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Grenfell Tower Inquiry

Day 264

April 12, 2022

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| 1 | Tuesday 12 April 2022 | 1 | A house amount of moonly organ displaced following the |
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| 1 | Tuesday, 12 April 2022 | 2 | A huge amount of people were displaced following the |
| 2 | (10.00 am) | 3 | fire on 14 June, and what we're going to see in a moment |
| 3 4 | SIR MARTIN MOORE—BICK: Good morning, everyone. Welcome to | 3 4 | doesn't include Bramley House, and the reasons are set |
| 5 | today's hearing. Today we're going to begin hearing | 5 | out there. It includes those which there was a full evacuation for. |
| | evidence from those who were directly affected by the | | |
| 6 | fire . But before we do that, I'm going to invite | 6 7 | So we can press play, please. |
| 7 | Mr Keating to make one or two observations. | | (Pause) |
| 8 | Yes, Mr Keating. | 8 | We'll pause there, thank you. |
| 9 | MR KEATING: Good morning, Mr Chairman. Good morning, | 9 | So, to assist, I'm sure that the panel is very |
| 10 | members of the panel. | 10 | familiar now with the locality, but it perhaps would |
| 11 | Before turning to hear evidence today, we thought it | 11 | assist everybody, we're going to hear a number of |
| 12 | would assist you and the members of the public if we | 12 | addresses. We see Grenfell Tower obviously there in the |
| 13 | have a short visual presentation of the locality . | 13 | centre, where there is the square, and underneath that |
| 14 | SIR MARTIN MOORE—BICK: Yes. | 14 | we see Grenfell Walk, and there's three blocks which |
| 15 | MR KEATING: To that end we have a presentation which has | 15 | flow from Grenfell Walk, termed the walkways, or |
| 16 | been prepared by the Metropolitan Police Service. It's | 16 | sometimes the finger blocks, and we can see from the |
| 17 | labelled a cordons presentation, it focuses on the | 17 | left Hurstway Walk, and we see then in the middle |
| 18 | cordons which were in place at the time, but it will | 18 | Testerton Walk, and then on the right Barandon Walk, and |
| 19 | also assist us in looking at the locality and looking at | 19 | then to the right of Grenfell Road there is |
| 20 | those areas which were evacuated, the evacuated | 20 | Treadgold House, which was also evacuated. |
| 21 | premises, and also rest centres, so I use the umbrella | 21 | Just whilst we're there, we can see some of the rest |
| 22 | term as well. | 22 | centres which were used, especially the Clement James |
| 23 | So, without further ado, if I could invite our | 23 | Centre, and I'll return to the Garden Bar in a moment. |
| 24 | document presenter to bring up $\{MET00080826\}$. | 24 | So if we could press play, please. |
| 25 | What I'm going to do, Mr Chairman, with your leave, | 25 | (Pause) |
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| 1 | is we'll play it, and from time to time I will pause and | 1 | And we can press pause again, please. |
| 2 | is we'll play it, and from time to time I will pause and perhaps draw out and amplify some points which we hope | 2 | And we can press pause again, please. So in relation to this map, it's labelled a rest |
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centre.

The next address I'd like to turn to is Harrow Club,

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Pausing there for a moment, just in relation to

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that, it's evacuated premises we're about to see.

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which is the centre of the page on the left . This was one of a number of addresses in the community which opened its doors spontaneously to assist . In due course, British Red Cross staff were sent to that address to assist , and people from the Harrow Club were then moved very early in the morning of 14 June, perhaps between 6 and 7 am, to Portobello Rugby Trust.

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2.4

Portobello Rugby Trust can be seen in the centre of the page, and that was a premises which again opened its doors spontaneously early on the morning of 14 June and was significantly involved in providing support on 14 June and the following days. We'll hear evidence from Mark Simms during Module 4, from Portobello Rugby Trust

We have in the top left the Westway Sports Centre. The Westway Sports Centre is an address which we perhaps are very familiar with and we've heard a lot about. It, too, opened its doors spontaneously on the morning of 14 June. It later became the site of the consolidated rest centre and the official rest centre by the evening/night of 14 June, and thereafter it was the single official rest centre.

If we then look at the Clement James Centre and the St Clement's Church, they are on the same site, again addresses which perhaps we are familiar with, and they

were active in providing support, again opening their doors spontaneously on the morning of 14 June and thereafter providing support. Again, we will hear evidence from Clare Richards during Module 4.

St Clement's, together with a number of other faith centres — we see the Latimer Christian Centre at the top left of the page, beside that we have the Notting Hill Methodist Church, we have St Francis of Assisi Church down towards the bottom of the page, the Al Manaar Muslim Cultural Heritage Centre at the top of the page, towards Ladbroke Grove — all provided support and were the focus for donations on 14 June and coming days, and the Inquiry's grateful, we've received evidence from the vast majority of those locations and they've assisted us in our work so far.

I mentioned the Garden Bar. I was going to refer back to that. The Garden Bar is not a rest centre, as such. This is an address which is mentioned, and it appears on the evidence that this was a location which was initially where casualties may have been taken to, a clearing station, so to speak, but it is an address which you will hear from witnesses in passing and in giving evidence about.

Two other addresses remaining.
St Mark's Close Children's Resource Centre. Not

a principal address, but it's referred to in an early strategy co—ordination meeting as a principal rest centre where other rest centres were going to be consolidated into, and that's an area of evidence which we will have to examine, why that was mentioned at an early meeting as the principal area where there was going to be consolidated rest centres. So that's St Mark's Close.

Finally, just to the right is the Salvation Army. The Salvation Army again were involved, and they were the location of the initial friends and family reception centre, before it appears on the evidence that was transferred over to the Westway Sports Centre by 15 June, which then became —— those activities were contained within the Westway Sports Centre.

So if I could press play, please.

(Pause)

We're now going to see the traffic cordon, which is wider than the cordon we've looked at, so this is not to be confused with the cordon we were looking at initially . The red is references for police serial numbers and perhaps doesn't need to trouble us, and this is a close—up of those traffic cordons.

(Pause)

We're about to see a visual aid of perhaps the same

point, but just really those dots are joined, and that shows the established cordon points as of 10 o'clock on 14 June, and perhaps an indication of the amount of displaced people there would have been at that time in the area, including all the walkways and Grenfell Tower.

There's perhaps about a minute left of the presentation, perhaps not too much of material which is pertinent to our initial enquiries, but what I'm going to do is just let it play and perhaps leave no more commentary.

(Pause)

Perhaps the final point to make is that obviously the cordon changed from 14 June and, in due course, it reduced in size. The Metropolitan Police have tried to assist us with the iterations in relation to that, but in terms of the first seven days, the evidence is limited as to the reduction of the cordon.

(Pause)

We can stop that there. Thank you.

Mr Chairman, just to thank the Metropolitan Police and their officers for their assistance in relation to that, and Ms Winfield, who has been very helpful in accommodating our requests in relation to that.

SIR MARTIN MOORE-BICK: Yes, thank you very much.
 MR KEATING: I think the next stage now is Mr Millett is

going to call our first witness. 1 page of your witness statement to the Inquiry in this 2 SIR MARTIN MOORE-BICK: Right. Thank you very much indeed. 2 3 (Pause) 3 A. Yes, that's the first page of my statement. 4 Yes. Mr Millett. 4 Q. Yes. MR MILLETT: Good morning, Mr Chairman. 5 5 Now, if we go to page 18, you can see that there's SIR MARTIN MOORE-BICK: Take your time to get set up. 6 a signature there. MR MILLETT: Good morning, members of the panel. 7 (Pause) 8 We thought it was better not to take up your time A. It still hasn't come up. 8 9 rising, and we can just get straight on. 9 MR MILLETT: No, it hasn't. SIR MARTIN MOORE-BICK: Yes, of course. 10 10 SIR MARTIN MOORE-BICK: Sometimes it's a little slow, but it MR MILLETT: Mr Chairman, our first oral witness for this 11 11 will come in due course. 12 module in Phase 2 is Mr Karim Mussilhy, who I would now 12 (Pause) MR MILLETT: Yes, there it is. You will see there is 13 like, please, to call. 13 14 SIR MARTIN MOORE-BICK: Yes, thank you very much. 14 a statement of truth and a signature, and a date below 15 MR KARIM MUSSILHY (sworn) 15 it of 27 February 2020. SIR MARTIN MOORE-BICK: Thank you very much. Now, do sit 16 16 Is that your signature? 17 17 A. Yes, that is my signature. down and make yourself comfortable. 18 THE WITNESS: Thank you. 18 Q. Have you had the opportunity to read this statement 19 (Pause) 19 20 SIR MARTIN MOORE-BICK: All right? 20 A. Yes, I have. 2.1 Yes. Mr Millett. 2.1 Q. And can you confirm that the contents are true? Questions from COUNSEL TO THE INQUIRY 2.2 2.2 A. Yes, I can. 2.3 MR MILLETT: Yes, thank you, Mr Chairman. 2.3 Q. Thank you. 2.4 Mr Mussilhy, thank you very much for coming today 2.4 Now, I'm going to turn to some background matters 25 and assisting us with our investigations in this part of 25 11 the Inquiry. We're extremely grateful to you. 1 1 Is it right that you had a very close connection to 2 By way of introduction, just a few comments, if 2 Grenfell Tower because a number of the members of your 3 I can. 3 family had lived there? Can I ask you, please, first, to keep your voice up Yes, I did have a very close connection to 5 so that the person who sits to your right, behind the 5 Grenfell Tower. My uncle -- my great uncle, screen there, can get down everything you say clearly 6 Uncle Mohamed, along with my grandmother and her husband 6 7 7 and accurately. Also -- and you have heard this at the time and my mum and my auntie, Noha, all lived together in Grenfell Tower for a period of time, 8 8 9 9 I believe the flat number was 171. And then when I was shake your head or nod your head; you have to say "no" 10 or "yes" as the case may be. 10 born, I lived in Egypt for a small period of time, and 11 A. Okay. Okay. 11 then I returned and was brought up by my grandmother and 12 Q. If any of my questions are unclear or you would like me 12 grandad, because unfortunately my parents weren't 13 13 to repeat them, I can do that. That's not a problem at around, and I spent a lot of time playing around 14 14 Grenfell Tower, around the walkways. Just underneath 15 15 the tower as well, there were -- before they built the A Sure 16 Q. We will take a break at some point during your evidence, 16 academy, they had football pitches there and we spent 17 a lot of time there as well. So a lot of my childhood 17 probably around about an hour's time, but if you need 18 a break at any earlier time or any other time, just let 18 was spent in and around Grenfell Tower. 19 us know and we can take a break. 19 Q. Now, your uncle, Hesham -- and forgive me if I've 2.0 2.0 A. Thank you. mispronounced it, is it Hesham? 21 2.1 Q. Now, you have made one statement to the Inquiry, and Yeah, it's Hesham, 2.2 that is at {IWS00001783}. It will come up on the screen 2.2 Your uncle, Hesham Rahman, moved into flat 204, I think, 23 23 in front of you. You can see from the top right-hand in 2012; is that right? 2.4 corner that it's dated 27 February 2020. 24 A. That's correct, yes. 25 Can I just ask you to confirm that that is the first 2.5 Q. You say, I think, in your statement at paragraph 6

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 $\{IWS00001783/2\}$ that he was a big part of your life. 2 Could you just expand on that a little? 3 A. Yeah. Sorry. So like I mentioned, I grew up without my 4 parents, unfortunately, my dad wasn't around and my mum 5 not so much, so my grandparents became my parents, and we all lived together on the Lancaster West Estate, and 6 7 when my grandfather died, when I was around 12 or 13 years old, Uncle Hesham very quickly took that 8 9 father-figure role. He saw how upset I was, and I knew 10 it had made him upset as well, but he could see how much 11 it had affected me, and he quickly sort of put his arm 12 around me and took care of me. And as I grew up and 13 sort of went through my teenage years, he was a massive 14 part of that in terms of, you know, football and telling 15 me -- teaching me how to read and write Arabic, teaching 16 me about my religion, and was just the only sort of 17 predominant male figure in my life growing up. 18 Q. Even after you had your own family, is it right he had

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an important role to play?

20 A. Yeah. I mean, I didn't see him as much as I would have 2.1 liked to. I met my wife and we moved in together and we 22 started a family. But we stayed in contact. He always 2.3 made an effort to send presents for my kids' birthdays 2.4 and speak to us on birthdays and stuff like that. And 25 when he moved into his flat in 2012, and my daughter had

1 just been born, you know, he saw her quite a bit, and he 2 would always, like I mentioned, send her presents, and 3 I was around him quite a bit during that time because he'd just moved into his flat.

But, yes, up until he passed away, he was a massive part of my life.

Q. Now, I would like to ask you next about the night of the fire, and I'm going to use your witness statement to try to keep as near as possible to the chronological order of events as the night progressed.

So, first, I think it's right, is it, that you became aware first of the fire from your wife?

13 A Yes that's correct

14 Q. At about 6 am.

> A. Yes. I was living in Feltham at the time, and I was working in the city, in Mayfair, so I was waking up really early to get ready for work, and I woke up at around 6 am. My routine was, you know, I'd wake up and get in the shower and get ready and have a coffee, and my wife would wake up with me to help me, and I remember being in the bathroom and hearing this scream. I'd never heard my wife scream like this before, and it scared me. It felt like somebody had, you know, broke into the house. And she quickly rushed into the bathroom and showed me -- I don't remember whether it

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was a picture or a video, but of Grenfell completely engulfed in flames, and I was just shocked and quickly got out. I tried to call Uncle Hesham. The phone just kept ringing, so at that time I didn't really think that -- or believe, at least, that he was in any sort of serious condition or in trouble or anything like that, because I heard the phone ringing.

I called my grandmother, and she had said to me that she'd spoken to him earlier in the night, but hadn't been able to speak to him for the past few hours.

I think I left a message for my boss to say that something had happened, but I was going to be in work a little bit late -- so, again, not realising the severity of the situation even then -- and I made my way down, and during my journey, all I kept doing was kept calling him and it just kept ringing, and then I was calling everyone else in my family -- my great uncle, my grandmother again, my brother, my sister —— and just trying to see if anyone had any sort of more information about speaking to him or anything like that. And that's how I found out, basically.

22 Sorry if I've gone a bit too far.

23 Q. No, no, it's helpful.

2.4 You arrived, I think you say, at about 7.20.

25 A. Yes. Yeah, around —— I would say, yeah, about 7.15,

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 $7.20\ in\ the\ morning.\ There was a lot of traffic <math display="inline">\ as\ you$ came closer into the area, so it was really hard to try to get in, and I remember I came in through sort of near where the St Clement James Centre is, and I was able to park my car somewhere not far from there. But, again, there were a lot of, you know, people around, there was police at certain places, sort of stopping random people from coming in, I guess, but that didn't work very well. And, yeah, that's when I first got to the area, was around then.

11 Q. How would you describe the scene that you saw when you 12 arrived?

13 A. I mean, it was just utter madness and chaos, and it was 14 just so surreal, and when I got there and I looked up at 15 the tower, the top floor had flames still coming out of 16 it, you know, thick black smoke, flames coming out of 17 it. From that part of the area where I was, I couldn't 18 see directly into uncle's flat until I sort of got 19 closer towards my nan's house, but you could tell that 2.0 the whole top floor was completely engulfed in flames 21 and then a couple of floors below it, and I just 2.2 remember thinking: oh my gosh, like, this is crazy, but 23 surely everyone had been rescued, people had been saved,

you know, with the amount of firefighters that I saw,

and I remember I saw a group of them crying, crying

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together, and I sort of like —— my initial thought was I understand this is, you know, quite a crazy situation, but shouldn't you guys be inside saving people? And that's what I'd initially thought, I'd initially thought that people had been rescued, that Uncle Hesham was one of the people that had been saved. I couldn't believe what I was looking up at. It was like something from a horror film, you know, or a disaster film. It was just crazy.

And the smell. I can still remember the smell of this burning plasticky -- I mean, I'd never smelt anything like this before in my life, and I still remember the smell to this day. And then later on, you know, I had some of the stuff all over me.

But, again, I'm sorry if I've gone too far.

16 Q. No, no.

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I think at that stage you went to your grandmother's house.

A. Yes. So my grandmother lives on the Lower
Clarendon Walk, which is part of the Lancaster West
Estate. I mean, you can practically see Grenfell from
every part of nan's place, really, except if you're at
the back garden. And I went there, that's where nan
was. My great uncle, Mohamed, was there too, and
shortly afterwards my brother and my sister turned up.

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And just in front of where my nan lives, she has a front garden and also sort of like this green area where people sort of come through to get to Verity Close or different parts of the estate, and it was almost completely full with, you know, unrecognisable people, whether they were journalists or, you know, just volunteers, I don't know, and we went there, and my grandmother's neighbour and also really close family friends, her daughter, Jamie, and her husband, Mahad, were also my friends, and they were one of the first to escape from the tower, so I was initially speaking to them, you know, "Did you see uncle?" They knew uncle, they knew what he looked like, they knew he lived in the tower, so I was asking them, "Did you see uncle? Did you speak to him? Do you know what happened to him?", and they didn't, and -- but they did say to me that some people who had made it out have ended up at the Rugby Portobello Club. So it was at that moment I quickly realised: right, that's where I need to go.

I mean, I think it's important for the Inquiry to remember that during this time and with everything that was happening and going on, and seeing the despair in my family, you go into this, as they say, fight or flight mode, if I'm even saying it right, and all I was thinking about was: I need to find Uncle Hesham, I need

to find out what's going on with Uncle Hesham.

So I remember at that moment, once they said to me that the Rugby Portobello Club had opened — and I know the Rugby Portobello Club, you know, it's one of the places in the community that I'd spent a lot of times as a kid, you know, going to discos and doing all sorts of, you know, silly things as a kid growing up and playing around with friends, so I knew the place very well, I even knew some of the staff that worked there, so that's where I went, and ... yeah.

- 11 Q. Did you have any understanding at that stage about the 12 official status of the Rugby Portobello location or any 13 other rest centres?
- 14 A. Sorry, what do you mean?
- 15 Q. Were you just told that's a place to go and you were given no further information?
- 17 A. No, all I was told was some of the survivors some of
 18 the people that had escaped the fire had gone to the
 19 Rugby Portobello Club and were in there.
- 20 Q. Right. And you went there, I think?
- 21 A. I went there straight away, directly.
- 22 Q. Right. Roughly what time was that?
- 23 A. I mean, after I -- I'd got there and I'd spent a little 24 bit of time at nan's place, maybe between 9.00 and 10.00
- 25 in the morning, something like that. I just don't

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remember exactly off the top of my head, but around that time. And, I mean, even just the journey to get to the Rugby Portobello Club was a difficult journey. It was a short walk from nan's place but, I mean, it was —— like I mentioned earlier, the place was just engulfed with people, from all over the place, and I think I say in my statement that it was like carnival, and actually it wasn't like carnival, it was more busier than carnival, because usually carnival is busier towards Ladbroke Grove and Portobello, and in these type of areas, you know, not so much. But with this, I mean, it was just overwhelming with the amount of people. You really had to sort of, you know, almost like push your way through to try to get to some of these places.

And because I wasn't a survivor or somebody that lived in the tower, it was very difficult for me to try to convince people to let me in or find anything out from my uncle. Naturally people were sort of trying to protect themselves, because there were massive safeguarding issues. I mean, just outside of nan's house, what we experienced personally, you know, the amount of journalists that came into the area, secretly filming people, recording people, I mean, they were just absolute parasites, just trying to feed and attach themselves to vulnerable people, and, you know, I was

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told things about people turning up to hospitals and hotels $\,--\,$ but this was later on during the week $\,--\,$ where some of the families and survivors were, you know, trying to leech on to vulnerable people and, you know, turning up with cameras and stuff like that, and it was just wrong.

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So this was a massive issue, and I feel that somebody in authority, whether it be the council or the police or the government, should have protected us. There was no protection for us. These people came from anywhere. I mean, a lot of great people came and helped the community organise themselves and sort of led the donations and volunteers, et cetera, and it was fantastic, but there were also a lot of people that came from outside the community who weren't directly involved that were trying to leech on to vulnerable survivors and bereaved. And this is, you know, a big safeguarding issues. The families weren't protected at the time when they were going through the worst, you know?

Q. You mention the conditions in the streets in your statement. Let's look at what you say.

Can we go, please, to page 6 of your statement {IWS00001783/6}, please, paragraph 26 at the bottom of the screen. You say there:

"The streets were full of local residents and the

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media and there was a lot of people outside the Rugby Club. It was chaos on the street, there were so many people and everyone was moving around. It felt as crowded and busy as the area feels during carnival."

My question on that is: do you remember seeing anybody from authorities such as RBKC or perhaps the TMO, or anybody else in a position of governmental or other kind of authority like that, signposting or providing information?

A. I saw absolutely nobody. And it's crazy to think about it now, with all of the chaos and all of the madness that was going on. And I remember very vividly, you know, who I spoke to, who I saw, what I saw, and I — every time I turned a corner, I would expect to see somebody. I don't know, in a high—vis and a clipboard. but I never did. It was either people that I had knew that lived in the area that came to help, or people that had just volunteered their time, and those were the only people that I was speaking to. Not at any stage during any of this did I see anybody from the council, the government, or anything like that. Just police.

It seemed that they were more concerned about an uprising or unrest than they were about looking after the families. There was more concern about riots and stuff like that than there was about looking after us,

running around with this burnt material all over our clothes, not knowing anything, and speaking to random strangers, trying to get any bit of information.

