Tenancy Information Sheets

26. I have been referred to TMOH00018968, which is a "KCTMO Tenancy Information" sheet. I have been asked whether I know when the TMO introduced the Tenancy



Information sheets in this format however I do not. I believe I would have had access to these documents if they were put on the tenancy file.

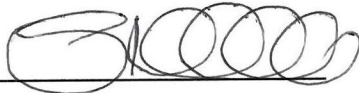
Personal Emergency Evacuation Plan

27. I have been asked whether I was aware of a system in place to refer a general housing resident to the Health and Safety Team for a Personal Emergency Evacuation Plan (**PEEP**) however I cannot recall being aware of this. I do not recall ever referring a resident for a PEEP. I was aware of residents with vulnerabilities and disabilities as a result of the spreadsheet I refer to earlier.
28. I have also been asked whether I was aware of the Insight platform referred to in David Noble's statement. I am not aware specifically of a platform called Insight however I do recall that David Noble would be the person to provide us with information about residents.

Estate Services Assistants

29. At paragraph 4 of my Second Witness Statement, I state: "I also had formal one to one meeting with each Estate Service Assistant every six to eight weeks." I have been asked to provide further details of the matters discussed in these meetings and whether there was any formal structure to them.
30. I would use a form and these meetings were structured. I would have discussed with ESA's matters such as sick leave, annual leave and day to day matters and issues on the estate.
31. I have been asked whether information was ever passed on to me during these meetings regarding resident's wellbeing and vulnerabilities however I do not recall an example, however we were a small close team and would openly discuss any issues of concerns whether they were with each other or about residents.

I confirm this statement to be true to the best of my knowledge and belief

Signed: Siobhan Rumble 

Dated: 12/05/2020