4 Q. And did you get any other information there in that busy street at the time about where you might be able to --5

A. So I was able to -- I got to the Rugby Portobello Club, and I spoke to a couple of people outside, asking them if they'd seen uncle. I believe it was Turufat and her husband, Abraham, and I also spoke to Zoe and her partner, David, at the time. And then I was able to convince them to let me into the Rugby Portobello Club, because. like I mentioned earlier, because I hadn't escaped the tower, it was hard to convince people to let me into these centres to look for uncle. But because I knew a couple of people that worked there and I was a familiar face, they trusted me to go inside.

I went inside. Mahad and Jamie were also there, and that's where I first saw Ed and Willie, and -- amongst other survivors. I think Hamid was there as well. Turufat and Abraham were there also, and I could see that they were organising themselves, because they'd pretty much been left alone to do so. So they were putting together lists of people that they knew that had made it out and were sort of hanging them on the walls. and were just really sort of putting their arms around

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1 each other to try to help themselves find basics like 2 clothes and food and a phone and, you know, how to get 3 your driver's licence sorted and stuff like that. And it was at that moment where I realised, you know: this 5 isn't where uncle is, this isn't where I need to be 6 I'm not -- you know, obviously I spoke to a few people 7 and I saw the lists of the names that they believed had 8 made it out, and Uncle Hesham wasn't on any of these 9 lists . so I felt I needed to leave and continue my

11 Q. Again, was anybody in an official capacity there, 12 high-vis, clipboard?

13 A. No. no.

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14 Q. Do you know what system they were operating to tell 15 people apart, so as to be able to let them in or not? 16 What were the criteria that they were using to allow 17 people entry?

18 A. So at first I believe that they were -- every person 19 that had made it out of the tower, I don't think that 2.0 there was a system where they checked whether you was 21 a -- you know, you'd just escaped or not. I think that 2.2 you could quite easily tell -- you know, some people 23 were in their pyjamas and stuff like that. But then 2.4 once they were in, you know, they would take their name

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knew who was in, and that was really — I mean, there wasn't anything complicated about it, but it was important that they kept it as sort of tight—knit as possible because of all of the chaos that was going on and, like I mentioned earlier, people trying to get inside and get close and whatever.

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But there wasn't any sort of like particular operating system, if you will. It was quite, you know, basic.

- Q. Did you get any kind of understanding and I know it must have been very difficult — about what they were doing with the information, what those at the Rugby Portobello Trust were doing with the information about who had come into there from the building?
- 15 A. I think at that time they were just sort of keeping it 16 to themselves. When I say to themselves. I mean, like. 17 you know, keeping it to the people that were running or 18 looking after the Rugby Portobello Club, or the rest 19 centre, if you will, in order just to know who had come 2.0 in, who's here, who's inside, and it was just more for 21 themselves and for the survivors, really, because that's 22 how people were trying to keep track of who'd made it 2.3 out and who hadn't.
- Q. But so far as you could see is this right? they
 weren't then disseminating that information to any

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- 1 central or official hub?
- A. Well, there was nowhere to send it to. There was no information about, you know, "If you gather information or if you have information on people that had made it out or people that were still missing, send it to this email address", for example. There wasn't any of that. So ...
- Q. Were you surprised at the time, do you remember, that
 there was nobody at RP with an official status from RBKC
 or central government, perhaps, or the TMO?
 - A. Yeah, of course. I —— like I mentioned earlier, every time I was out and about, running around, at every turn I would take, I would be thinking: okay, I'm going to see someone. Okay, I'm going to see someone now. I'm going to see someone now. And it just never happened. I never saw anybody. And it shocked me, it surprised me, but I guess I wasn't thinking about it so much at the time, when I was running around just trying to find uncle, but I started thinking about it more and more once I was becoming even more frustrated, because I wasn't allowed in some of these places, I wasn't able to find out who was inside and the list of people that they had there, and I just wish that there had been somebody that I could go to, whether it be from RBKC or the TMO, to sort of say, "Look, this is my uncle, this

is who he was, this is where he lived, they're not letting me into these places, they're not letting me find out what had happened to him, can you help, you know, where else do I need to go, what else do I need to do, maybe you can go inside and find out these things for me", and it just never happened.

And as the days went on, it just became more and more apparent and more and more frustrating that -- the realisation of, you know, we were completely left alone. We were abandoned. We were abandoned in the worst way possible while we were looking for our relatives . And they could have helped. You know, we were in such a dark limbo for a long time. You know, we'll probably talk about this later, but we didn't find out that uncle was officially dead until August, you know, and the fire happened in June, of course. And even to this day. I don't think anybody from the council or the TMO has ever contacted my family about the death of my uncle or my uncle being missing. I think the only time we got contacted was my great uncle, Mohamed, was asked by the TMO to be a translator for them. That was the only time that they contacted us.

And as we speak more later this morning, we'll find out more about the severity of their abandonment towards my family personally. But we were left alone. We were

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- left to suffer publicly.
- Q. Now, let's just go back to because we'll take it in slow stages — your statement at the foot of page 6 {IWS00001783/6}, paragraph 26. You can see you say there:

"When I got to the entrance of the club I spoke to people who were volunteering there and I told them I was looking [for] uncle Hesham who lived on the 23rd floor of the Tower and was now missing. They let me inside. I saw that the volunteers had made a written list of people who were recorded as having survived. I checked the list and uncle Hesham's name wasn't written down."

Did you find out what the process was for collating
that list, who was in charge of it, where they were
getting the information from? Did you find that out?

A. So what I knew was that there were a couple of

A. So what I knew was that there were a couple of volunteers sitting at the entrance or sitting by the entrance of the Rugby Portobello Club, and they had these big I don't know if it's A1 pieces of paper that they were just writing on using coloured highlighters, and I assumed their process was they were writing down the names of the people that had came in. Right? So, for example, Ed's name was on there and Willie's name was on there because they were already inside, and

I could see that uncle's name wasn't on there, but

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I just hoped that, you know, they'd missed his name or thought he was somebody else or whatever, and I just had to just go in and see for myself.

But there was no -- again, it was just simple as a piece of paper, a pen, we need to try to find out who had made it out, who was here with us, and who did we still need to be looking for.

- Q. On that last point, was there a system in place? I mean, did they say to you, "Well, he's not here, your uncle's not here, but what's his name, what are his details, what flat number was he in?"
- 12 A. Yeah, yeah, yeah.
- 13 Q. They did?

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- A. Yeah, so what happened was I believe I wrote his name 14 15 down on the paper. I think there was a paper of people 16 that were still, like, missing, I guess. I mean, 17 I don't remember if it was just a list of people that 18 were missing, but I do remember putting Uncle Hesham's 19 name on the paper and his flat number, and I think even 2.0 my mobile number, so that if anyone heard or said 2.1 anything while I was somewhere else, you know, they knew 2.2 how to get hold of me.
- Q. How long roughly do you recall spending at the RugbyPortobello rest centre?
- 25 A. I mean, it was no more than 15, 20 minutes.

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- 1 Q. After you left, what did you do next?
- 2 A. After I left the Rugby Portobello Club, I think
- 3 I started heading towards the Clement James Centre, if
- 4 I remember correctly, and even that was really chaotic.
- 5 I mean, I couldn't get anywhere close to the
- 6 Clement James Centre. But I had this sense that uncle
- 7 wasn't there, that there weren't -- there wasn't a lot
- of talk about lots of survivors being there the same way
 they were at the Rugby Portobello Club, so I very
- quickly realised and had the sense that Uncle Hesham wasn't there.

And, again, you know, from the Rugby Portobello Club to Clement James, it's not a very long walk, but because of the chaos in the streets, you almost had to sort of

shove your way through people.

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And, again, I just remember that the cloud was still smoking, the smell was very potent, and nobody with an official status in sight. Apart from, you know, volunteers, people from the community, trying to lead and organise and help with donations, there was nobody from the council, the TMO, or from the government, directing or helping or giving out bits of —— nothing.

Q. Now, you went to St Clement's Church, and I think you say in your statement at paragraph 29 {IWS00001783/7},

if we scroll down, that you couldn't get in because it

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1 was too busy.

2 Roughly what time was that? I know it's difficult 3 to be anything like precise, but roughly what time of 4 the morning was that?

- 5 A. I mean, I would probably say it was between 10.00 and
 6 11.00 in the morning. Sorry, I can't be any more exact,
 7 but ...
- 8 Q. When you got to St Clement's, could you tell who was 9 running things there?
- $10\,$ $\,$ A. No. No. I couldn't tell because, again, there was just
 - loads of people around everywhere. I couldn't even
- 12 sort of get a glimpse inside. And it was frustrating,
- 13 because I really wanted to be able to go inside and
- 14 physically see for myself whether Uncle Hesham was there
- $15\,$ or not, but I couldn't, and I just had this feeling that
- 16 he wasn't here, he's not here. I didn't know what was
- 17 going on inside, who was inside and who was running
- things, but, again, I didn't see any -- there was never
- $19\,$ $\,$ a feeling where you could see where somebody was -- not
- 20 necessarily taking control, but leading people, even
- showing them where an entrance of the place could be.
- There wasn't any of that.
- 23 Q. I think you then went to the Westway Centre, as you say
 24 in paragraph 30, as you can see in the middle of your
- screen there, and you say when you got there -- this is

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the third line, you say:

I remember seeing them.

"... I saw it was rammed with people ... It was absolute chaos with so many people trying to get inside."

Again, was that similar to the St Clement's Church scene that you'd seen just earlier on?

A. Yes, I think it was a little bit more busier, because the Westway is a slightly bigger place, the Westway Sports Centre is a slightly bigger place, and there's a bit of a walk to do before you get to the entrance of the centre, and just that walk within itself was just flooded with people. Again, nobody in a high—vis or a clipboard or anything like that, sort of pushing your way past people, and there were a team of people from the Red Cross there as well talking to people as well,

And then the police were heavily guarding the Westway Centre, and then I felt —— you know, I knew that there were survivors that had made it out and been inside. They wouldn't let me in. They wouldn't let me find out whether uncle had made it in there or not. I don't think there was any list or anything like that, like they did in the Rugby Portobello Club, at the Westway Centre that they put together that I could check whether he had made it in or not. So it was just: "No,

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because it 25 whether he had made it

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1 sorry, you can't come in". I gave them Uncle Hesham's 2 name, I said, "Could you at least go and see if" -- this 3 is talking to a police officer . I gave him my uncle's name and I said, "Could you at least go and check", 4 5 assuming that they had a list inside or something along the lines of being able to know who from the tower they 6 7 had inside. And the police officer went in, very quickly came back out and said, "Sorry, your uncle is 8 9 not in here". I didn't feel that he'd even checked. 10 Q. What was the role of the Red Cross at that point? 11 A. I think —— I mean. I don't know. 12 Q. Right. 13 A. Sorry. I don't think I spoke to them. I think they 14 were just there to help, to get details off people. 15 I really don't know. I didn't speak to them, I don't 16 think 17 Q. Did you leave your details, like your mobile and your 18 name? 19 A. At the Westway? 20 Q. At the Westway. 21 A. At the Westway, yes, I did. But, again, I wrote my 2.2 number on a piece of paper and gave it to him, and 2.3 I just —— it felt like he had put it in his pocket or 2.4 threw it away or whatever. I later went back, and we 25 can talk about this a little bit later, but I did go 33

1 back with a poster and stuff.

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Q. You say in the middle of that paragraph there:

"If you were not a resident then you weren't getting inside ..."

Were you actually barred from entry?

A. Yes, yes, that was exactly what they said to me. If you weren't a resident, you never made it out of the tower, so you can't come in, it's only for people that had made it out. And I remember arguing and saying, "Okay, well, my uncle hadn't made it out, I'm looking for him, we are his family, we are his only family that will be looking for him, how do I find out, how do I tell, how do I know?", and he just sort of shrugged me off. And as this kept happening, it just became increasingly more and more frustrating and then you just became more and more angry. It's just like: so who is going to help me? Who's going to help me find Uncle Hesham, because I'm not being allowed into any of these places? Even -- and the same thing was happening in hospitals, but I guess we'll talk about that later as well. And it was just, you know, the sinking feeling that we'd been abandoned. but not only been abandoned, but we'd almost sort of been like kicked aside, "Move along, you know, there's nothing here for you", and that's what it felt like.

And it was just horrible, because I felt that it was

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up to me to go and find out what had happened to Uncle Hesham. I couldn't go back and face my grandmother and my family because, I mean, I'm sure you can imagine but, you know, my house -- my nan's house was -- it was just horrible, absolutely horrible. And my grandmother has always been the rock of our family, and seeing her like that was very difficult for me. Even now, just talking about it, it's extremely difficult to see her like that. I mean, you know, to witness the death of your son in such a way is so horrible. No mother should have to bury her son. And I couldn't face that, because I felt that I needed to go and find out what happened to him, I needed to go and find out where he was, and was just hoping that he was unconscious somewhere and nobody knew who he was and he didn't have anything with him, and I had to -- that's why I spent so much time just running around the streets like a hopeless idiot, because I didn't know what else to do, and I couldn't face my family, and I had to -- it was up to me to find out, and I didn't know what to -you know, I couldn't go and comfort my nan and say everything was going to be okay, because I didn't know. I didn't know what was going on. And, you know, thinking about it now, five years

later, these crooks, these criminals, the government,

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the local authorities, they've not learnt their lessons. They've -- they let people die in the most horrific and public way, and don't even help their families to lay them to rest or to find them or to understand anything about what had happened to them. They just dug their head in the sand and tried to portray that we were some type of criminals or crooks or we're going to form a mob. And like I mentioned earlier, that seems to be their main sort of interest. Not helping us or looking after the families or the people that survived, the people that were in comas in hospitals that were being sort of preyed upon by these parasites that had nothing to do with us; they were more concerned about an uprising or -- you know, and there was times during, you know, the first week that there were massive tensions in the area. Of course people were angry. But none of us -- and I know this for a fact -- nobody from the families, none of us wanted craziness around the streets. We wanted the police and whoever it is to focus on helping us, not focus on looking after idiots trying to vandalise stuff and whatever it was that they were trying to do. And I remember there was a time where this group of guys just ran towards where the police cordon was at the bottom of the tower, and I was there talking to somebody, all wearing balaclavas and

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stuff, and my wife took the kids and she ran inside and she was scared, and my sister ran inside, she was there at the time as well, with her kids, and I was like: no. I stood there, and I - I there was a few other people with me, and I'm pulling these guys' balaclavas off and pulling their masks off and was like, "We don't want this, we don't want you coming in here causing madness, taking the police and whoever else's attention away from looking for our families".

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But that's how we were -- that's the picture that the council and the government and the media, you know, painted of us. that we were these crooks, these mindless, you know, fools that were going to ruin our community and riot and whatever it was, and that wasn't

And I ... there are many reasons why I believe they didn't come and help us, whether they were scared or whether they did really believe within themselves that an uprising was going to happen or that we were going to riot, and it just tells you their, you know, detachment and disconnect from the actual people that were living in this area, and they had a duty of care to look after, but ...

Sorry, I've rambled on a little bit, but I ... I did my best to try to get into these places. I did my best

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- to try to get any bit of information through anybody and everybody, and through desperation, I probably, you know, did things that wasn't the best, but I was
- 5 Q. How did you feel about having to shoulder, as it sounds 6 from what you're telling us, on your own the 7 responsibility , personal responsibility , of looking for 8 your uncle?
- A. I don't know. I guess it's something that I'm coming to 10 terms with now. It's been so full on for the past five years. From the first day up until today, this has been my life, and I don't know the actual answer to that question, Mr Millett, because I'm still coming to terms with that.

But I did have my siblings with me, my brother and sister, during the first initial stages, and sort of they helped co-ordinate the search. So while I was running around the streets, my younger brother was going from hospital to hospital with my great uncle to try to find out, and then my sister would stay at home to comfort my nan and stuff like that. I mean, it wasn't just me by myself. But, I mean, like, I was, you know, the oldest out of my siblings. I was the person that -you know, it was my duty, and I feel like, you know, I didn't fulfil it, because I couldn't tell them

anything.

Then I was so upset and angry, because I wished that somebody called me. I wished that I was told when the fire started. I wish I was there. But the more I think about that, I probably wouldn't be here today, because there would have been no force that would have stopped me from going in that tower. Nothing, nobody, would have been able to stop me. And I would have $-\$ you know, I was quite fit and healthy then. I would have put my uncle over my shoulders and ran down the stairs with him.

Let's go back to paragraph 30 of your statement $\{IWS00001783/7\}$. You say towards the bottom of the screen that you gave Uncle Hesham's name at the door to a police officer:

" \dots and I explained he was missing and I wanted to come inside the Centre to see if he was there. An officer left the entrance and came back and said to me that he had been inside and checked for uncle Hesham and he wasn't there, but I didn't get the sense that he had actually done this. The officer gave me no assurance that there was any kind of list of residents accounted for that they were making there, and that there was a list for those that were missing."

Were you given any information at all to help you in

1 your personal search that you had taken on your own 2 shoulders?

3 A. No. So when I was told in this example by the police officer that uncle wasn't here, it was like, "He's not 5 here, move along", not, "He's not here, but maybe try 6 over there, or maybe try and contact this number". So 7 even from the police, there wasn't any of that, 8 you know, it was like they were there almost like ready 9 for a fight, and anyone that wasn't where they were 10 supposed to be: move along. You know, that was sort of 11 their attitude. And that's what I felt, that's how 12 I felt, that I was being moved along all the time, 13 because I didn't make it out the tower.

> And at no point in time going from any of these places did anybody say to me, "Try here, try there, call this number, call that number, you know, speak to this person", none of that happened. All of the information that I was being given about, you know, where to go or where to check or meetings that were happening in the first sort of week or two, was through either people that I knew or through the media.

Q. Yes.

Then at paragraph $32 \{IWS00001783/8\}$ you say that you began walking around the area:

"... speaking to people asking them if they knew

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uncle Hesham. People shared information about the different centres which had opened up."

When you say "people" there, do you mean members of the community or just people in the street that you didn't know?

- A. It would have been members of the community, so people that I would have known or recognised, would have said to me, "Oh, Karim, by the way, Al Manaar had also taken in people", et cetera. So it was through people that I knew in the area, that I'd seen. I mean, obviously there were a lot of people from the community in the area helping, and a lot of them I knew because I'd grown up in the area, and that's pretty much how we were getting information. Because, again, there was nobody in a clipboard or a high—vis or anything like that, or you know, they could have at least tried to, you know, give out a statement or give us something to work with, but no, nothing.
- 19 Q. Those rest centres that you had heard about, were they
 20 community—led, did you get the sense at the time, or did
 21 you get the sense that at last they were being opened up
 22 by RBKC officials or people from the TMO, perhaps, or
 23 more centrally?
- A. These centres, I mean, the ones that I went to, were allled by the community.

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- $1\,$ $\,$ Q. I think you went to the Methodist church next.
- 2 A. Correct.
- 3 Q. But you say you weren't let in because it was too full.
- 4 A. Yes.

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- 5 Q. Again, full of who? Full of escapees from the tower?
 - A. I mean, when I was standing outside there and I'm guessing this is because the people that had escaped from the tower, they were sort of inside or downstairs or somewhere where people outside couldn't see them all I saw was either members of the community or volunteers that had come down to help, some of them I didn't recognise, and again it was you know, the Methodist church isn't a big place, and there was a lot of people outside anyway because that's where the police had their cordon had cordoned off the entrance to the tower and the academy. So there were throughout the whole time, there were always a lot of people there anyway, shouting and talking and doing all sorts of stuff, and donations and what have you.

But the Methodist church wouldn't let me in because it was full. Again, the similar sort of thing, but they were — I think I did — was able to speak to Mike, Mike Long, who — I'm not sure what his role is, but yeah, I know of him and I spoke to him, and I said to him, "Look, I'm looking for uncle" and stuff like that,

and he sort of said to me, "I' II try and go inside and find out", but he was pretty sure that he wasn't in there, and then I was just told that I couldn't go inside

I mean, I stopped trying to push my way into these places. I also appreciated that there were survivors in there, and I didn't want to upset anybody, and everyone was going through whatever they were going through.

I mean, you know, I can't even comprehend what they were going through, so I didn't want to be sort of like forceful and cause any type of like, you know, fight or anything like that. Right?

And that's how it was outside the Methodist church, just like it was everywhere else. You could tell that there were people from the community, along with volunteers who had come to help, that were organising, you know, themselves and what was going on with donations and helping people and, you know, just as basic as giving someone a bottle of water and a blanket, because like I said, some people came out in just their pyjamas, and that's all I could see in terms of help or visual assistance. There wasn't anything else or anybody else.

- 24 Q. I think you next went to the Al Manaar Mosque.
- 2.5 A. Yes.

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- 3 A. Yeah
- 4 Q. up towards Ladbroke Grove to the northeast. Did that 5 take long to get to? Did you walk?
- A. I did, yeah, I was walking the whole time. And, yeah,
 Al Manaar was a little bit more of a walk, but as I got
 towards Ladbroke Grove and then further up towards
 Al Manaar and Portobello and Goulbourne, it wasn't as
 busy as it was in and around Grenfell, Lancaster Road,
 the Methodist church and stuff like that, it wasn't as
 busy, so the walk didn't take that long.

And, again, just thinking about it now, I don't even know why I went to Al Manaar, you know, it just seemed like it would be such a long way for him to walk if he'd made it out of the tower. But, again, just through desperation and through not knowing anything, you know, I was willing to walk anywhere if it meant that I could find Uncle Hesham.

- 20 Q. Did you find out anything when you got there?
- 21 A. No.

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- Q. Was there a system in place for disseminating any kindof information when you got there?
- $24\,$ $\,$ A. I mean, I remember there being a lot of people there.
- 25 I don't think there were any survivors there. I could

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be wrong, but I don't remember seeing anybody there, 2 I just remember speaking to a few people outside, 3 a couple of my friends and one person that I didn't 4 know, and, you know, they were sort of saying to me, "Have you tried here and have you tried there and have 5 you tried" -- and I was like, "Yes, I've tried all these 6 places", and I think, you know, "Your best bet is really 8 being closer to the tower and your place than being up 9 here", I was like, "Yeah, I just came here because 10 I didn't know where else to go". But there wasn't -- it 11 was all, again, them. It was, you know, people who had 12 either worked at Al Manaar or people from the local 13 community who go and use the mosque to pray on a regular 14 basis. 15 Q. I think by this point we've counted, I think, five 16 centres that you had visited but had found no 17 information about where Uncle Hesham might be. This is, 18 what, mid-morning --A. Yeah. 19 Q. -- by now?

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2.1 A. This would have been about mid-morning, yeah.

2.2 Q. And how were you feeling by that point?

2.3 A. So I just remember during the time obviously I, 2.4 you know, was working or moving on adrenalin. I was

25 still in -- I had my shirt, my work shirt and my

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trousers, it was really hot, and I remember my white shirt being covered in this mess that was coming off the tower. I didn't even know what cladding was or even heard of cladding, and we all know now what cladding

Sorry, I forgot your question, Mr Millett.

- Q. Well, no, it's rather an open question, but let me try a narrower one: who did you think was in charge, in charge of giving you information about where your uncle
- 11 A. That's a good question, Mr Millett, and, you know, even 12 to this day, I don't know if anyone ever was. I don't 13 know. I -- it was always down to us, even to this day. It's always been down to us. 14

You know, I'll tell you something. How we were able to get information, and this was probably later on during the week, I was speaking to my friend Ahmed, who I've known pretty much all my life, and unfortunately he lost his mum and his sister, and I -- we got -- we were talking on a regular basis, and he was also talking to other bereaved family members through doing similar things that I was doing, sort of going around, speaking to people, seeing them, wherever, and we were able to -well, he was able to put together a watertight group,

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which didn't exist until probably a month later, but the

a lot of bereaved families, and that's how we were getting information, in terms of: right, they've started to identify people on the top floor, that means we might be next, in the next few weeks we might get some information, they've started to go through this process or that process, and that's how we were able to find out key bits of information about our loved ones.

basis of it was there, we were in communication with

And then the WhatsApp group came, and it was a very watertight group, still to this day, where we shared, communicated. So we were able to do this, in days. Yet still to this day, the council have not been able to give us a list of who was in that building. Still to this day, the landlords or the so-called landlords or the people that had been put in charge to look after our families, our vulnerable families, they still couldn't do that. But yet we were able to do that within days. because we were determined to find out what was going on, what the plans were, what the next moves were, and that's how we found things out.

2.1 Q. Now, in paragraph 33 there {IWS00001783/8}, just coming 22 back to the statement for a moment, you say that you 23 spoke to someone from the Red Cross. I think at the 2.4 Al Manaar Mosque, and you gave them your details. 25

Did you ever hear back from them with any

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1 information about Uncle Hesham?

A. No. No. I never heard back from anybody from 2 3 the Red Cross or, like I said earlier, never from anybody from RBKC or the TMO. I only got phone calls 5 from people, and this was after we'd put up posters and 6 my number was on these posters, and people just, 7 you know —— I wouldn't call them prank calls, maybe 8 these people believed they saw my uncle in certain parts 9 of London. I knew that wasn't true, but that's the only 10 time I got phone calls about Uncle Hesham.

Q. You then say at paragraph 34 that:

"I went back to my Nan's house so we could put together a plan of where to visit . My brother said he would go to the local hospitals and see if uncle Hesham had been taken there as we had found out from other people in the area that some survivors had been taken to hospitals."

I think you then put a plan of action together, but did your brother get any information? Was he able to get any information from the hospital visits?

No. no. So he was being told that in the -- he wasn't allowed in the A&E and they weren't giving him any information in terms of who was in the A&E because there was an issue of journalists turning up to these hospitals and pretending to be family members. So they

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had basically made it really strict to give out any bit of information as to who was there from the Grenfell Tower fire.

And, I mean, just even -- you know, I find that quite -- you know, it was crazy that because of these so-called journalists, we weren't able to identify our loved ones if they were in hospital. So because of them, we had to continue searching like mindless fools because they wanted to get a story or leech on to vulnerable people when they're in hospital in their hospital bed in comas.

And from hospital to hospital, that was the same story. And, I mean, he visited pretty much every hospital in London, along with my great uncle, and it was almost the same thing, "No, we can't tell you who's here, no, you can't go inside", because of the issues.

17 Q. Now, you say in paragraph 35 that you spoke to your 18 aunt. Noha, on the phone, and you say that:

> " ... she told me that she had been in contact with someone from Sky News and they would get in contact with me to help us in the search for uncle Hesham."

Did your aunt call Sky or did Sky call her?

2.3 A. I think she reached out to them. I think they -- during 2.4 the time they had sort of maybe put out a message on one 25 of their -- on the news or something like that, that if

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- 1 you're looking for somebody, get in touch, you know, we 2 can maybe try to help. That's what I think --
- Q. Right.

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- 3 A. -- from what I remember had happened. And again, this 5 was just through desperation. My auntie wasn't there on the day and she lived quite far, but obviously saw 6 7 everything unfold on TV and on social media, and I think -- I remember her telling me that, you know, 8 9 she'd seen obviously on the news and somewhere on 10 Sky News it said that, "You can get in touch and we can 11 try to help", and just out of desperation, and knowing 12 what I was doing and going around, because I was talking
- 15 Q. You go on to say they called you and said they wanted to 16 help.

to her quite a lot, she'd reached out to them to try to

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get their help.

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- 18 Q. And they said they'd put up posters and would cover your 19 search for your Uncle Hesham. Did you accept that 2.0 offer?
- 21 A. I did. I did accept that offer. It probably wasn't the 2.2 best thing to do. I mean, I'm not taking anything away 23 from the guys at Sky, you know, Charlotte and --
- 2.4 you know, they'd been great. But, you know, I just
- 25
- didn't know what else to do. I was so desperate, I --

and from running around all these places that I'd known from childhood, and speaking to people that I've known since I was a kid, and still not getting any closer to where I was when I first got to the area on 14 June, I was desperate. I just thought that maybe by using the media, someone that I haven't seen will see it and will know me from the area or will get in touch because my number's there. I was just doing whatever it took to try to get any ounce of information about Uncle Hesham, because no one was telling us anything, and we were left alone to find this information out.

So had somebody, again, in a high—vis or a clipboard said to me, maybe, you know, "We can try to help you with this or try to help you with that", we wouldn't have reached out to mainstream media to put up posters and look for uncle

- 17 Q. Did it lead to anything, your contact with Sky, anything 18 helpful?
- 19 A. I mean, it was helpful because, yeah, it did get the 20 message out, and I think there were also other family 21 members that were putting up posters the same way we 22 was, and it just brought it to people's attention that 23 there were -- obviously we knew people didn't make it 2.4 out, but who it was, who these people were, you know,

2.5 you were able to put faces on them, because the families

1 like myself were looking around, had spoken to their 2 family members earlier in the night and then stopped —-3 hadn't been able to speak to them and they haven't been able to find them.

But other than that, I mean, apart from, you know, phone calls and stuff like that, people telling me that he's in Primrose Hill and Hyde Park or whatever, which obviously wasn't true, it didn't help.

9 Q. No.

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10 As the day progressed from the morning into the 11 afternoon, did you get any further information that you 12 were looking for?

13 A. On the first day?

14 Q. Yes.

A. No. 15

16 Q. Right.

17 A. No

- 18 Q. During the course of that day, did you see anybody at 19 all from RBKC or the TMO or central government?
- 2.0 A. I kept waiting. I said this earlier. Every time 21 I turned the corner. I would think I would see somebody.

2.2 maybe it's here, maybe it's there. I saw -- and

23 I covered every part of that area, and, you know, I kept

2.4 doing the same loop over and over again, thinking maybe

2.5 this time, maybe this time I'll see someone who might

know something, maybe this time I -- and I never saw anybody from the council, from the TMO, or from any sort of authority

I did later see somebody who I've known for a very, very long time, who used to be my grandmother's neighbour and used to work for the TMO. I'm not sure when this was, but I remember him telling me that he went into work the next day, in the TMO, and was told to not go into the area, and if he is going to go into the area, to not wear his uniform and to not wear his badge, and he was really angry and upset about this, and I remember him saving to his senior that, "I'm from this community, they all know me, I'm not hiding, you should be ashamed of yourselves", and I think he quit his job.

Q. Now, going back to your statement, if we can go to page 9 {IWS00001783/9}, please. This is after paragraph 37. "I was constantly walking around the area", and you say in paragraph 37 you spoke to Jon Snow, who was covering the fire, and you saw all the cladding and burnt material on the ground near the tower, and it was in your nan's garden.

Then at paragraph 38 you say:

"I went back to my nan's home and watched the news because this was where the information was coming from about the number of fatalities. It was really

frustrating that this is how I was learning about the facts, rather than from a police officer or a person in authority. The news were reporting that there was dedicated helpline you could call. I rang this number several times but I wasn't put through to an operator. I think the line was so busy with calls."

Now, just a couple of things about that paragraph. Do you remember roughly what time it was when you went back to your nan's house?

- 10 A. Between late morning and midday.
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A. I would say probably closer to midday.

I think it's important for the Inquiry to understand that I'd never and a lot of us had never heard the word "cladding", they didn't know what it was, but it was everywhere. It was flying off the building, it was all over my nan's garden. I remember there was this particular piece, it was a page, a burnt-out page of a book, in Italian, I think it was, and I remember thinking, "Oh, you know, I wonder whose book this is", and I think my wife complained to the police because there was a lot of it in my nan's front garden, and complaining to -- you know, somebody should come and clean this up.

And as I mentioned earlier, the smell was very

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potent. I can still smell it now. And I had to take 2

the stuff off my shirt. And it was -- you know,

3 cladding and any of these type -- we didn't know what 4 this was. We didn't know. You know, as far as we were

5 concerned, the -- you know, the building was made of

concrete. I don't know. You know, we'd never knew what 6

7 this stuff was. And now, today, we all know how

dangerous and flammable this material is, and we all 8

know that it was the main cause of the spread of the

10 fire. And it was when I met Jon Snow when I started to

realise that there could be something a little bit more 11

12 sinister here about what had happened with the tower and 13

the refurbishment, et cetera, et cetera, and that was

14 the first moment that I realised that there was

15 something very wrong about how things had played out,

16 and it then made me start to realise: well, maybe this 17

is why I'm not seeing anybody from the council or the 18 TMO or anything like that, because they were scared.

19 Q. Now, just a question about the helpline, was that the

20 first time you'd heard about the helpline?

2.1 A. Sorry. Yes, it was the first time I'd heard about the 22 helpline through what we saw on TV. We did ring the

23 number many times and all it did was just ring and ring

2.4 and ring. No --

25 Was there like an answering machine or --

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1 A No

Q. It would just ring? 2.

A. It would just ring and then eventually it would just cut 3 4

5 Q. Yes

6 A. So you weren't able to, you know, speak to anybody, or

7 there wasn't an automated voicemail or -- sorry,

8 an automated person, you know, saying, "Hang up and try

9 again", there wasn't a way to leave any contact details

10 or anything like that, it just rang, and after a certain

11 amount of rings, it just completely cut you off, and

12 that happened all the time. And I remember it was the

BBC, I believe, that had posted that number initially on 13

one of their media sort of broadcasts, and I know whilst 14

15 I was away somebody from the family was constantly

16 calling that number --

17 Q. Right.

18 A. -- to try to, you know -- because we knew it would be

19 busy, so we knew that we'd need to $--\ \mbox{you}$ know, we

2.0 wasn't going to get through to somebody straight away,

21 but we'd keep trying, and we did, and we were never able

2.2 to speak to anybody.

23 MR MILLETT: Mr Chairman, is that a convenient moment for

2.4 a break?

SIR MARTIN MOORE-BICK: Yes, I think it is. 2.5

1 I think it's time we had a break, Mr Mussilhy, so 2 we'll stop there. We'll resume, please, at 11.40. As 3 I think you know, I've said this to every witness who 4 has come, please don't talk to anyone about your 5 evidence while you're out of the room. THE WITNESS: Okay. 6 SIR MARTIN MOORE-BICK: All right? Thank you very much. 7 8 Would you like to go with the usher, please. 9 THE WITNESS: Okay. 10 SIR MARTIN MOORE-BICK: Thank you. 11 (Pause) 12 Thank you very much, Mr Millett. 11.40, then, 13 please. MR MILLETT: Thank you. 14 15 (11.24 am) 16 (A short break) 17 (11.40 am) 18 SIR MARTIN MOORE-BICK: All right, Mr Mussilhy, are you 19 ready to carry on? 20 THE WITNESS: Yes. 2.1 SIR MARTIN MOORE-BICK: Good. Thank you very much. 2.2 Yes. Mr Millett. 2.3 MR MILLETT: Thank you. Mr Chairman. 2.4 You then, I think, tell us in your statement, 25 Mr Mussilhy, that that was the end of that day and we

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1 move to 15 June, the next morning.

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Is it right that at that stage more of your family members arrived into the area to search for your uncle?

- A. Yes, I believe so my brother and my sister came just after I did, and then later on in the day my mum and other sort of family friends that lived in the area had come to nan's house to try to help.
- Q. If you go, please, back to your statement, page 10 {IWS00001783/10}, paragraph 42, you say there —— and I want to pick this up, if I can, at the second line —— that you had met a friend of Uncle Hesham's with a photograph, and you say:
 - "... [1] was surprised she had done this but because there was a lack of a coordinated response from the authorities so people in the community were taking it upon themselves to do things to help and get information about missing people."

Did you ask her where she'd been searching?

A. No, I didn't. I think her initial plan was to create these posters — she'd had a photo of him, printed some posters — and then to come and meet with us, because I think she'd seen or heard that we were out looking for him. So that was sort of her way of coming to try to help with us.

But, absolutely, this is what people were doing,

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you know, not only just from the community, but from all over, because they could see how chaotic everything was, especially for us, the families looking for our missing loved ones. You know, they wanted to help and they did whatever they could to help, even if it meant just printing off a picture of the person who was missing, because there was nothing else.

- 8 Q. What time did you arrive back at the area on the morning 9 of the 15th?
- 10 A. It would have been quite early, because I remember
 11 I left and my wife was getting the kids ready to go to
 12 school, and then I came —— I don't remember if I came
 13 first or —— and then my brother brought her or whether
- she came with me, I'm not —— but to answer your question, probably between 8 and 9 am in the morning
- 16 I was there.
- 17 Q. And I think your wife also came --
- 18 A. Yes
- 19 Q. -- after dropping the children off.
- A. Yes. My wife came to help me that day with putting upposters.
- 22 Q. Yes

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From that point in the morning, whenever it was you arrived, was there any detectable improvement in the flow of information or in the organisation systems that

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1 you could see?

A. No. It was exactly the same, if not it was worse, because emotions and tensions were rising, people weren't being told anything, and when you're not receiving any sort of communication from leaders or whoever, you know, your mind runs with all sorts of scenarios and theories of what's going on and what's happening. So it felt worse.

And again, when I got there, the amount of people that were trying to record what was going on —— whether they were journalists or not, I don't know. I mean, I just remember —— and I think I mentioned this slightly, but just outside of nan's house, there's like a green area, and then a place where you could sit and people would walk through to get to different parts of the estate. There were people sitting on that green area with laptops and writing stuff, and walking up and down with their phones in their pockets on their shirts and in their jeans, secretly trying to record my family and Jamie's family, and, you know, there were a few arguments and stuff, you know, to get these people to give us a little bit of privacy. But it felt the same, if not more chaotic the next day.

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Q. You go on at paragraph 42, two—thirds of the waythrough, you say:

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2 there being a central place you could go to get 3 information about what was happening. I decided that if 4 anyone should be handing posters out about Hesham it 5 should be his family so I asked her for the posters and I wrote my contact details on each of them." 6 7 First of all, were you aware of anything called 8 a friends and family assistance centre being set up to 9 provide information to people in your position? 10 A. No. No. not at all. And it wasn't like I was trying to 11 find ... you know, I was actively, consistently trying 12 to find out anything, you know, and when I say -- in 13 these type of situations, the smallest bit of information was -- you know, it felt like the biggest 14 15 sort of -- I wouldn't say relief, but it was like 16 a weight lifted off your shoulders: okay, I've found

"There was no sense of anyone being in charge, or

17 something in terms —— okay, this is a place I haven't 18 checked, and then you have that little bit of hope that

19 this little bit of information is going to get you 2.0 closer to finding out what happened to Uncle Hesham. So

21 I was actively looking for this, consistently, and 2.2 I never got it.

2.3 Q. You say, I think, that you put up posters of your uncle 2.4 in the local area, and Sky were of help. You say that 25 at paragraph 43.

Was there a focal point for friends and family, even though not an official one? You obviously used Sky and your friend's posters on your own initiative, but was there a more general focal point for people to feed

A. No. I mean, it was just people in the streets, people outside community centres, at the Rugby Portobello, Clement James, Methodist Church, the Westway. I was never aware of a friends and family place or centre or a point or place that you would go to find out bits of

Like I said earlier, everything from my personal experience that I found out was due to going out and speaking to people. That's how I got every bit of information, and through stuff that was sometimes put out in the media.

17 Q. Did you --

18 A. Sorry.

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19 Q. No, no, sorry.

2.0 A. Yeah, so it was through anything that had been put out 21 in the media

> I say here in the statement, so Charlotte from Sky News, she was the person that was sort of co-ordinating, and I know I said what I said about the journalists earlier, but, I mean, I used them to try to

was just through desperation, and, you know, they didn't 3 make me feel like they were there for a story, or to, 4 you know, to try to show me and my family's trauma. You know, for me it felt like they were there to 5 actively just: "You do what you need to do to find your 6 7 uncle, we'll help you and we'll film it so that people 8 can hopefully get in touch with you about seeing 9 anything -- if they've heard or seen anything". And it 10 was literally me and my wife putting up posters on 11 lampposts, on bits of the wall, you know, and people 12 would walk past and take pictures of it and make videos 13 of it and stuff like that. And I'd handwritten my 14 number on pretty much every single one of them, which 15 probably wasn't the smartest thing to do, put my number out in the media, but I didn't care. I wanted --16 17 I needed to find out anything about Uncle Hesham. So we

gain any bit of information about Uncle Hesham, and that

19 Q. Did you have any thoughts at the time about why it was 20 that it was Sky News giving you this assistance and not 21 anybody from or in a position of authority?

spent the majority of the day doing that.

22 A. I mean, at the time, no, I $\,\ldots\,$ I mean, of course it 23 crossed my mind that there should be somebody here to 2.4 help, whoever that person was, whether it was somebody 25 from RBKC, TMO, police, government, whatever, I knew and

I felt that somebody should be here or be in contact with us or tell us where we needed to be or needed to go, but that never happened, it never came, and I wasn't going to wait around for it to happen either.

And, I mean, even having Sky News with us, you know, it helped, but I felt like it kind of made things a little bit worse at times, walking around in the community. Obviously there were people with cameras, and like I mentioned earlier, you know, parasites that were coming in trying to leech and prey on the vulnerable, and, you know, the community didn't take very well to that and some of them were being very intrusive, so naturally whenever they're seeing these type of cameras, they felt some type of way towards them, and I think there were physical —— at times. you know, the cameras had to be pushed away because they were really sort of being intrusive.

Sky weren't like that, but just having them around, you know, it made people at times feel uneasy, and also it drew other camera crews towards them, because it felt like something was happening here; there's a story here. let's go there. And I think Sky had arranged for security to walk around with us to stop this from happening, because a couple of times we got mobbed and surrounded by people and cameras and stuff like that,

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sort of right in your face.

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But I always waited for somebody from authority to come and take over, but in a way -- I mean, it never happened, and I kind of knew that it wasn't going to happen, and I didn't wait for it to happen, and because of this, and out of sheer desperation, I used Sky News.

Q. Now, I think it's right, as you say in your statement at paragraph 45 {IWS00001783/11}, that Mahad and Jamie helped you by going to different rest centres to check the lists of people who were there.

Was there by this time — this is the morning of 15 June — a list, at least, of rest centres that you could check?

A. The rest centres were pretty much the same. The main ones that had sort of taken in the vast majority of the survivors were the Rugby Portobello, the Westway, Clement James, et cetera. I mean, I'm still not certain to this day how many people stayed at Clement James, but I know the vast majority went into the Rugby Portobello and Westway. So nothing had changed in terms of there was this new place that you could go that would have any new bits of information, it was still the same.

And I think it's also important for the Inquiry to understand that the building was still smoking quite heavily and there were still flames. Not like the first

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day, but still flames coming out of the top floor and a couple of floors below it, flames coming out of the windows, and I remember seeing Uncle Hesham's flat and there was smoke and flames coming out of his flat, and just convincing myself that he wasn't in there, you know, there's no way that I am standing here watching my uncle smoking and burning. I just wouldn't allow myself to believe that. I would then just stick my head down and continue marching wherever I was marching to try to find out. I was -- you know, and I knew at the time that I was probably in denial a little bit, but I didn't want to lose hope. I just kept feeling and thinking that he was unconscious somewhere, maybe in someone's house, and he was asleep, nobody knew who he was, he didn't have anything, and that's -- I held on to that so tightly, because I couldn't believe that still the second day, the building was still burning the way it was on the top floor, and I knew that there is no way he would have made it out by himself.

There were times where I was worried about Uncle Hesham because he spent a lot of time in his flat. I later then found out that the reasons why -- because he would go to leave his flat and the lifts wouldn't be working, and if the lifts weren't working, he would just

1 turn straight back into his flat and stay, because, 2 you know, he had a problem walking, and most of the time 3 he used a walking stick. He had a, you know, 4 disability. He had a disability car under the 5 Motability scheme, he had a disability parking badge from RBKC. I also believe that when he first moved in, 6 7 he had a disability shower and toilet. So the council were aware of his condition. They were aware that my 8 9 uncle was disabled. They were aware that if anything 10 was to happen, if the lifts weren't working, that he 11 would need help to get out of the building. So I was 12 worried about him at times because I knew that. 13 you know, he spent a lot of time up there, and I knew 14 later that that was why.

So when I was looking up at the tower and it was smoking and burning and it was coming out of his flat, and I was saying to myself: they must have rescued him, he must have been rescued, because that's the only way he would have been able to make it out.

Q. Now, you say in paragraph 45 that there wasn't a central
 list and it seemed like each centre was keeping its own
 list . How did you form that impression?

23 A. Sorry ...

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sorts of theories

Q. Let's go to paragraph 45 on page 11 {IWS00001783/11},
 the next page. You say in the last sentence there:

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"There wasn't a central list, it seemed like each centre was keeping its own list."

Can you help us how you formed that impression? A. Yeah. So I knew -- I mean, Mahad himself was putting together a list, and I think that list had started in the first day when I was at the Rugby Portobello Club, where everybody was sort of trying to, you know, look after each other and organise themselves, and that's, you know, kind of pretty much how Grenfell United started, and I know that Mahad was putting a lot of effort into putting together a list which was on paper and then eventually he transferred it into some type of document or spreadsheet on a computer or laptop, and I knew that others were trying to do the same, because it seemed that it was the only way for people to know who'd made it out, who still needed to be looked for, and also because of the lack of communication from authorities, especially from the police, there were a lot of talks about the number of people that had died in the fire and, you know, hundreds of people dead and missing and stuff like that, and when you're not communicating with people in these type of situations, you know, your minds are going to run wild with all

So I remember -- I mean, I thought it was a good

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idea, and then every list that I saw people trying to put together, I put uncle's name on it and I put my details so that if anyone saw him -- I made it clear that this person didn't make it -- as far as I know, didn't make it out the tower, or if he has, for somebody to contact me.

I mean, it's quite sad, really, when you think about it, that the survivors were trying to piece together where their missing neighbours were by putting together their own lists, yet their landlord was nowhere to be seen, who should have been able to access or have this information very easily, so you'd think.

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Q. Can we just look down towards the bottom of page 11 to paragraph 48, and you say in paragraph 48:

"I remember that when I walked back to the front of the Tower by Latimer Road station, I saw red London Fire Brigade t—shirts that had been placed there that had notes on them written from firefighters. One of them stood out to me 'to all those on the 21st floor and above we are sorry we couldn't get to you'. This was a really surreal moment where I began to realise the truth, that the firefighters hadn't made it to him and that it was really bad for those on the top floors.

That to me was the first communication from an official

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about the extent of the fire and what it was like inside on the night."

Now, I'm sorry to ask you this question, but do you remember roughly what time that was?

remember roughly what time that was? A. I don't remember the exact time, off the top of my head, probably some time in the afternoon. I'd actively spoken or tried to speak to a lot of firefighters in my moving around, and I think Sky captured it one time. I saw someone in a fire engine and I just would go and approach them and say, you know, "Could you tell me anything about who you rescued? Did you get to the top floor?", and they were obviously told to not say anything. And I could see it in their face, they wanted to, but they couldn't, and that was frustrating. But that moment where I saw that -- where I saw the T-shirt. it was ... Sorry. The moment when I saw that T-shirt, it was the first time I realised that uncle was probably dead, and we watched him burn, and it was just --I mean, I'm sure you can imagine what that was like, seeing that T-shirt sort of hang sideways on the railings somewhere. I can't remember where the railings were, whether it was the Methodist church or somewhere near Maxilla or the Clement James, and I remember there was a lot of talk about firefighters not being able to

make it to the top because it was the hottest and it

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burnt the longest.

And again, I didn't know too much of the details in terms of the firefighters , whereabouts and what they were doing, and them —— you know, their ladders not reaching and the water not reaching, I didn't know any of this stuff, right, all we were hearing was rumours that it was really bad at the top of the tower. And when I saw that T—shirt, and that being the first time, like I've said in my statement, anybody from authority giving us any sort of detail about what they had done to try to rescue some of the people, it was just a heart sinking moment, and I still feel it today. You know, not just my uncle, for everybody that was on the top floors , you know, they were doomed. There was no way they were going to survive. They were left.

Q. You say in paragraph 49 {IWS00001783/12}, at the start of the paragraph:

"Despite becoming increasingly sure that uncle

Hesham had not made it out, I still wanted to carry on

and I didn't want to stop until I had done everything

I could to find answers."

A. I held on to that, for as long as I could. Even seeing
 that T—shirt, I couldn't go back and say to nan, "I'm
 sorry, nan, the firefighters never made it to the top
 floor, your son is dead, you watched him burn with the

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rest of the world". I couldn't. I held on. You know,
maybe he got out sooner and made it down to the lower
floors and someone grabbed him and took him out.
You know, I was creating these scenarios in my head
where he was still alive, because I didn't want to let

go to the fact that uncle was gone. I didn't want to go
home and tell nan that her son was gone, you know. So

I —— any —— in any way that I could hold on to that

8 I —— any —— in any way that I could hold on to that 9 hope, I did, and I carried on for as long as I could.

Q. And you went back to the Rugby Club, as you go on to
 say, where it was very stressful and chaotic. What was
 happening there?

A. I mean, similar to what was sort of happening on the first day. I know that there were still some people inside. I'm not sure whether they spent the night there or not. Most likely they did, because they had nowhere else to go, and the council had not offered them anywhere to stay. And I remember I was allowed inside again, I saw the same people, just really sort of being busy talking to each other, organising themselves, putting their arms around each other. I think there was a couple of people really upset as well. And, again, I just realised that — obviously, once I'd checked to see whether Uncle Hesham's name had been put on any of

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these pieces of paper or anything like that, I then

realised that, you know, I needed to be back on the street again.

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But it was a similar group of people, the same people that were there, you know, the residents from the tower, and they were, you know, just trying to do whatever they could to not only help each other, but like try to get back pieces of their lives, whether it was, you know, getting your driver's licence or a passport or a watch or a phone or a pair of shoes, you know, whatever it was, and they were sort of helping each other organise all of this, but again there was nobody in there with a clipboard or a high-vis or whatever from the council or any authority to say to them where they were going to sleep that night, you know, where their next sort of meal was going to come from. There was nothing like that. It was just the people doing it all themselves, you know.

Grenfell United exists because of their non-existence. They purposely left people to -- I don't know what the right terminology is -- fend for themselves, you know, piece back their lives together. Everything had been taken away from them. You know, there wasn't just people that survived; there were people that survived that also lost family members.

Q. Now, in that moment, at Rugby Portobello Club, you had

- 1 seen this red T-shirt with this news on it. Did you 2 have thoughts at the time about how you could verify, 3 check out that information that might or might not be 4 true with somebody who might know the truth and tell 5 you?
 - A. I think that's where it initially sort of came from anyway, from some of the people that I'd spoke to that had got out, and were saying to me how bad it was inside the tower, how thick the smoke was, like, visibility was almost non-existent, and some of them who lived in the lower floors, like the 4th floor where the fire had started, and even up until, I think, like the 8th or 9th floor, how bad it was. So I think it all started from them anyway sort of saying to me, like, "I don't think they even got to the top". And that's why I — when I was running around, whenever I met a firefighter, I would ask him, "Did you guys make it to the top floors?", not just the top, the top floors, and, you know, they were never able to answer my question. So it came from them anyway.
- 2.0 21 I don't know if I'd spoken to anybody about the 2.2 T-shirt that I saw. I might have done. I don't 23 remember if I'm being honest.
- 24 Q. I think you say that you were able to see the accounted 25 for list, but Uncle Hesham's name was not on that list.

1 A. Correct. ves.

- Q. Then I think you left the Rugby Club and went back to 2 3 Westway. Again, just trying to piece together the
- 4 timings, do you remember what time that was?
- 5 A. Again, I would have —— probably late morning, midday, in and around that time. It was just as busy going to 6
- 7 Westway, not only just outside of it, but, you know, the
- main road, just after Maxilla Nursery, and, you know, 8
- 9 people everywhere and stuff like that. But, again, 10 nobody from authority, nobody sort of directing people
- 11 where to go or what to do.

12 I had posters this time, so I'd put up a lot of 13 posters there on the football cages and on the railings 14 and on the lampposts, and I think I gave a poster to 15 somebody from the Red Cross because they had sort of

- 16 like a station there with a desk and stuff. And then, 17 again, police wouldn't let me into the Westway Centre.
- 18 I had to be a wristband. I didn't know where this
- 19 wristband came from or where to get the wristband from 2.0 or what I had to do in order to qualify for this
- 21 wristband, and I explained this to the police officer,
- 22 and again he was very adamant that he wouldn't let me
- 23 in, he wasn't going to help me to try to see if
- 2.4 Uncle Hesham was inside, but he agreed to let me put up
- 25 a poster on the window, which is what I did.

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- 1 Q. Yes, this wristband, you saw people wearing them, did 2 vou?
- 3 A. I don't remember seeing anybody wearing these
- wristbands, I was just told at the door -- when I got 5
- there and I was obviously trying to explain who I was 6 and what I was trying to achieve, he was like, "Well,
- 7 vou need a wristband."
- 8 And I was like, "Where do I get these wristbands 9 from?
 - "I don't know."

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- 11 "Well, where did these guys get their wristbands 12
- "I don't know, you need to get a wristband." 13
- 14 Q. What did it signify, this wristband?
- 15 A. Well, for me it signified that if you had this
- 16 wristband, you were allowed in, you were considered
- 17 somebody who was allowed to be around the people that
- 18 escaped the fire. That's what it felt like.
- 19 Q. Was there any other rest centre that you came across 2.0 during the course of that day which was operating
- 21 a wristband entry scheme?
- 2.2 A. No, no, there weren't any other centres that were
- 23 operating on any type of wristband or pass scheme that
- 2.4 you had to come in. I mean, they were extremely
- 25 difficult to get in anyway because of everything that

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was going on and all the people outside and stuff like that, and I think people knew that there were survivors inside, and whether they were friends or volunteers from the community or maybe even journalists, I don't know, hanging around these areas. So I can understand why you would, you know, make sure that you're letting the right people into these places. But, you know, you could clearly see that, you know, I was distressed and wasn't trying to make things up to get into these places. But the Westway was the only place that was operating on any type of sort of entry pass, if you will.

12 Q. Right.

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Did they have a system in place, even if they wouldn't let you in, at least for allowing you to obtain information about where to go next, what to do next, where to find out any information if they weren't going to provide you with any?

- 18 A. No, there was nothing of the sort. It was, like
 19 I mentioned earlier, "Sorry, can't help you, move
 20 along".
- 21 Q. Anybody there from the council or the TMO or central 22 government?
- A. No. You know, I thought about this a lot, because
 obviously a lot was going on and I was moving around
 a lot, and I've thought about this a lot, because

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I don't want to say that there wasn't anybody there when there was. But I went everywhere, all day, every day, and I don't even know for how long for, for so long, and I've run this over and over in my head, and I remember everything so vividly, to the point where I can still smell the smell so potently today. There was nobody from any type of authority to help co—ordinate, discuss, there was none of that. The only presence of authority that I saw was the police, and it didn't feel like the police were there to help us.

- Q. And was that the similar experience that you had at the other rest centres during the course of the day?
 - A. Pretty much, yes. I think the Rugby Portobello Club was the only place that I was really able to get inside.
 I was never allowed in the Westway. The Methodist church, I don't think I ever went inside until sort of after all the chaos had calmed down. And Al Manaar it was a similar experience everywhere, really.

So then, you know, you're sort of put in this place where: okay, I can't get into any of these places, I've walked around everywhere, putting up posters everywhere, I've got this camera crew behind me broadcasting to the nation or whatever, what else can I do? Where else can I go? And that was where my mind was at the time.

Q. You say in paragraph 51, if we just scroll down to that,

please, at page 12 {IWS00001783/12}, towards the foot of the page, that the centres were overwhelmed with people and donations. Was that causing a problem?

A. Yes, it was causing a problem. Because of the amount of things that were being donated, whether they were food or clothes or whatever, and there wasn't anyone helping co-ordinate with these donations, the rest centres got very full very quickly, and to the point where, you know, things were being piled outside and in boxes and all sorts of stuff, and I feel like had there have been somebody sort of co-ordinating, knowing, "Right, this bit of clothes need to go to this family or these people in this rest centre" at least, then it would have maybe freed up a lot more space for us to be able to go in and find out bits of information or to try to maybe help with people who were looking for their families, to try to come in to -- you know, whether it was one by one or whatever, to see if their families were inside or anyone inside knew of the whereabouts of their family.

So it was just so chaotic and unorganised, and you could see volunteers and people from the community trying to orchestrate and organise what to do with all of this stuff and where to put it, but -- and they did an amazing job, obviously, but I felt that there was so much, and there was no one to -- from authority to

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co—ordinate this, that it was a little bit chaotic, and it probably prevented, at times, people from getting in and finding out key bits of information about their loved ones.

- Q. So now we get to the end of 15 June, the Thursday, and apart from the message written on the red LFB T—shirt that you'd seen at the foot of the tower, this is now almost two full days after the night in question, did you have any hard facts about Uncle Hesham?
- 10 No. The only facts that I knew was that my grandmother 11 spoke to him between 2 and 3 am, I knew that he'd called 12 the LFB and that they told him to stay where he was, and 13 I knew that ... sorry, I've just lost my train of thought. I knew that his phone was still ringing up 14 15 until the early hours of the morning. I think -- I'm 16 not sure if it was still ringing on the 15th. But those 17 were the only facts that I knew.

There was -- I mean, even through what was being -- what was coming out in the mainstream media about -- I mean, there was nothing about the amount of people that were missing or had passed or anything like that, who had got out. There was no facts that any of us knew about what had happened on 14 June on the 15th. We were still in the same sort of position as we were the first day, and it wasn't until, I think, that Friday, in the

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then, all they were interested in was just taking 3 details about uncle. There was never any, "Right, this is what's happened" or "This is what we think has 4 happened" or "This is what is going" -- the only facts 5 that I knew was that nan spoke to him and his phone was 6 7 still ringing, and he called the LFB and they told him 8 to stay. That was all I knew. 9 Q. We will come to the afternoon of the 16th, the Friday 10 afternoon, in a moment, with the FLO's visit, but 11 between the Thursday afternoon, the 15th, and the 12 afternoon of the 16th, the Friday, do you remember 13 learning any more from all of the efforts that you have 14 described in your statement? 15 A. No. No. We'd learnt nothing new about what had

afternoon, we got our family liaison officers, and even

happened at Grenfell. We'd learnt nothing new about 16 17 where Uncle Hesham was or what had happened to him on 18 the night. Absolutely nothing.

19 Q. Now, if we go, then, to paragraph 56 of your statement 20 on page 13 $\{IWS00001783/13\}$, at the foot of page 13, you 2.1

"On 16 June we were assigned Family Liaison Officers (FLOs) called Graeme and Tom. They came to my nan's house in the afternoon and met with the family. Our FLOs took down details from us about uncle Hesham.

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That's all they really did before they left again." 1 2

How did they know where to come? Did they explain?

3 A. I'm just trying to remember now. I think through ...

I'm not too sure, Mr Millett, if I'm being honest.

5 Either they got in contact with my great uncle, Mohamed,

6 or whether he got in contact with them to report that

7 Uncle Hesham was missing, and I think he'd given them

8 details of where to come. I think that's how they knew

9 where to come.

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10 Q. I think you say at paragraph 63 $\{IWS00001783/15\}$ — we 11 don't need to go to it unless you want to -- that they 12 took statements from family members about your uncle and 13 they put together a family tree.

 $A. \ \ \, \text{Correct, yes, that's what happened}.$ 14

15 Q. And also, I think, asked for details of who should be 16 contacted if there was any news?

17 A. Correct, yes.

18 Q. Did they give you any news, any information about what 19 the system was?

2.0 A. No. no.

21 Q. Did vou ask?

2.2 A. Yeah, of course, we asked them what happens from now,

2.3 what -- I mean, even then, we didn't know the process

2.4 until a later meeting, I believe it was on the 19th,

25 with the police and the LFB and the ambulance, and I think that was the first initial meeting. We didn't know then that the process would be that they would be technically missing until they were identified as being dead. So -- and the FLOs didn't explain that to us. We didn't even talk about that. It was just more who Uncle Hesham was, who we were, a family tree was put together, a couple of statements, and that was it.

Whenever we asked, we were told that they didn't know anything. They weren't being told information by their seniors, so they couldn't tell us anything anyway, and that's pretty much the -- how it went for a while, really, with the family liaison officers. I mean, nothing against Graeme and Tom, they were good people, but it's just it felt like -- whether they were keeping things from us on purpose or whether they just didn't know and weren't being told, I don't know, but it was a constant battle to try to get information, understand what the process was.

And I think I spoke about this publicly during the time, just saying, you know, even if they don't have anything to tell us, still tell us that you're going through some type of process to be able to get us information, you know, we'd been able to understand that. But the lack of communication or the non-existent communication just made things worse, and that was

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1 increasingly frustrating, because these meetings, these

2 were taking place inside my grandmother's house, and 3 obviously everything was being said to my grandmother.

She speaks English and understands English, but it's not

5 perfect, so at times you would have to translate stuff

6 to her, and, you know, she's getting frustrated because

7 I'm saying to her, "They're not -- they can't tell us 8 anything.'

9 "Well, what happened? Where is he?"

"I don't know. Nan."

"well, what's going on? When are we going to know?" 11

> ${\rm "I}$ don't know, Nan, because they're not telling us, they're not telling us."

So it was just this really sort of horrible experience that we were, you know, going back and forth and felt like we was in the middle between the police

and my grandmother and some of my family members

17 18 sometimes, and it was just frustrating.

19 Q. You say in paragraph 64 that you were shown photographs 2.0 by the FLOs of what Uncle Hesham's flat looked like

21 after the fire, and you described what those photographs 2.2 showed. Why did they show you photographs?

23 I don't think that was until a bit later

24 Q. Right, I see.

2.5 A. Yes, that wasn't -- you know, they hadn't -- I mean,

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I know — well, they hadn't got to the top floor at that time, or I don't think they'd even gone into the tower at that time. I do know that Commander Cundy did go in early on, but I don't think it was then, and I believe that the photos — we were showed a number of photos, first the photos of my uncle's flat before they had searched it, and then photos of it afterwards, and then there was a point where I had actually physically gone up and gone inside his flat myself, and I wasn't able, and still to this day not able, to bring myself to look at the pictures that the coroner has of him when he had been found in his flat.

But to answer your question, Mr Millett, I don't believe it was at that time when we saw the pictures.

- 15 Q. So it was a later time?
- 16 A. Correct. ves.

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- 17 Q. What was the purpose of showing you the photographs then?
- 19 A. I think it was then that they were trying to explain the 20 process of identifying --
- 21 Q. I see.
- A. somebody, because obviously we kept going on about,
 you know, "Where is he? Is he dead? Is he not dead?
 What's going on?", and they were explaining that,
- you know, there was a lot of debris and they had to go

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- through, you know, inch by inch and do all of these different sorts of processes, and to try to give us an understanding of the severity of the job by showing
- 4 us the state of his flat --
- 5 Q. I see

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- A. -- so that we could, I guess, understand that this is
 not going to be an easy, quick process.
- 8 Q. Did you find that explanation they gave you at that time 9 helpful to your understanding of that particular 10 process?
 - A. Not really, because I couldn't understand it, you know, they weren't very clear about it was just: "This is the state of his flat, here is a picture of it, and we have to go in and sieve through all of these different types of debris before we even get to trying to find out where your uncle was." But I couldn't understand sort of understand: well, how are you you know, is somebody going in there picking things up with a shovel, are you using your hands? I didn't fully understand, or maybe I just wasn't in the right state of mind to understand what the process was.

But also it was during that time as well that, you know, we were hearing a lot of -- I wouldn't call them rumours, because I had a friend, somebody who I'd spoken to, who lived just -- closer to Grenfell than my

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nan was, and where his flat was, in his window, you could see where everything had been sort of cornered off right underneath the tower, so the guys in their suits and putting together the tents and stuff like that, and he was telling me that they were going up and down the tower and having these meetings with these dogs and saying, "Make sure the dogs don't bite any human remains". So I was just confused as to what the actual process was, because I'm hearing one thing from the police and then I'm kind of sort of hearing another thing from people that were living right where all of this was going on, and it was all happening at night because they didn't want people to see during the day. So I didn't really understand.

So to answer your question: no, it wasn't helpful. If anything, it just raised more questions, created more frustration , and more upset, you know. Still to this day -- I mean, I understand it a little bit more now. I mean, you know, I haven't seen what they were doing, but it must have been tough, difficult , a difficult job to sieve through all of the debris and try to find people.

- Q. Out of interest, has anybody ever explained to you the process of identification that was undertaken?
- 25 A. You know, they might have done, Mr Millett, and I'm

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probably leaning more towards Dr Fiona Wilcox, because she communicated very well to our families, very well to my family, in terms of the processes, and really tried to make you understand the significance of what had to happen in order to get these people's remains, and I remember this because I remember when we found out about Uncle Hesham being identified, and he was identified complete, right, so he was — his remains were all found together, and I remember us being really happy about that, almost feeling lucky that we were able to get him all back. I mean, this wasn't until September.

But just to answer your question, yes, I think more from her, because of that feeling of relief of finding Uncle Hesham, because I know that others weren't as lucky.

17 Q. Yes.

Now, moving back a little bit in your statement, paragraph 57, you say there, page 14 {IWS00001783/14}:

"By the 16 June there was a lot of anger in the community and tension. I think communications from officials to the community was really bad and this led to false information being spread and a feeling that the authorities were trying to cover something up."

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You go on to say:

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"The rumours got out of control and I blame this on the lack of information and communication from those in authority and the absence of any leadership from them." That's right, is it? You stand by that?

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A. Yeah, I mean, it's in my statement, I ... I mean, I still believe to this day, and we've learnt -- and also through what we've learnt through the Inquiry that there were officials or organisations, if you want to call them that, and I'm referring to the local authority and the government, were actively trying to go against what was coming out, was trying to make us out to be some type of, you know, crazy people who were going to be rioting and causing havoc on the streets and all of this type of stuff. We now know that there were -- the government and the local authorities weren't actively trying to help us, they were actively trying to suppress any sort of uprising, but also to try to control the narrative that there was something wrong with the tower or the refurbishment or these materials or whatever it may be. You know better than myself, Mr Millett, you have been questioning these crooks directly yourself. So I still believe that a cover-up was taking place.

In terms of the amount of people that died, yeah, I believed for a long time that there were a lot more people than 72 that died, but that was because,

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you know, like I say in my statement, there was a lack of communication, and there was a lot of anger in the community, and people had the right to be angry. We were angry. But I can say this with confidence, you know, the community, and especially the families, didn't want any sort of crazy stuff going around in the community, and if that was happening — and it kind of almost did, you know — we were stopping it.

- Q. At the time I know it's difficult to cast your mind back to that time — in those days immediately after the fire, 14, 15, 16 June, what expectations did you have at that time about what was supposed to be in place by way of public communication for people in your position, looking for loved ones?
- A. I mean, obviously I've never experienced anything like this before in my life and I don't know anybody that has, so there wasn't a sort of guideline of expectations. But living in London, living in the Royal Borough of Kensington and Chelsea, in 2017, you'd think, or I believed, that it was just a matter of time for, you know, these heroes to show up and to tell us that everything was going to be okay and take care of everything, and it never happened. I don't know what these heroes looked like, whether they were government, police, I don't know. It could have been, you know ——

but -- and I won't even say as each day went on; as each hour, as each minute went on, it was more and more of a realisation that they were never coming. They were never planning to come.

Q. Well, then, that takes us to those days, the Saturday/Sunday, the 17/18 June, and you say in your statement at paragraph 59 that you continued doing the same thing as before, and you still had no contact from RBKC or the TMO about Uncle Hesham, and the police hadn't told you about what they believed had happened to him. Now, that's now five days since the fire.

At that stage —— I think you have probably answered the question —— what were your thoughts or your expectations about getting any of the information you were after?

A. I mean, like I said, I was holding on to the hope with
 everything I can that Uncle Hesham was still somewhere,
 and as long as I had that hope, then I had the means and
 the adrenalin and the motivation to keep running around
 and try to speak to someone.

I mean, this is how silly I was, thinking that even if I saw the same person and I asked him the same question, maybe today he will remember something he didn't yesterday, you know, it was that type of desperation, but nothing changed.

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Q. You then describe a meeting at paragraph 60 of your
 statement, just at the foot of the screen there, on
 19 June, which was the Monday, at the Harrow Club with
 police, and you say:

"It wasn't a community centre ... There were about 100 people there. The ambulance service was also there and I think someone from the London Fire Brigade was there too but I don't know who."

And you have a 17—minute meeting of that meeting.
Was anyone from central government or the RBKC or
TMO at that meeting?

A. Absolutely not, no. I remember quite vividly who was there and even where they were seated, and you had Commander Cundy and then next to him I believe you had somebody from the Fire Brigade, and then the ambulance guys were sitting all the way towards the left, and I remember at the beginning they'd all sort of like introduced themselves and what they did, and when it came to the ambulance guys, everybody sort of applauded, and it was this unified sort of feeling of gratefulness. But everybody else, it was like, you know, we didn't believe a word that was coming out of their mouths, you know. I think somebody from the Fire Brigade had

said that they'd got to the top floors, and we believed

them. I now know that that was a lie. He was lying to

us, because they never did, they never got to the top floors , the firefighters , and he stood there, and it was the first meeting — I'm not sure —— remember who he was, and the first meeting he had with us, he lied.

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Commander Cundy I could see was -- or I felt was a little bit shaken up. I think he'd just been in the tower. I mean, if you're a human being and you walk into the tower, I mean, and see what he saw, I'm sure it would affect you, so I could see that in him. But, again, as he was talking, you know, we were all frustrated, we didn't believe what they were saying, we felt that they were hiding information from us or they weren't telling us things because they were worried that we were going to get upset and angry, and people were there crying, and it was a really hot day as well, it was really hot in there, and I definitely remember not seeing anybody from local government, central government, from RBKC, or the TMO, it was just the police, the Fire Brigade, the ambulance, and some volunteers and stuff like that.

There were lots of police standing outside, standing inside. I remember there was a moment where I got up and I was really frustrated, and I was talking to this police officer and saying, "Why are you guys not telling us the truth, why are you not helping us?", and he just

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grabbed me and started crying, and I was just thrown back by this. And I remember just thinking: wow, you know, if he's crying, like, how bad things — you know, how bad are they really?

And this is why people kept feeling like they weren't being told things, and that was the worst thing you can do in these type of situations to us, is make us feel like you weren't telling us anything. So if you could see that we're feeling like this, try to reassure us, and they didn't.

You know, all they told us was — that was when we found out that people — whoever was missing was going to be technically missing until they were identified. That was the first that we'd heard that, or that was the process. And that he believed 79 people were missing, and also he — they had only identified three or five people, but they had 37 bodies. I remember that quite vividly. And it was just a very emotional meeting, a very angry meeting, people were shouting, people were —— I mean, naturally people were upset, people were crying. I remember my auntie, Noha, was there with me, and the guys from the ambulance had to come and help her because she got really upset after Commander Cundy told her about the process of Uncle Hesham being technically missing until he had been identified, and, yeah, that's

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what I remember from that meeting. But definitely nobody from government or the council.

3 Q. Was any information, any support services even 4 signposted?

A. No. No. There was no bits of information that they were giving out, there was no sort of phone line or helpline or this is where to go, it was just they

 $\,\,$ gathered us together, they told us what they wanted to

9 tell us, and that we should all have -- for the families

who have relatives that are missing, we should all have family liaison officers by then or soon, and they would

family liaison officers by then or soon, and they would

be giving us information as to the processes and the

 $13 \hspace{1cm} \text{next steps in terms of identifying our relatives} \; .$

Q. Now, in the end, as I think you say in your statement at paragraph 65 {IWS00001783/15}, it wasn't until

August 2017 that Uncle Hesham's remains had been found

 $17 \hspace{1cm} \hbox{in his flat} \; . \; \; \hbox{Do you remember who gave you that} \\$

18 information?

19 A. It would have been the family liaison officers .

20 Q. Right.

21 A. Either Graeme or Tom, probably Graeme.

22 Q. Did they explain the lapse of time?

23 A. Sorry, Mr Millett, what do you mean?

Q. I was going to use the word "delay", but that might bethe wrong word, but the period of time it had taken to

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1 identify the information.

2 A. No. So, I mean, we -- I knew before the family liaison 3 officers that Uncle Hesham was about to be identified, and this was through, like I was saying earlier, the 5 group that Ahmed had created, and I was -- I remember my 6 family convinced me to go away for a period of time, 7 take my wife and the kids away to Poland, just to get 8 away for a little bit, and I just -- I really didn't 9 want to go. I felt that I was abandoning my grandmother 10 and I was abandoning my family, but I felt that I needed 11 to do this for the kids, because they'd seen everything, 12 and I was in constant communication with Ahmed, and 13 I remember Ahmed had called me and said to me -- this 14 was in the middle of July -- that they've started to now 15 identify people in the top floor. I think he even knew 16 what flat they had gone into. And it was -- so we knew

starting to come to terms that he had passed, and it was through that.

So when the family liaison officers came and spoke

that we were next. In the next few weeks, we were going

to be told that Uncle Hesham had been identified.

I think by then we'd sort of come to terms -- were

to the family, we kind of anticipated it, because of the communication we had with Ahmed and his communication with the other family members.

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They didn't explain what the delay was, apart from that it was this very big job, that they had to get people in from abroad to sieve through this stuff, I think they even mentioned archaeologists and stuff like this, who had to go through all of this stuff, bit by bit, inch by inch, and that's why it took so long, and I understood that. I think I had this argument with them one time, I said, "Well, you know, you guys must have known that this was the process from the beginning, had you have said this to us then we could have anticipated, okay, we're not going to hear anything from you for the next three weeks because this is what you're doing, whereas you're not telling us anything and leaving us in this sort of dark limbo, you know, naturally it just makes things worse".

So I wasn't so surprised, and I think by then I kind of knew the process for identifying Uncle Hesham's remains.

Q. Yes

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Now, I just want to ask you one or two questions about key worker support. You pick it up at paragraph 70 at the foot of page 16 of your statement ${IWS00001783/16}$, and you say:

"I was allocated a key worker called Jackie but I don't believe that this happened within the first

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1 seven days of the fire . I believe that she worked for RBKC.' 2

Do you remember when she was allocated to you?

- 4 A. I really don't.
- 5 Q. Right.
- A. It wasn't until a lot later. 6
 - Q. Okay. Was she useful?
 - A. Not really. Not because she just there wasn't anything that she offered we needed. You know, all we wanted was Uncle Hesham. Where is he? Can we have him back? And we weren't interested in any other support that RBKC were offering. I mean, they were, you know, throwing money around like it was nothing, and I remember me and my family sort of saying, "We don't want any of your blood money, we don't want anything, just give us back our uncle".

So, I mean, maybe the help would have been -- it's just $\,--\,$ it's not what we needed at the time. We were very fixated on one thing and one thing only, and, you know, it seemed like they'd allocated these people to try to, you know, whether help you or calm you down or make you feel a little bit better about the council, I don't know. But what I do know. I've had many key workers. I also remember in the time in the beginning they were using foreign exchange students with

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no experience to be key workers, some of which didn't speak very good English, I was hearing from some of the families, and they were just putting people in this place probably just to tick the box and say, "We're supporting these families".

Q. Now, if you go to paragraph 71 on page 17 of your statement $\{IWS00001783/17\}$, you say:

"In January 2018 I was assigned a new key worker called Wendy. She wasn't as good as Jackie in terms of supporting us as she tended to just point me in the direction of Grenfell United (GU) who were helping survivors and the bereaved. GU had set themselves up early on and I have described how I saw them forming at the Rugby Club on 14 June. They stepped in and helped organised the bereaved and survivors when there was no leadership and help from government, to try and support one another. In the months after the fire, they continued to offer support and to make sure the bereaved and survivors knew of what support they were entitled to, as some people had key workers who were not as good as others and the system RBKC had put in place clearly wasn't working. I wasn't aware until I started becoming involved with GU of the different types of support I could receive to help me after the loss of uncle Hesham and what we had been through in the aftermath."

Now, I'm interested in the immediate few days after the fire, and you say that you saw them forming at the Rugby Club on 14 June.

Who was it who was organising Grenfell United at that stage?

A. So I think it was mainly sort of Ed, Willie, they were the ones that were sort of like standing at the top and talking to everybody. But, I mean, like, I'm almost making it sound like it was like this big sort of -- it just happened organically, you know. They were people that knew each other, some of which we also now have learnt that they were -- I wouldn't say campaigning, but were discussing the issues and concerns that they had during the refurbishment. So, you know -- and obviously we know about Ed and the blog that he wrote with Francis.

So I didn't know any of this then, but when I was there, you could see obviously they knew each other, they had a history together of being together and I guess talking about the council and the lack of support that they were getting, or whatever that was. But it was just an organic thing, where these neighbours that had escaped this horrific disaster together were sort of like saying, "Right, this is what we need to do, we need to now do this and we need to now do that, and

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in order to get this we're going to do that", and they just, you know, switched on and became this humanitarian group.

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And there wasn't so much -- you know, a lot of bereaved there at the time, because a lot of them were probably doing what I was doing, running around and stuff like that, but it was mainly for all of the guys that were able to get out of the fire that weren't in hospitals, and they were just organising themselves because they knew that no one was coming, you know. I was still naive enough to think that this hero was going to turn up at some stage, and I think through their experiences and through knowing RBKC, they knew nobody was coming to help them or save them or to even -- I mean, you know, when did they have somewhere to stay for the first time, you know? How long did that take? How long did the council take to give these people a roof over their heads? So this is what I saw happening organically. But I very quickly realised that this isn't my path, I need to find uncle.

But then I later got involved with Grenfell United in November that year. I was co—opted on to the committee in November 2017.

Q. We have been through a lot of evidence today together with your statement, but my last question for you,

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before we take the standard break, is: in general,

Mr Mussilhy, how did the absence of any presence of

authority and leadership, as you saw it, as you've told

us, in the immediate aftermath of the fire affect you

and your family?

A. I mean, naturally it's affected us really badly, Mr Millett. Like I mentioned earlier, for me personally, Grenfell has completely changed my life, my family's life, and the life we had before Grenfell is almost non—existent.

I thought we lived in a country where the people we vote for and the people that are put in place to look after its people, its most vulnerable people, would help, would come swooping in, and it never happened. The sad part about that, Mr Millett, is that they never planned to. They don't care about us. They care more about themselves, their pockets, and I won't go into detail, because you questioned these crooks, you sat here and spoke to these criminals who acted so fraudulently and with this constant detachment. I mean, how many more politicians, ministers and lords are going to insult our dead families before something is done about what happened to us? And it's sad.

I've almost completely lost faith in humanity. I've almost completely lost faith in the world, because it's

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always the same thing everywhere. We suffer, and they prosper. And I've said this before: the system isn't broken; it was built this way specifically to benefit them

Our families died in the most public and horrific way possible, and here we are, five years later, with no arrests, no accountability, but yet the ones who were put in charge or the ones who were involved have been able to prosper since the fire, and how can we allow this to happen?

I feel like as time goes on, the general public have forgotten about us, or every time they hear about us, they're fed up, and this is the problem. People need to see themselves in us. People need to understand that what's happened to us and what's happening to us is also happening to them.

Putting aside these corporates that behave the way they behave, because it's in their nature, it's what they do, but the government, the government's duty is to protect us, to look after its people. But yet only last week, a lord was sitting here, calling our families nameless, getting the numbers mixed with Hillsborough, and couldn't even say Grenfell, said "Grenbell", and these are the people put in place, Mr Millett, to look after us. The government we elect and we pay our taxes

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to, and they can't even get our families' name right.

They can't even get the name of where our families remains still live to this day. And it's sad.

I've given up on the world. I think it's completely messed up, and I almost want to just create a bubble for me and my family and live in it. I don't do what I do with Grenfell United because I want to be an activist, because it's a battle we're never going to win. The government will do whatever they can to try to keep us quiet, sweep this under the carpet and continue to make money the way they have been doing for decades, and either we change it or we accept it.

I don't know what changing it looks like. All I know is my uncle's gone, we're never going to get him back, our families are broken, and they will never be fixed.

That's all I have to say.

MR MILLETT: Thank you very much.

Well, Mr Mussilhy, what I'm going to do is ask the Chairman to rise for a few minutes to see if there are any questions that I have failed to ask you which I should have done, or whether others outside this room or within this room would like me to put other questions to you.

Mr Chairman, it's 12.56. I know that we would

| 1 | normally break at 1.00, but I am in your hands as to | 1 | your evidence and we're extremely grateful to you for |
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| 2 | what we do. | 2 | coming here and assisting us with our investigations, so |
| 3 | SIR MARTIN MOORE-BICK: Well, I think it would be sensible | 3 | thank you very much indeed. Thank you. |
| 4 | to try and finish Mr Mussilhy's evidence before lunch. | 4 | THE WITNESS: Thank you. |
| 5 | I think you would prefer that, wouldn't you? | 5 | SIR MARTIN MOORE-BICK: It's right that I should add the |
| 6 | THE WITNESS: Yes, please. | 6 | thanks on behalf of all the members of the panel. It's |
| 7 | SIR MARTIN MOORE-BICK: We have to have a short break at | 7 | really been very interesting and very helpful to us to |
| 8 | this point, as I think you know, because there are other | 8 | hear what you have to tell us, because you were there |
| 9 | people following the proceedings who may want to suggest | 9 | and obviously we weren't, and we need to know what |
| 10 | questions that should be put to you. | 10 | things were going on on the ground shortly after the |
| 11 | Do you think 1.05 is going to give you long enough | 11 | fire . So thank you very much indeed. |
| 12 | for that? | 12 | I know it must have been difficult for you to go |
| 13 | MR MILLETT: Yes. | 13 | over this ground yet again, but it really has helped us |
| 14 | SIR MARTIN MOORE—BICK: All right. | 14 | a lot, so thank you very much indeed. |
| 15 | We'll break until 1.05 and then, when you come back, | 15 | THE WITNESS: Thank you. I'm glad I came. |
| 16 | we'll see if there are any more questions for you. | 16 | SIR MARTIN MOORE—BICK: Certainly, yes. Thank you very |
| 17 | THE WITNESS: Okay. All right. | 17 | much. |
| 18 | SIR MARTIN MOORE—BICK: As I asked you before, please don't | 18 | THE WITNESS: Thank you. |
| 19 | talk to anyone about your evidence, although I don't | 19 | SIR MARTIN MOORE—BICK: Well, now you're free to go. Thank |
| 20 | think you will have much chance to do so. All right? | 20 | you very much. |
| 21 | Thank you. Would you go with the usher, please. | 21 | THE WITNESS: Thank you. Goodbye. |
| 22 | (Pause) | 22 | SIR MARTIN MOORE—BICK: Goodbye. |
| 23 | We'll say 1.05, Mr Millett, but if it turns out that | 23 | (The witness withdrew) |
| 24 | you do need more time, you know how to contact us. | 24 | SIR MARTIN MOORE—BICK: Good. Well, thank you very much, |
| 25 | | 25 | Mr Millett. |
| 23 | MR MILLETT: Yes, thank you, Mr Chairman. | 23 | ivii iviillett. |
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| 1 | SIR MARTIN MOORE—BICK: Thank you very much. | 1 | MR MILLETT: Now, thank you, Mr Chairman. It's just short |
| 2 | (12.58 pm) | 2 | of 1.10. |
| 3 | (A short break) | 3 | Now, the next thing that's going to happen after the |
| 4 | (1.05 pm) | 4 | break and for the rest of the day, I think, is that |
| 5 | SIR MARTIN MOORE-BICK: All right, Mr Mussilhy, we'll see if | 5 | Ms Islam of counsel will read to you and the public |
| 6 | there are any more questions for you. All right? | 6 | extracts from a large number of written witness |
| 7 | THE WITNESS: Okay. | 7 | statements that the Inquiry has received under some |
| 8 | SIR MARTIN MOORE-BICK: Thank you. | 8 | grouped headings on themes. So she will be here in my |
| 9 | Yes, Mr Millett. | 9 | place when we come back. |
| 10 | MR MILLETT: Yes, Mr Chairman, thank you. | 10 | SIR MARTIN MOORE-BICK: Yes, thank you very much. |
| 11 | Mr Mussilhy, just one short question. | 11 | Well, I'm going to suggest we come back at 2.05. |
| 12 | During the seven days after the fire at | 12 | MR MILLETT: Very good. |
| 13 | Grenfell Tower, did you actually get into the | 13 | SIR MARTIN MOORE—BICK: And at that point we'll look forward |
| 14 | Westway Centre at all? | 14 | to hearing Ms Islam. |
| 15 | A. Not once, no. I was never able to get into any of the | 15 | MR MILLETT: Thank you very much. |
| 16 | other centres, really, apart from the Rugby Portobello | 16 | SIR MARTIN MOORE—BICK: Thank you all very much. We break |
| 17 | Club, and that was because I was able to get in there on | 17 | there until 2.05, please. Thank you. |
| 18 | the first day and obviously some of the people had seen | 18 | (1.08 pm) |
| 19 | me, so it was easy for me to get back into there, but | 19 | (A short break) |
| 20 | I was never able to get into the Westway or any of the | 20 | (2.05 pm) |
| 21 | other places. But the Westway, like I said earlier, was | 21 | Thematic Summary of BSR Evidence |
| 22 | the only place that was only letting people in with the | 22 | SIR MARTIN MOORE—BICK: Yes, Ms Islam. |
| 23 | wristbands. | 23 | MS ISLAM: Good afternoon. |
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Mr Chairman, members of the panel, we're now going

to read extracts from a number of statements provided by

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MR MILLETT: Yes, thank you very much.

Well, Mr Mussilhy, it's been very useful to hear

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| 1 | the bereaved, survivors and residents relating to their | 1 | stop the live stream, please do so now. |
| 2 | experiences in the immediate aftermath of the fire. | 2 | (Pause) |
| 3 | We will be taking a thematic approach to the | 3 | Turning to the first section, then, please, dealing |
| 4 | evidence and will be addressing the following eight | 4 | with the initial hours and the rest centres that were |
| 5 | sections: | 5 | set up in the immediate aftermath. |
| 6 | Section 1: rest centres set up in the immediate | 6 | On the night of the fire, survivors, tower residents |
| 7 | aftermath of the fire; | 7 | and evacuated residents from nearby properties report |
| 8 | Section 2: emergency accommodation; | 8 | not knowing where to go or what to do. Many people with |
| 9 | Section 3: financial assistance; | 9 | loves ones who lived in the tower arrived at the scene |
| 10 | Section 4: psychosocial support; | 10 | to try and find information. |
| 11 | Section 5: information for those looking for the | 11 | Jenny Dainton lived in flat 12 on the 4th floor with |
| 12 | missing; | 12 | her two daughters. She was at the scene on the morning |
| 13 | Section 6: public communication; | 13 | of 14 June and said $\{IWS00000939/12-13\}$: |
| 14 | Section 7: observations on the response; and | 14 | "There were lots of people searching for their loved |
| 15 | Section 8: impact. | 15 | ones, who were missing. Everyone was trying to |
| 16 | Dealing with this important evidence in this way is | 16 | understand what had happened. We were in a state of |
| 17 | designed to provide illustrative examples of the | 17 | shock and disbelief I saw people with no shoes, men |
| 18 | experiences of those directly affected in the immediate | 18 | sobbing and people collapsed on the floor. No one at |
| 19 | aftermath. This includes the experiences of the | 19 | that time had any answers. No one was there to tell us |
| 20 | bereaved, tower residents, tower survivors and also | 20 | what we should do or where we should go Immediately |
| 21 | evacuated residents. | 21 | after the fire the only support I received was from my |
| 22 | I wish to emphasise that we recognise the | 22 | sister and mum Initially I was not aware of any |
| 23 | experiences of those affected are not homogeneous. The | 23 | support being provided in the local area. However, the |
| 24 | lived experience of every affected person is individual | 24 | local community started pulling together during 14 June |
| 25 | and distinct . Seeking to draw out selected extracts is | 25 | 2017 Through word of mouth, I also became aware that |
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| | 109 | | 111 |
| 1 | 109 not at all intended to take away from this, and every | 1 | 111 the Rugby Portobello Club had opened its doors and was |
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| 1 2 3 | not at all intended to take away from this, and every statement is important in its entirety . | | the Rugby Portobello Club had opened its doors and was |
| 2 | not at all intended to take away from this, and every | 2 | the Rugby Portobello Club had opened its doors and was offering support to those affected." Marcia Levi was evacuated from Testerton Walk at |
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transport. Nobody was telling us anything and we did

not know what to do. After another three hours someone $% \left\{ \left(1\right) \right\} =\left\{ \left(1\right) \right\}$

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experiences of others in the immediate aftermath

distressing . If anybody wishes to leave the room or

son. He says $\{IWS00000847/10\}$: came and told us that if we went to the Rugby Club there 1 2 would be tea and refreshments there and they would 2 "We had very good support at the Rugby Portobello 3 supply us with clothing. We decided to walk to the 3 Trust. In the hours after the fire the Portobello Rugby 4 Rugby Club. We arrived at around 4.30am and were given 4 Trust became an informal information exchange for the 5 blankets and refreshments." 5 residents of the Tower, it was where we went to find out about people or to inform others that people were 6 A number of spontaneous rest centres were set up by 6 7 the community and faith leaders in the early hours of 7 missing. In the days following the fire the staff of the morning of 14 June 2017. These provided shelter and 8 8 RBKC and the TMO were conspicuous by their total 9 support to those directly affected. These rest centres 9 absence." 10 10 Jevon Moses, a Grenfell Walk resident, says include but are not limited to the Rugby Portobello 11 Club, the Clement James Centre and St Clement's Church, 11 {IWS00001276/14}: 12 12 "On the night of the fire, Grenfell Tower residents Al Manaar Mosque, Notting Hill Methodist Church, Latimer 13 Community Church and the Harrow Club 13 went to the Rugby Portobello Club and Grenfell Walk 14 14 Elizabeth Sobieszczak lived in flat 43 on the residents went to Clements Church. Someone at Rugby 15 7th floor of the tower with her husband, Michael, and 15 Portobello Club themselves confirmed that they were only 16 their daughter, Florentyna. She says {IWS00001539/9}: 16 helping Grenfell Tower residents as they turned me away. 17 "We waited there amongst the chaos for what seemed 17 After a few weeks, Rugby Club opened their services to 18 an incredibly long time, and then a policeman told us 18 residents who were not living in the Tower." 19 that the Rugby Portobello Club had been opened ... We 19 Hazel Burke, a resident from Barandon Walk, 2.0 2.0 describes being outside on the street until 4 am when were some of the first people to arrive at the Rugby 21 Portobello Club. When we went in, they gave us blankets 21 St Clement's Church opened. She states 22 and hot drinks and the three of us just sat there 22 {IWS00001544/7-8}: 2.3 23 "I did not know where else we could have gone apart huddled together, waiting to be told what we should do 2.4 2.4 from the Church at this time. Volunteers started next ... the atmosphere became increasingly oppressive 25 and harrowing, as so many people were traumatised and 2.5 bringing donations to the Church in the morning. It was 113 115 1 grieving, and looking for missing relatives or friends 1 like a flea market ... there was so much food, clothing 2 who had been in the Tower. Those who were trying to 2 and toiletries — all in donations. People turned up 3 find people were desperate because they were going 3 from everywhere to try to help ... St Clements was open between various sites ... and there was no way of them and busy for the rest of the week. Donations kept 5 knowing where they would find their loved ones at that 5 arriving and people came continually to collect things 6 time, or if they would at all." 6 that they needed ... I know that the Rugby Club, Harrow Michele Chiapetto lived in flat 155 on the 7 7 Club and Methodist Church also opened and offered 8 8 18th floor with his partner, Berkti Haftom, and her son, assistance ... St Clement's Church, and other churches, 9 9 Biruk, both of whom perished in the fire. He says mosques and local community groups played a vital role 10 {IWS00001780/4-5}: 10 in supporting the community at that time. 11 "Immediately after the fire, information about what 11 Ibtisam Alfawaz, who lived in Hurstway Walk, says 12 to do or what was happening was not clear and it seemed 12 {IWS00001274/7}: 13 13 the council and TMO had vanished. I went to the Rugby "On the second day a lot of people from the Walkways 14 Portobello Club and for the first time found somewhere 14 and families who did not have anywhere to go slept at 15 15 that was actually trying to help the Tower residents. the Clement James Centre ... I rejected any food and 16 They were trying to help the people who lived in the 16 drink that was provided in the initial relief centres in 17 Tower as well as the bereaved ... I knew Rugby 17 Westway and Clement James Centre as I felt like this was

the tower with his wife, Turafat Yilma Girma, and their

Portobello because I went there with Biruk for the

going there. They focused on people from the

without lots of people. It was somewhere that

homework club. It meant I knew it and was comfortable

Grenfell Tower ... it created a space where we could be

understood what was going on and who wanted to help."

Abraham Abebe lived in flat 44 on the 7th floor of

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meant for people who lost their clothes and belongings.

Simon Jolly, a resident of Barandon Walk, says that

"St Clements had an open door policy and was a huge

The Latimer Christian Centre was set up in the early

I understood that this was also available to me, but

I felt like it was not my right to take it.'

source of help to the community more widely."

{IWS00001621/6}:

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1 hours of 14 June and was open to all. Omar Alhajali lived in flat 112 on the 14th floor 2 Shahin Sadafi lived in flat 22 on the 5th floor of 2 with his brother, Mohammad Alhajali, and his friend, 3 the tower with his mother. Speaking about his arrival 3 Mahmoud Al-Karad. His brother, Mohammad, perished in at the scene he says $\{IWS00001806/3-4\}$: 4 4 the fire. After being discharged from hospital on 5 "There was absolute chaos and confusion everywhere 5 15 June, he was taken to the Westway Centre. He says there were tons of people still in the area looking {IWS00001533/12-13}: 6 6 7 for loved ones and having faces of shock and loss ... we 7 "I did not know what I was meant to be doing. I 8 had no information about what to do. We noticed that 8 just kept asking myself why I was there and what was 9 people were going into [Latimer] Christian Centre ... we 9 happening. I had a lot of fears, like whether I will be 10 10 went inside and saw it was a relief centre. There were homeless now, and what will happen next. No one came up 11 piles of bags of clothes and donations already there. 11 to talk to me about what help I needed. That was what 12 12 People were making tea ... it was full of people in the I needed. No one knew anything about me, like whether 13 community ... people seemed to sense we were Tower 13 I had been in the Tower or not ... I didn't see anyone 14 residents and began surrounding us and asking us if we 14 from the Council, any doctors or hospital staff, or any 15 were okay and hugging us ... We sat in shock at their 15 officials at the Westway. There were no information 16 16 kindness ' desks. It was just lots of people who looked like they 17 17 Joseph Kyle John lived in flat 6 on the 2nd floor of were volunteers or from the community, but who weren't 18 the tower with his former partner, Leanne Mya 18 able to give me any advice about what I should be doing 19 Jackson Le Blanc, and their son. He says 19 ... It was emotionally difficult to be with so many 2.0 {IWS00001685/7-8}: 20 21 "After escaping the fire, we went to Latimer Church 21 Manuel Miguel Ferreira Alves lived in flat 105 on 22 and stayed there. It was mainly the Church and local 22 the 13th floor of the tower with his wife and his children. Initially they stayed with friends and on 2.3 23 community that were helping survivors immediately after 2.4 2.4 16 June they went to Westway {IWS00001587/16}: the fire ... I staved at Latimer Church for a few days after the fire. If it was not for the Church, I was 2.5 "When we went to the Westway, there was simply 117 119 confusion everywhere. There were lots of people around 1 walking the streets. I slept at night on the floor of 1 2 the Church ...' 2 but I do not remember anyone making it clear that they 3 Survivors and residents also attended other 3 were from the Council." community rest centres that had been set up. Nadia Elbouti, a resident from Hurstway Walk, says 5 Nina Masroh was evacuated from Testerton Walk and 5 {IWS00001605/13}: 6 said that at around 7 or 8 am she went to the 6 "We had to spend a lot of time looking around the Harrow Club. She says $\{IWS00001759/12-13\}$: 7 7 Westway before we found someone official. I'm not sure 8 8 "The Red Cross were there. I think they had just if they were from RBKC or another Council.' 9 9 arrived when we got there as they hadn't set up an area Jason Miller lived in flat 145 on the 17th floor 10 yet. They were handing out forms for people to fill in 10 with his partner, Corinne Simone Jones, and their two 11 their information ... The Club was packed with people. 11 children . He says {IWS00001940/12}: 12 I remember seeing Jessica Urbano's family there. They 12 "RBKC had a desk at the Westway Centre, but they did were looking for Jessica. I remember hugging her mum 13 13 not offer anything beyond getting temporary or emergency and dad. I spoke to another woman there who had 14 14 accommodation. Their role was really marginal and they

Turning now to the Westway Centre, which initially opened as a spontaneous rest centre and later became the official rest centre.

recently lost a baby and she was still bleeding. I went

around the place looking for sanitary towels. I was

trying to help the best I could but I was also in

Survivors describe confusion at the Westway Centre, issues with gaining entry, being unsure of what support was available and the absence of a visible presence from RBKC and the TMO.

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there was no apparent structure to process and store it. We were concerned that there were not even basic things like signs or notices, so that people could know where

could not offer anything to help us at that time. The

Simon Jolly describes going to the Westway Centre.

 $^{\prime\prime}$ It seemed really chaotic as there had been a huge influx of donations on the Friday and Saturday, but

staff there seemed as powerless as us."

He says $\{IWS00001621/6-7\}$:

to go for what. It was a free—for—all for anyone who turned up, whilst survivors were being discharged from

25 turned up, whilst survivors we 120

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shock."

1 hospital with nothing. It was clearly problematic that identifiable when you walked down the street." 2 people were required to show up to make themselves and 2 Similarly, Zoe Dainton who lived in flat 12 of the 3 their needs known in order to receive support, as this 3 tower, says $\{IWS00001974/31\}$: 4 automatically meant that those who were most injured. 4 "It also meant that journalists in the area could 5 traumatised or isolated were left at a disadvantage when 5 easily identify you." they should have been the priority." Jenny Dainton says {IWS00001804/24}, speaking about 6 6 7 However, he goes on to say that once Ealing council 7 the Westway Centre: 8 "I found it was more formal and bureaucratic 8 had been brought in: 9 " ... by the Sunday afternoon, the Centre was 9 compared to the Rugby Club. I believe it had been set 10 1.0 completely different - systems were in place and there up by RBKC. You had to wear wristbands to get through 11 was a real sense of community and various services 11 security. There were lots of different organisations 12 12 working together.' here including the DVLA. Home Office and RBKC. They all 13 A registration system was introduced at the 13 sat behind tables, which I felt created a barrier between them and me. I found the Westway to be 14 Westway Centre, where people were asked to provide 14 15 identification before entering. 15 impersonal." Suhayb Hirsi lived in flat 7 on the 3rd floor of the 16 16 As a result, some people used the Westway Centre 17 17 tower with his father and brother. He states 18 {IWS00001776/4}: 18 Turafat Yilma Girma lived in flat 44. She says 19 "My experience at the Westway was terrible. When 19 {IWS00001732/12}: 2.0 I arrived, I was asked for identification at the door. 2.0 "We used the Westway Centre less. It was not as 21 I explained that I did not have any identification given 21 easily accessible because the Red Cross made it 22 everything I owned was still in our flat in the Tower. 22 difficult to get in at all . You were asked so many 2.3 23 They continued to ask me for some sort of questions just to be able to get in that it became 2.4 2.4 identification. I had to wait until the person at the unpleasant for me and my family ... the problems with door was not looking and sneak into the centre. It was 2.5 getting access at all was so bad. Additionally, it felt 121 123 1 absolutely ridiculous that I had to sneak into the place 1 like a shelter for government representatives and the Council staff rather than a refuge and support centre 2 that was supposed to be offering me support." 2 3 William Thompson says {IWS00002110/34}: 3 ... it felt as though rather than coming to us for "I remember joining a queue to speak to a woman at support, we had to go to them." a desk, I think from the NHS or a social worker but I'm 5 5 Other witnesses also share negative experiences of 6 not sure. The person in front of me had escaped the 6 the British Red Cross. Zohra Al-Assad, a Grenfell Walk resident, says 7 7 tower with nothing at all except what he was wearing and 8 8 the person at the desk asked him for identification, {IWS00001267/6}: 9 like a passport or a driving licence, and insisting one 'We were given forms to complete by the Red Cross. 10 needed to be produced before any help would be given. 10 My son and I completed the forms and we were not given 11 I made clear I had known him for years and that he was 11 anything. We also submitted our passports and at the 12 a Grenfell Tower resident but it was pointless as I was 12 end we got nothing. Later, we were told that only the 13 13 also asked for identification documents and I did not people that were admitted to hospital would benefit from 14 have any to show I was from the tower." 14 the Red Cross relief." 15 As part of the verification process, survivors were 15 Contrastingly, others share positive observations of 16 given wristbands upon entry. 16 the British Red Cross. 17 Jose Vieiro, who lived in flat 46 on the 7th floor Hamza Jones lost his brother-in-law, 17 18 of the tower with his wife and daughter, says 18 Abdulaziz El-Wahabi, his wife, Faouzia El-Wahabi, and 19 {IWS00001798/12}: 19 their three children, Yasin, Nur Huda and Mehdi, who 2.0 2.0 "I remember the British Red Cross being in the lived in flat 182 on the 21st floor of the tower. He 21 21 Westway. I did not like what they were doing. They savs {IWS00001710/6}: 2.2 marked us like we were going into a concentration camp. 2.2 'The Red Cross with limited funding, did an

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They gave you a wristband which was coloured differently

every day; and every day you had to register to get into

the Westway Centre. You were marked and easily

excellent job. When they first came, there was no one

things, where the people needed help, how they could get

telling anyone what to do. They started to organise

1 food and clothing, and in the background there was 1 {IWS00001607/7}, when queueing to get into Westway: 2 someone organising somewhere for people to go. They 2 "As far as I can recall, there was no method of 3 were like a light.' 3 prioritisation , and I queued with Tower residents and 4 Sandra Ruiz, bereaved aunt of Jessica Urbano 4 Walkway residents alike.' Ramirez, says {IWS00001689/5}: 5 5 Some survivors slept at the Westway Centre. "The Red Cross were friendly and welcoming but they 6 Branislav Lukic, who lived at flat 84 on the 6 7 seemed out of their depth in terms of organisation. The 7 11th floor of the tower, says {IWS00001760/4-5}: 8 "I felt really lost and did not know what to do. No 8 lines were really long, and it was too hot in the room 9 to be waiting ages there. They were meant to be helping 9 one around the Tower told me where I could go to sleep 10 10 coordinate information and donations and food and or what I could do to get help ... The next day, 11 drink.' 11 I wanted to get back to the Tower to see what was going 12 12 Evacuated residents from the walkways also had on ... I was directed to the Westway Centre ... The 13 issues with gaining access to the Westway Centre. 13 Westway had been set up as a centre for survivors ... Jevon Moses of Grenfell Walk says {IWS00001276/14}: 14 14 There were what seemed like hundreds of mattresses on 15 "I went to Westway on the night of the fire and they 15 the floor of the centre for people to sleep. I can't were just horrible. They were not letting anyone from remember how long I slept there for $-\ I$ think it was two 16 16 17 Grenfell Walk in, with lots of the staff standing 17 nights. I do remember that it felt very strange there. outside saying nothing ... After the fire I did not know 18 18 There were about 20 of us amongst all of the empty 19 19 mattresses. It was a very sad place to be. It really felt like it was somewhere for people that did not have 2.0 Ahmed Moussaid lived in Grenfell Walk and was 2.0 21 initially not allowed in $\{IWS00001282/5-7\}$: 21 anywhere better to go." 22 " ... I gave my name and address to the Red Cross and 22 The Jafari family, from flat 86 on the 11th floor, they didn't let me in as they couldn't find my name and 2.3 23 stayed in the Westway Centre for 10 days and were the 2.4 2.4 last to leave. Maria Jafari describes her experiences there was no organisation of what was happening. I was 25 left waiting outside. There was security there and 2.5 of staying at the Westway Centre and says 125 127 people weren't allowed in." 1 1 {IWS00001815/13}: "Staying and sleeping in the Westway was horrific. 2 When he was later allowed in, he said: 2 3 "As a relief centre at first, I thought Westway was 3 chaos, you couldn't speak to anyone, everyone would tell I did not want to expose parts of my body. I found this 5 me a different story. Nobody was clear what was going 5 very stressful . For two days after the fire , I stayed to happen, when I was going back to my flat." 6 in the same clothes I was wearing on leaving the Tower; 6 7 7 Jessica Gomez, a Grenfell Walk resident, says no one offered us a change of new clean clothes. All 8 8 {IWS00001264/8}: day there were people coming in and out, it was very 9 9 public. "When we first went to the Westway they refused to 10 help us because we were not from the Tower and they did 10 Rashida Ali, who lived in flat 125 on the 15th floor 11 not know what we had been evacuated and in fact had lost 11 of the tower with her husband and daughter, says 12 our homes. We had to fight for everything we got ... We 12 {IWS00001617/17}: 13 had to go to the Westway to register with the Red Cross 13 "I didn't know that people were staying in Westway 14 ... they were kind and tried to be helpful but they did 14

day.' Some walkway residents say they were also issued with wristbands.

not really know who we as Grenfell Walk residents were

and said they would need to check and come back the next

Cesar Ranito, who lived in Testerton Walk with his wife, Isabel Ranito, says {IWS00001249/7} that on 15 June, someone from the council was at the Westway with a register of walkway residents, which they marked people off the list and gave them wristbands.

Giuseppe Razza, who lived in Barandon Walk, said 126

As a Muslim woman modesty is important and when sleeping

overnight on the night of the fire . When we took Sid to the hospital [her husband], we missed that. If I knew that I would have stayed there. This also would have meant that I would have had earlier access to the clothing and other donated items that I needed."

Turning now to section 2 on emergency accommodation.

A number of issues were experienced, including a lack of information about where to go, uncertainty about the length of stay in hotels, unsuitable room arrangements, issues with the provision of food, distance of hotels from the community and specific needs not being met.

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Sepideh Minaei Moghaddam lived in flat 4 on the 8th floor of the tower. He describes how his parents 2 1st floor of the tower with her son. She states 2 went to stay with his uncle for two weeks. He says 3 {IWS00001266/4}: 3 {IWS00001610/10}: 4 "... I escaped from the tower with my son and sat at 4 "No one from RBKC or the TMO had reached out to any of us during this time." 5 the grass verge outside the tower ... I then went to my 5 car and drove to the end of the road where I was blocked Accommodation was arranged for his parents about 6 6 7 in by fire engines so I just parked there. My son and I 7 two weeks after the fire. slept in the car that night until around approximately 8 Some survivors had issues with finding their hotels 8 9 09:00. 9 and experienced problems upon arrival. 10 Maher Khoudair lived in flat 64 on the 9th floor 10 Genaro Batoon lived in flat 146 on the 17th floor of the tower and says {IWS00001687/11-12}: 11 with his wife and three daughters. They went to the 11 12 12 "I went to three different hotels before I arrived Rugby Club after escaping the tower, and he says 13 {IWS00001616/11}: 13 at the correct one as there were some errors with the 14 14 "My daughter was pregnant, she slept under the table bookings. 15 because there were no mattresses around." 15 Rashida Ali was placed in the Premier Inn hotel on 16 Abdulwahah Abdulhamid lived in flat 14 on the 16 14 June, but when they arrived she says 17 17 {IWS00001617/12-13}: 1st floor of the tower with his wife, her brother and 18 her friend, Amina Yousif Mohammed. After escaping the 18 "The workers in reception didn't have our names 19 19 tower, he and his wife were taken to hospital where he recorded. I had to prove myself ... it was late in the 2.0 says {IWS00001919/3}: 2.0 evening and everywhere was closed with nowhere else for 21 "My wife called RBKC to enquire about what we should 21 us to go. I was sitting in the lobby of the hotel 22 do as my wife was heavily pregnant and we did not know 22 waiting for someone to tell us what to do and where to 2.3 where to go, we were looking for information. RBKC told 23 go. 2.4 us to wait there and wait for a call back for further 2.4 She was eventually given a double room for her and instructions. After waiting a few hours, we had not 2.5 her daughter, until the next day being moved to another 129 131 1 received a call back \dots We decided to go directly to 1 hotel, where her husband joined them. She says: "We needed a family room, but they only gave one 2 the town hall but when we arrived we were again told to 2 3 wait until someone came out to see us. We were 3 room, with just one double bed for three people." eventually told that no one was available and we would Survivors raised issues around the lack of 5 have to come back the next day \dots as we stood outside 5 communication about their length of hotel stay. a security guard, who could see our distress, agreed to 6 Bellal El Guenuni lived in flat 152 of the tower 6 7 7 find someone to help us. After waiting outside for with his wife, Rabia Yahya, who was pregnant at the approximately 30 minutes a woman came out, gave us 8 8 time, and their three children. He was placed in 9 9

Ovster cards, and told us to make our way to the Premier Inn Hotel ... She did not explain anything to us, the lady just handed us the Oyster cards and told us to go there. We took a taxi to the hotel. A friend ... of mine gave me money to take the taxi ...'

Alison Moses lived in flat 11 on the 4th floor of the tower. She describes having mobility issues which RBKC and the TMO were aware of. She says that in the early hours of 14 June {IWS00001281/9}:

"Someone called me about emergency accommodation. I don't know who they were. A woman's voice said she had a room for me at a hotel in Earls Court ... She did not give me any details or any choice. After the person hung up, I realised I had a room reserved but no way to get there, no money, no clothes. I didn't know what I was supposed to do. I was in my dressing gown."

Chiraag Patel's parents lived in flat 56 on the 130

a hotel on 17 June but received {IWS00002034/9}:

... a knock on the door in the morning after the second night in the hotel. It was the hotel manager saying that I needed to find alternative accommodation. I couldn't believe it. Where were we meant to go?"

He continues:

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"RBKC eventually offered me a night in a hotel in West Kensington, but I needed to stay in Edgware Road because that location allowed me to visit my family in two hospitals; they were split across the Royal Free hospital in north London and King's College hospital in south London, and I was going back and forth between the two everyday. It was hard enough being based in Edgware Road, and had I moved I would not have been able to travel between the two hospitals within visiting hours. I slept in my car that night ... We were treated like second class guests at the hotel."

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Hoang Khanh Quang lived in flat 76 on the 10th floor 1 and asked me if I was still in Dorset House. I told him 2 of the tower with her former partner and their daughter, 2 that of course I wasn't ..." 3 Jenny Fei Quang. She describes her arrival at the hotel 3 Survivors and residents report that their 4 {IWS00001821/12}: 4 accommodation arrangements were unsuitable. "... the staff confirmed that I had a room there for 5 5 Maryam Yusuf Adam lived in flat 14 with her husband. a night. They told me that we would have to check-out brother and friend. They were given one room with one 6 6 the next day ... I did not know how long the room had 7 double bed for four people. She was pregnant at the been paid for. I felt really worried. I thought where time, as she says {IWS00001296/4}: 8 8 9 will I stay if I can't continue to stay here? ... 9 "I was unable to get onto the bed as it was too high 10 I think that someone from RBKC or the TMO should have 10 off the floor, so I slept either on the sofa or the 11 been at the hotel when we arrived to give me information 11 floor. I requested a mattress but the hotel did not 12 12 ... I would have felt a lot less anxious ... It was provide one. One of the many volunteers that attended 13 13 the hotel provided a duvet for me to sleep on. I was in Sener Macit lived in flat 133 on the 16th floor of 14 14 a lot of pain and my back condition worsened while I was 15 the tower with his wife and son. He states 15 at this hotel " 16 {IWS00001563/12}-16 Sahar Jamalyatan lived in flat 10 on the 3rd floor 17 "I was really anxious about how long we would be 17 with her mother. Mahboubeh, and her brother. She says 18 able to stay in the hotel. I did not know who was 18 {IWS00001704/5}: 19 paying for the hotel but I knew it was not cheap. There 19 "On the afternoon of the first day, we were taken to was not anyone from RBKC to say 'you have the room for 2.0 20 the Tara Copthorne Hotel in Kensington ... we had to 21 this period of time' ..." 21 wait in reception there for two hours. At first they Samuel Daniels lived in flat 135 on the 16th floor 22 22 gave us one room with two double beds in it, even though 2.3 of the tower with his father. Joseph Daniels, who 23 all three of us are adults, as they told us they didn't 2.4 perished in the fire. He says {IWS00002065/15}: 2.4 have enough rooms for us to have separate rooms. We 25 "RBKC would never tell you how long you were able to 2.5 spent three weeks in that room. I had to share a bed 133 135 stay at a hotel. The manager of the hotel would simply 1 1 with my mum ... my brother was supposed to have slept in 2 put a note under your room door saying 'you booked for 2 the other bed but he went to reception each night and 3 another week.' There was not one person to contact for 3 slept on the settees there." information or assistance." Manuel Miguel Ferreira Alves and his family were Shahin Sadafi says $\{IWS00001806/23\}$: 5 5 offered {IWS00001587/18}: 6 "Some hotels were giving people notice to leave 6 " ... one room with double beds for all four of us. 7 7 because the booking was at an end. A note was left It was completely unsuitable, especially as they knew 8 that my children were young adults. They had also only 8 under the door or attached to the door. People were 9 9 told to leave with just a few hours notice because the offered us a two-night stay, so we decided not to sleep 10 hotel needed the rooms.' 10 there because it would have been too disruptive for our family at what was already a very unsettled time." 11 Walkway residents also experienced issues about 11 12 their length of stay. 12 Two days later, they went back to the Westway Centre Brahim El Amine, a Grenfell Walk resident, was given 13 13 and were offered rooms in the Holiday Inn in Earl's a room and was told by RBKC that he would only be able 14 14 Court. His wife and daughter went to check in but: 15 to stay there for a week {IWS00001946/11}: 15 "They were told by staff that there were no rooms 16 "I asked where was I supposed to go after that week. 16 reserved for us. She tried to explain our situation but 17 The Housing Officer told me not to worry: they might 17 the staff were very rude to her. At this point, it was

or where I should move to, or even that I had to move 23 Melanie Urbano lived with her parents and sister, out - so I went back to my friend's home to stay. Four 2.4

Jessica Urbano Ramirez, in flat 176 on the 20th floor of the tower. Jessica perished in the fire. She says

already 7pm, so the Council office was closed, and we

As a result, the Alves family did not end up

went back to stay with our friends.'

checking into a hotel until 21 June.

had not been given an out of hours contact number, so we

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re-book my room or send me somewhere else and someone

will be in touch to let me know. This was incredibly

distressing for me and the Housing Officer did not seem

to realise this ... At the end of the week at the hotel.

no one contacted me to say that the room was re-booked

or five day[s] later, someone from RBKC Housing called

| 1 | {IWS00001721/2}: | 1 | "We had all just come out of a burning tower block |
|--|---|--|--|
| 2 | "RBKC allocated us a room at the Holiday Inn. It | 2 | and it should have been obvious that placing survivors |
| 3 | was one room for all of us $-$ my mum, dad and me $-$ so | 3 | on higher floors would be distressing." |
| 4 | I stayed in that room for a few days whilst my parents | 4 | Nicholas Burton lived in flat 165 on the 19th floor |
| 5 | stayed with other family. Then RBKC gave my mum | 5 | with his wife, March del Pilar, Pily. He describes |
| 6 | a separate room, but in a different hotel, though we | 6 | being given a room on the 14th floor $\{IWS00001661/24\}$: |
| 7 | needed to be near each other." | 7 | "As soon as I got to my room, I had a panic attack |
| 8 | Mahmoud Kabouh, a resident at Testerton Walk, had to | 8 | and immediately left again and followed the signs to the |
| 9 | share a single bed with his wife in a single room until | 9 | fire escape all the way down to the ground floor." |
| 10 | given a double room about a month later $\{IWS00001613/6\}$. | 10 | Some survivors did not receive food provision at |
| 11 | A number of survivors raise concerns about the | 11 | their hotels. |
| 12 | condition of their hotel rooms. | 12 | Genet Grebremaiam Shawo lived in flat 153 on the |
| 13 | Meriam Abdulkadir Yousef and her husband were not | 13 | 18th floor of the tower with her two sons. Her son, |
| 14 | offered hotel accommodation by RBKC for three days. | 14 | Isaac Paulos, perished in the fire . She was not aware |
| 15 | However, when they were, she says $\{IWS00001626/3\}$: | 15 | of a food allowance. She says $\{IWS00001290/4\}$: |
| 16 | $^{\prime\prime}\ldots$ as soon as we saw the accommodation RBKC had | 16 | "Whilst in the hotels, I did not know about a weekly |
| 17 | arranged for us, we left immediately. It was very dirty | 17 | food allowance. It was only when I moved to the |
| 18 | and not fit for human habitation. We could not believe | 18 | permanent accommodation that I was aware of the weekly |
| 19 | that the council expected us to stay there." | 19 | allowance. I did not know what I was entitled to so |
| 20 | Amina Mohamed lived in flat 51 on the 8th floor of | 20 | often I would just eat one meal a day as no one told me |
| 21 | the tower with her nephew. She says $\{IWS00001545/11\}$: | 21 | what I was allowed to have." |
| 22 | "When I arrived, I found that the hotel was actually | 22 | Others were unsure what they were entitled to. |
| 23 | more like a hostel. It was completely unsuitable. It | 23 | David Lewis, who was visiting his ex-wife, |
| 24 | was dirty and very cramped" | 24 | Mariko Toyoshima-Lewis, and their two children, who |
| 25 | Mustafa Abdu lived in flat 184 on the 21st floor. | 25 | lived in flat 9 on the 3rd floor of the tower, says |
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| 1 | He was initially placed in the Haveli Hotel on 16 June | 1 | {IWS00001629/6}: |
| 2 | He was initially placed in the Haveli Hotel on 16 June which he describes {IWS00001956/10}: | 2 | {IWS00001629/6}: "There was a lot of confusion regarding whether |
| 2 | He was initially placed in the Haveli Hotel on 16 June which he describes $\{IWS00001956/10\}$: "I was put in a basement, it was dirty and dingy. | 2 3 | {IWS00001629/6}: "There was a lot of confusion regarding whether council would pay for us to order food at the hotel |
| 2 3 4 | He was initially placed in the Haveli Hotel on 16 June which he describes {IWS00001956/10}: "I was put in a basement, it was dirty and dingy. I could not stay there so I went to make a complaint to | 2 3 4 | {IWS00001629/6}: "There was a lot of confusion regarding whether council would pay for us to order food at the hotel we had heard that the council would only be paying for |
| 2 3 4 5 | He was initially placed in the Haveli Hotel on 16 June which he describes {IWS00001956/10}: "I was put in a basement, it was dirty and dingy. I could not stay there so I went to make a complaint to RBKC at Rugby Portobello. RBKC then arranged for me to | 2 3 4 5 | {IWS00001629/6}: "There was a lot of confusion regarding whether council would pay for us to order food at the hotel we had heard that the council would only be paying for drinks so we only ordered drinks." |
| 2 3 4 5 6 | He was initially placed in the Haveli Hotel on 16 June which he describes {IWS00001956/10}: "I was put in a basement, it was dirty and dingy. I could not stay there so I went to make a complaint to RBKC at Rugby Portobello. RBKC then arranged for me to move into another hotel This hotel had no hot water | 2 3 4 5 6 | {IWS00001629/6}: "There was a lot of confusion regarding whether council would pay for us to order food at the hotel we had heard that the council would only be paying for drinks so we only ordered drinks." Meron Woldeseslassie—Araya, a survivor of the fire, |
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Amina Mohamed says {IWS00001545/14}:

 ${\rm ``The\; survivors\; got\; together\; and\; insisted\; on\; RBKC}$

providing us with substance payments because of all the

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even when we were in a fragile, vulnerable condition

William Thompson explained that $\{IWS00002110/33\}$:

just out of hospital."

| 1 | issues with food provided by the hotel. Eventually, | 1 | Alison Moses says {IWS00001281/10}: |
|----|--|----|---|
| 2 | I cannot remember exactly when, the Council provided us | 2 | "The food offered in the hotel was a nightmare. |
| 3 | with £300 a week. It was so disappointing that the | 3 | I am a practising Muslim. The hotel food was not Halal. |
| 4 | Council did not consider this issue at all, and that we | 4 | The hotel did not make any accommodations for this at |
| 5 | had to fight for this." | 5 | all . The serving staff made us feel unwelcome." |
| 6 | Ahmed Al-Assad lived in Grenfell Walk with his | 6 | Rawda Said says {IWS00001729/16}: |
| 7 | parents, brother and sister. He says that he received | 7 | "The mosque delivered food and drink to us at our |
| 8 | £500 approximately three weeks after the fire. He says | 8 | hotel. This was really important for us as it was |
| 9 | {IWS00001789/11}: | 9 | Ramadan and we could only eat certain foods at |
| 10 | "I believed it was not enough, especially because | 10 | particular times. The hotels did not seem to be able to |
| 11 | for the first three months we could not eat at the hotel | 11 | meet this important need." |
| 12 | and had no food allowance, so we had to pay for food out | 12 | Brahim El Amine, who lived in Grenfell Walk, said |
| 13 | of our pocket." | 13 | {IWS00001946/10}: |
| 14 | Many reported their specific needs were not met at | 14 | "Breakfast was included but it was at a set time; |
| 15 | hotels. Some parents felt that their children's needs | 15 | I had to buy my own lunch and dinner as it was Ramadan |
| 16 | were not accommodated. | 16 | the eating arrangements were completely unsuitable for |
| 17 | Rawda Said says {IWS00001729/21} the hotel she was | 17 | me. For the last seven days of Ramadan, I went to |
| 18 | placed in: | 18 | a mosque in Paddington for iftar and would buy my own |
| 19 | " did not have a cot or any facilities for those | 19 | food to eat early in the morning before starting my |
| 20 | with a baby eventually the manager of the hotel felt | 20 | fast." |
| 21 | sorry for us and helped us with our needs including | 21 | Senate Jones lost their uncle, Abdulaziz El-Wahabi |
| 22 | giving us a microwave which we could use for heating | 22 | and his family. They say {IWS00001691/5}: |
| 23 | food/milk for our baby." | 23 | "It was Ramadan, and the local community were very |
| 24 | Wesley Ryan Ignacio lived in flat 62 on the | 24 | helpful in being sensitive to the needs of Muslim |
| 25 | 9th floor of the tower with his parents, his wife and | 25 | survivors and family members. There was Halal food |
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| 1 | their daughter. He states {IWS00001829/14}: | 1 | available for breaking the fast. I didn't feel that |
| 2 | "It was difficult to sterilise the bottles in the | 2 | RBKC were considering our religious needs. I don't know |
| 3 | hotel room. Initially we had no choice but to wash them | 3 | how we would have managed without the community." |
| 4 | out by hand until we had some money to buy a new | 4 | Some survivors and residents were unhappy with the |
| 5 | steriliser . There was no urgent additional support from | 5 | location of their hotels as they were placed further |
| 6 | RBKC for our daughter." | 6 | away from the tower. This made it difficult to travel |
| 7 | Those with disabilities and mobility issues also | 7 | to rest centres, visit family in hospital, and take |
| 8 | raised concerns about their accommodation. | 8 | children to school. |
| 9 | Alison Moses says {IWS00001281/10}: | 9 | Wesley Ryan Ignacio says {IWS00001820/15}: |
| 10 | "There were no adaptations or allowances for my | 10 | "All information tended to be based at relief |
| 11 | mobility issues, I was given a room with a bath which | 11 | centres I found it stressful having to return to the |
| 12 | I struggled to use. I reported my difficulties I | 12 | area and go to multiple sources for information and |
| 13 | was told I was going to be moved to a hotel room with a | 13 | support I had no choice but to walk to and from the |
| 14 | walk—in shower but this did not occur." | 14 | hotel to different relief centres " |
| 15 | Monica Lokko lived in flat 3 on the 1st floor of the | 15 | Branislav Lukic initially stayed with a friend, then |
| 16 | tower. She outlines her mobility issues and says that | 16 | spent some nights at the Westway Centre, before being |
| 17 | she needed help getting in and out of bed. Despite | 17 | offered a hotel in Wandsworth. He says |
| 18 | being told she would be provided with a bed lever, she | 18 | {IWS00001760/5-6}: |
| 19 | had to buy one herself due to the time it was taking. | 19 | "I was really disappointed with the offer of a hotel |
| 20 | On one occasion she describes falling off the bed and | 20 | in Wandsworth." |
| 21 | two security guards having to help her get up | 21 | He then spoke to someone at the Rugby Portobello |
| 22 | {IWS00001516/4}. | 22 | Club who found a room in South Kensington. However, |
| 23 | Some survivors felt that their religious needs were | 23 | after a few days, he says: |
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not met in hotels. During the time of the fire, it was

Ramadan and a number of residents were fasting.

 $^{\prime\prime}\ldots$ a man came to the hotel and said that we had to

leave. I do not know where he was from but I presumed

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1 he was from the Council. It felt brutal ... I remember 2 thinking that we were just being moved further and 3 further away.' 4 He then went to the Westway Centre to find help on staying closer. 5 "This did not seem to get anywhere and I was told I 6 7 would have to move. I felt that I was being ignored." 8 Alemishet Demissie, who lived in flat 94 on the 9 12th floor of the tower, was discharged from hospital on 10 16 June and describes being taken to the offices of Wandsworth Council. He says $\{IWS00001540/5-6\}$: 11 12 " ... I did not know why I was being taken there as 13 this had not been explained to me by anyone ... The 14 woman I spoke to at Wandsworth Council was very 15 sympathetic. She said that there was a local Bed and 16 Breakfast where I could stay for the weekend ... I did 17 not know the area and I had an acute sense of being 18 completely isolated. I think perhaps I took two buses 19 from the Council building to get to the Bed and 2.0 Breakfast. I had to ask people along the way where the 21 place was and they were doing their best to direct me 22 there. I eventually made it there after quite a long 2.3 and difficult journey.' 2.4 Marcio Gomes lived in flat 183 on the 21st floor 25 with his wife and children. He says that

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{IWS00001078/30}:

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"RBKC wanted to place me in a hotel which was a considerable distance from the hospital. This was at the point when my wife and daughters were all in induced comas and in critical condition."

Farhad Neda lived in flat 205 on the 23rd floor of the Tower with his parents. He lost his father, Saber Neda, in the fire . He says {IWS00001302/3}:

"The hotel accommodation was far away from where my mother was in hospital and I was using cabs to travel to see her 2 to 3 times each day, which was expensive and inconvenient."

Walkway residents also experienced issues with the distance of their hotels.

Fahd Vaqar Malik lived in Barandon Walk with his mother, Saira Malik. He was placed in a hotel in Westminster, but he says {IWS00001242/3}:

"Because of my dyspraxia I was not familiar with my surroundings. I find it difficult to navigate new places ... I would rather have been closer to the RBKC borough as it was familiar to me."

Mariama El—Hassani lived in Hurstway Walk with her three children. She was placed in a hotel in North Acton. She says she was struggling to take her children to school and was too far to access support

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from the community. She says $\{IWS00001636/17\}$:

"I was offered a taxi service ... However there were occasions where the taxis never turned up and my children were left stranded. As such I took my children to and from school and whilst they were at school, I would have no option but to remain in the area until they were finished with school ... When I spoke to the officers at the Council, I felt that I was not being listened to, that our struggles were not relevant. I felt that others were provided with support and that my family and I were being left out of borough and isolated ..."

Some share their experience of feeling isolated in their hotels.

 $Michele\ Chiapetto\ says\ \{IWS00001780/3\}:$

"Nobody came and explained what was going on and although I had a room, it felt cold, lonely and empty. It was horrible being in the hotel room. I felt isolated. I was just left and it became clear that it was up to me to get out and find stuff and see what I could do ... Life in the hotel was very difficult and lonely."

Turning now to the experience of walkway residents.

On 14 June, walkway residents were evacuated from their homes but unclear where to go.

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Isabel Ranito, a resident of Testerton Walk, says $\{IWS00001256/4-5\}\ that\ she\ and\ her\ husband:$

"... spent most of the night in the communal garden between Barandon Walk and Testerton Walk watching the fire ... We then went to sleep in our car for a couple of hours. We then spent the day wandering around the Estate ... We didn't really know where to go or what to do. We were displaced."

Kelly Dowlut, a resident of Barandon Walk, says that she stayed with her cousin on the night of the fire and the next day she tried to get back into her flat . She says $\{IWS00001787/10-11\}$:

"I tried that afternoon to get back into my flat, probably at around 3pm or 4pm, and then again at 6pm. There were people there manning the doors to the Walkways and they wouldn't allow me even to go in and get an overnight bag ... Between Thursday 15th and Saturday 17th June, I returned again to the Walkways, and there were police officers standing outside, who informed me that I still wasn't able to enter my flat until they could confirm it was safe to do so ... the police did not say how long it would be before I could get back to my flat ... eventually I was allowed back into my flat just over a week after the fire . I was shocked and felt desperately guilty when I saw that

to access support 25 shocked and felt desperately g

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1 there were people actually sleeping on the grass by the 2 Walkways close to the Tower." 3 Hélène Hartley lived in Hurstway Walk with her son. 4 She went to stay with her mother while her son went to stay with his father. They moved back into their flat 5 on 19 June. She states {IWS00001257/11}: 6 7 "I did try to phone a helpline set up by the 8 council, which I found out about through other residents 9 ... However, no one on the helpline seemed to know 10 anything about whether it was safe for us to return to 11 the Walkway flats. They referred to a press release 12 that was going to come out, but had no immediate update 13 for residents who rang up ... I eventually heard that 14 the survivors of the Tower were being housed in hotels 15 temporarily, but I did not think that this emergency 16 housing was available for residents of the Walkway flats ." 17 18 Marcia Levi was placed in a hotel, but after a week 19

she went back to the flat to get some clothes. She says {IWS00001753/12}:

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"There were TMO representatives with clipboards knocking on doors and walking along Testerton Walk ... One of them asked us 'Who told you that you can't come back?' We were told by the council at the Westway that we couldn't come back.'

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Eliane Lara, a Barandon Walk resident, stayed at a hotel until 16 December 2017, which is when she says {IWS00001589/12}:

"... the heating and hot water were turned back on and we returned to Barandon Walk."

Farah Serroukh lived in Hurstway Walk with her husband and four children. She says {IWS00001747/5} that on the day after the fire:

"I called the TMO's 0800 number that I would always call if I had a problem. I was told that I could go back to my flat in Hurstway Walk if I wanted to, but it would be at my own risk. They were not able to give me any information about what the risks were, or what was the long term plan for residents of the Walkways ... We then briefly staved at my mum's house. I think only for one night, before returning to Hurstway Walk. We couldn't stay with family forever, and I was not told at that stage about any alternatives. We had nowhere else to go."

She goes on to say:

"There was no heating and no hot water in any of the Walkway flats, which made it very difficult to live with small children. The TMO had told us that the heating and hot water would be back up and running at some point, but they didn't say when ... some of my

neighbours told me that Virgin Active in Kensington had let them use the shower there. I called them up about this, and they agreed we could go there to wash. It was quite embarrassing, and difficult showering with my baby ..."

Hadija Archid from Hurstway Walk says {IWS00001618/14-15}:

"As we had no hot water and all the gas was switched off we were told that we could go to the Westway to have a shower, so we did so."

She continues:

"As soon as they established that we were from the walkways it's like your needs weren't as great as those from Grenfell Tower or walk."

Some walkway residents were let back into their properties and then subsequently asked to leave

David O'Connell, who lived in Barandon Walk with Viviana Rullo, says {IWS00001574/5} in relation to

"We had heard rumours that some Barandon residents were being let into the flats, so we headed over there ... at about 2pm we were let back in. We started to settle down and checked up on our pets. A few hours later, between 4 and 5pm, a police officer ... told us we had to leave."

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Some walkway residents were allocated hotel accommodation at rest centres. Margaret Novell, a Grenfell Walk resident, spoke to someone at the Westway Centre who arranged a hotel for her that evening on 14 June {IWS00001288/10}.

Others were not. Christine Richer lived on Hurstway Walk. On 14 June she went to the Rugby Portobello Club and spoke to someone at the desk who she believed to be either from the council or the TMO. She savs {IWS00001253/11}:

... when I told her I lived alone she said that they were not providing emergency accommodation for anyone who lived alone and told me that I should go and sleep on a friend's sofa."

Beinazir Lasharie lived in Testerton Walk with her two children and her parents. She says {IWS00001546/5}:

"I was told by a representative from RBKC ('the Council') in the Westway that they would not arrange for me/my family to go to stay in a hotel. This was because she said we lived too far away from the Tower, although my next-door neighbours were offered a hotel immediately. At the time it was so chaotic that the Council officers who were there to provide emergency assistance did not know who lived where, where the flats were in relation to Grenfell Tower. They did not seem

1 to have a plan." to place us in a hotel. This was over 3 weeks after the 2 Maria Gil lived in Hurstway Walk with her daughter. 2 fire. We should have been given a hotel straightaway.' 3 She was told a hotel would be organised, but it was not. 3 Eliane Lara lived in Barandon Walk. She and her two sons were not placed in a hotel until October 2017 4 She says {IWS00001679/7}: 4 5 "The person I spoke to took notes and told me they 5 {IWS00001589/11}. would organise for a hotel and they would give me a call 6 6 Some did not know that hotel accommodation was 7 on the same day, but nobody called." 7 an option. Paul Norbert, who lived in Testerton Walk, says Charlotte McMahon lived in Barandon Walk. She says 8 8 9 {IWS00001966/10}: 9 {IWS00001252/8}: 10 10 "I had been calling the homeless housing needs "I was very stressed and upset. I could feel my 11 number at RBKC from the morning after the fire. I would 11 mental state deteriorating because of the shock of 12 12 be waiting on the line for an hour to speak to someone. witnessing the fire and the chaos around us. I knew 13 When I spoke to someone, I was told they would call me 13 that I needed to be alone to try to gather my thoughts. back and they never did. I had been calling them as 14 14 I knew that I would not have the space to do that in a 15 I could not go back to my flat ... I was told that RBKC 15 chaotic emergency shelter. Based on what I heard from 16 would book a hotel for my family and I, but this took 16 the community, I believed that that was the only option 17 17 being offered by RBKC, so I booked myself a room in a countless efforts on my and my friends' part before this 18 was arranged. It took one week before my children and I 18 hotel in Bayswater." 19 were provided with hotel accommodation." 19 Some walkway witnesses report receiving differential 2.0 Cesar Ranito says {IWS00001249/8}: 2.0 treatment to tower residents. 21 "Another resident gave me a 'housing line' number 21 Jevon Moses says {IWS00001276/13}: 22 for the Council and told me that people from the 22 "Because RBKC did not clarify whether Grenfell Walk 2.3 23 Walkways were able to get temporary accommodation ... residents would be able to go back to our flats, they 2.4 I called on the evening of the 18th June. At first the 2.4 kept us in the dark for a long period of time. Because Council did not want to give us anything. I mentioned 2.5 of this, I lost out on housing and was about six months 155 1 that Isabel had a chronic health condition and that 1 behind everyone else. Before the fire, there was a 2 seemed to change their minds. We were then told that 2 strong sense of community between the residents of 3 they only had one hotel room available and it would only 3 Grenfell Tower, Grenfell Walk and the Walkways. We were be for one night." one. However, after the fire we quickly realised that because of the inefficiencies of RBKC and TMO there 5 Other walkway residents were placed in hotels much 5 6 became a hierarchy and a division between us all. We 6 7 7 Layla Raihani, a Barandon Walk resident, received were all treated differently, and this made me and other 8 8 residents of Grenfell Walk feel unvalued and not a call from a housing officer, Dionne Wilkes, three to 9 four days after the fire {IWS00001263/2}: 9 worthv.' 10 "She asked me if I was safe and where I was staying. 10 Gill Bedford, a resident of Testerton Walk, says 11 I informed her that I couldn't go back home, I had no 11 {IWS00001652/8} 12 money and nothing to wear ... I also informed her that 12 "In the aftermath of the fire I was concerned about 13 13 my son had no uniform to go to school. She advised me how the Council decided which of the non-Grenfell to go to the uniform shop and go to Westway to stay 14 14 households would be allocated emergency accommodation 15 15 and which would not. It is impossible to draw a there. I told her that I did not want to go and sleep 16 in a gym because I was pregnant and had a 1yr old, a 16 physical boundary dividing those to benefit from a set 17 6yr old and a 12yr old ... She advised me to call for 17 of policies designed to address issues around mental 18 temporary accommodation to see if they could help me and 18 health to have arisen from the fire, from those who will 19 gave me a number. After this phone call from RBKC/TMO, 19 not benefit. That is because trauma does not work along 2.0 I can't remember being contacted by RBKC/TMO again." 2.0 strict geographical lines like this, and is instead 21 21 As a result, she staved with family for 10 days and a subjective factor ... this should have been part of 2.2 was later placed in a hotel. 2.2 the eligibility criteria for the provision of services, 2.3 Ahmed Al-Assad says {IWS00001789/9}: 23

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like those relating to the provision of emergency

Tomassina Hessel lived in Barandon Walk with her son

accommodation for non-Tower residents."

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"The Council never contacted us to tell us about

hotels. It was my sister who went to the Council trying

and stayed at her neighbour's friend's house for two financial assistance. 2 nights. She says {IWS00001645/8}: 2 Aziza Raihani lived in flat 126 on the 15th floor of 3 "At around 9am on 15 June ... I called the RBKC 3 the tower with her daughter. She says $\{IWS00001300/4\}$: 4 housing line. I wanted more information and to arrange 4 "I had no access to my own finances as all my 5 a hotel room ... When I spoke to someone they told me 5 belongings were destroyed in the flat, including bank somebody else would call me back at around midday. They cards and ID documents. I did not receive any funds 6 6 didn't so I called them up again. They then told me 7 from RBKC, including my weekly allowance for over someone would call me at around 3pm. They didn't, so four months. I was therefore grateful for funds 8 8 9 I called them again ... whoever I was speaking to told 9 I received from charitable funds, like the 10 10 me not to call anymore as I was taking up the line ... Zakat Foundation 11 I was told I was not a priority ... I could not return 11 Oluwaseun Talabi lived in flat 113 on the 14th floor 12 12 home: my flat had no heating and I was terrified of the of the tower with his partner and their child. He says 13 Tower collapsing. I understand that there were lots of 13 "We did receive money from RBKC a few weeks 14 people who needed help, but I too was in shock and 14 15 despair at that point and I needed somewhere to stay 15 (probably a month) after the fire, but it was too little too." 16 16 too late. If it had not been for the charities and 17 Virginia Sang says {IWS00001939/11}: 17 voluntary groups, we would have been lost. They were 18 "As time went on the attention seemed to shift just 18 100 times more helpful than government." 19 to Grenfell. The Walkways were almost forgotten and we 19 Rosita Bonifacio lived in flat 83 on the 11th floor 2.0 feel like the forgotten residents. We are still living 2.0 of the tower with her husband. She says 21 in the same place, in the shadow of the Tower. We have 21 {IWS00001887/7}: "I do not recall whether RBKC provided any financial 22 had to fight for help of any sort." 22 2.3 Mr Chairman, I'm about to move on to section 3, and 23 assistance to me immediately after the fire. I do not 2.4 2.4 I wonder if that might be an appropriate time for remember receiving any assistance from them. All of the an afternoon break, or if you would like me to continue. 2.5 support I received was from charities.' 157 159 1

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1 SIR MARTIN MOORE-BICK: Well, if that's convenient to you, 2 it's probably a good point to have a break, so let's do 3 that, shall we? MS ISLAM: Thank you. SIR MARTIN MOORE-BICK: We will stop at that point, 5 therefore, and resume at 3.25, if that's convenient. 6 7 MS ISLAM: Thank you. SIR MARTIN MOORE-BICK: Good, thank you very much. 8 9 Thank you, 3.25, then, please. 10 (3.08 pm) 11 (A short break) 12 (3.25 pm) SIR MARTIN MOORE-BICK: Yes, Ms Islam. 13 MS ISLAM: Mr Chairman, can I repeat the trigger warning, 14 15 just because we're talking about the experiences in the 16 immediate aftermath. For anyone that may want to leave 17 the room or pause the live stream, please do so now. 18 (Pause) 19 Turning then, please, to section 3 dealing with 2.0 financial assistance. Key issues include delayed 21 financial assistance, difficulties in obtaining financial assistance, inconsistencies in the amounts 2.3 paid, and some say that they did not receive any 2.4 financial assistance at all. 25 Some survivors report that they received delayed

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Rawda Said says {IWS00001729/17}:

"The first payments we received were from the charities. I cannot express the importance of receiving cash payments especially straight after the fire. We had lost all our cash, bank cards, IDs, without which it is virtually impossible to do anything ... We received no cash from RBKC on the first days following the fire. RBKC did provide the hotel room and later transferred cash to our bank account. However, you had to chase your key worker to receive this. I am not sure if they need[ing] to be chased meant that it was only given to people who asked."

Alison Moses describes receiving financial assistance. She says {IWS00001281/11}:

"I appreciated how much people donated, but having some money made a big difference. It's about dignity, being able to get the item you would choose for yourself. I was more grateful for money as I could buy things I needed."

Walkway residents also experienced delays in receiving financial assistance.

Diego Ortiz says that he did not receive any financial support from the council for six weeks {IWS00001283/8}

Christine Richer received £100 from the

1 Westway Centre when she first visited and then £5,000 Mohamed Hariri, who lived in flat 21, says he was 2 from the town hall at Christmas {IWS00001253/12}. 2 given £100 in cash around 16 June {IWS00001295/11}. 3 Turning now to the process of how survivors and 3 Elizabeth Sobieszczak says that {IWS00001539/11}: 4 residents had to obtain financial assistance. 4 "We were given cash at the Rugby Portobello ... This 5 Corinne Simone Jones lived in flat 145. She says 5 was just to start us off as we had absolutely nothing at {IWS00001548/12}: that point. There were representatives of RBKC there 6 6 7 "In the week after the fire, through word of mouth, 7 who were asking people how much they thought they would I learnt that RBKC were providing money for survivors. need, but of course, this was impossible to answer 8 8 9 I went to the Rugby Portobello Club to ask about this. 9 because we had no idea where we were going or what was 10 10 When we got there, the council wanted us to fill out in store for us. I can't remember exactly but I think 11 applications for benefits, but because both Jason and I 11 we were given around £300 at that point." 12 12 Elsa Afeworki lived in flat 16 of the tower but was worked they told us we were not entitled to anything. 13 I remember thinking 'what are they talking about, we 13 not the named tenant. She says {IWS00001756/5}: 14 have lost everything and can't afford to replace it'." 14 "When I went to the Westway kiosk to collect the 15 Abdulwahab Abdulhamid says {IWS00001919/5}: 15 money, the woman from the council who was there did not 16 "It was very difficult to get financial assistance 16 believe me that I was a resident of Grenfell Tower 17 17 I think she was going to give me £150, which was less from the Council, as I did not know who was responsible 18 for controlling the distribution of funds ... It was an 18 than the £500 that I had been told was available for all 19 uphill battle for my brother-in-law and I to obtain 19 residents to help pay for emergency items. She asked me 2.0 funds from the Council and why, as a resident and 2.0 to tell her what I was going to spend the money on, and 21 survivor, I received no help or information. It was 21 why I needed it. It felt insensitive. I felt that she 22 extremely distressing and I later found out that I had 22 did not believe that I had lost everything. I was still 2.3 not received or even been told about all of the support 23 very distressed as it was only a few days after the 2.4 and assistance that I was entitled to. When I tried to 2.4 fire, and I ended up simply giving the money back." 25 claim for that assistance. RBKC told me that it was too 2.5 Brahim El Amine, a walkway resident, went to 161 163 late " 1 1 Westway, where he saw a table for financial assistance. 2 Jenny Dainton, when describing her interaction with 2 He says {IWS00001946/10}: 3 RBKC at the Rugby Club, says {IWS00001804/19}: 3 "The man at the stand asked for my address and asked "We had to write down on a piece of paper everything if I wanted £50. I felt that this was ridiculous; I was 5 that we needed money for. It was ridiculous that we 5 made to feel like a beggar because I needed more than were being treated this way after our home had just been 6 that. They asked how much I needed ... Then they gave 6 me £100. The whole experience was embarrassing and felt 7 7 destroyed in the fire . I found it embarrassing and 8 8 dehumanising to be treated this way ..." like an insult.' 9 9 Simon Jolly says {IWS00001621/10}: Maria Gil went to the Westway Centre to ask for more 10 money. She says {IWS00001679/11}: 10 "In my view, the system was really badly managed, in 11 ... the amount I received was not enough. The man 11 that anyone who showed their proof of address would be 12 I spoke with was incredibly patronising, he told me: 12 given some cash with no idea of how long it was supposed 13 13 'what did you use the £500 we already gave you for?' and to last for or what it was intended to cover." 14 again, he asked 'Why did you have to buy clothes, you 14 Some people say that they did not receive any 15 have lots of second hand clothes here?' I had to explain 15 financial assistance at all. 16 to him and he backed down, eventually. I felt demeaned 16 Mariko Toyoshima-Lewis, who lived in flat 9, says 17 17 and humiliated." {IWS00001725/66}:

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There were discrepancies in the amount of money that people received.

Rebecca Ross lived in flat 122 on the 15th floor of the tower with her brother. Bobby Ross, and father. Steven Power. Her father perished in the fire. She says that she received £500 within the first week of the fire from RBKC to be shared with her brother {IWS00001826/12}.

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"I was very scared to approach organisations and

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"I did not receive any money or vouchers from the

Some survivors were refused assistance as they were

Nagawa Prossy Nalukwago lived in flat 71 on the

Westway Centre as they had all gone by the time I was

able to go and I did not know about them."

not a formal tenant of Grenfell Tower.

10th floor. She says $\{IWS00001568/1\}$:

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| 1 | authorities because I was not a formal tenant of | 1 | the fire." |
|---|--|---|---|
| 2 | Grenfell Tower I approached the Westway together | 2 | Jason Miller says {IWS00001940/19}: |
| 3 | with Lillian Olwa who was the official tenant of | 3 | "There was no information in the immediate aftermath |
| 4 | Flat 71, to ask for clothes and because I understood | 4 | of the fire telling you where to go for psychological |
| 5 | they were providing financial assistance. They refused | 5 | support at the time, if you did not sort yourself |
| 6 | to give me a grant of funds because I was not a formal | 6 | out then you would be left behind. Nobody offered it |
| 7 | tenant." | 7 | directly; you had to go yourself." |
| 8 | Viviana Rullo lived in Barandon Walk with her | 8 | Leanne Mya Jackson Le—Blanc lived in flat 6. She |
| 9 | partner, David O'Connell. She says {IWS00001655}: | 9 | says {IWS00001271/25}: |
| 10 | " we could not afford to eat regularly in the | 10 | "I asked my Social Worker for counselling right at |
| 11 | hotel, and we were not receiving any financial | 11 | the beginning I said I just want to talk about the |
| 12 | assistance. RBKC staff kept on telling us that we were | 12 | fire because I could not talk or sleep. I just needed |
| 13 | not entitled to anything as we were leaseholders." | 13 | to get it all out of my system. However, I was told by |
| 14 | Ahmad Al Sadi, a Hurstway Walk resident, says: | 14 | my key worker that you must wait six weeks after |
| 15 | "I went back to work on Saturday 17 June 2017, not | 15 | experiencing a trauma to be able to receive counselling. |
| 16 | because I felt ready to, but because I could not afford | 16 | This was not right; how could that be okay?" |
| 17 | not to, I had to support my family." | 17 | Florentyna Sobieszczak lived in flat 43. She |
| 18 | Some residents did not receive assistance due to | 18 | describes the delay in being offered counselling |
| 19 | issues with the process and being told the money had | 19 | {IWS00001555/8}: |
| 20 | already been paid. | 20 | "About a year later, I remember receiving |
| 21 | Farrah Serroukh from Hurstway Walk went to the | 21 | a voicemail and a letter which had details of a number |
| 22 | Westway Centre to ask for financial assistance and said | 22 | to call if you wanted to have counselling From what |
| 23 | that {IWS00001747/7}: | 23 | I remember, there was no other support at the time or |
| 24 | "I was told that the money allocated under my name | 24 | offers of counselling before then About two years |
| 25 | had already been given to someone else. They hadn't | 25 | after, I received a second letter, which referred to |
| | , , | | |
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| 1 | checked that person's ID. I spoke to other residents | 1 | a specialist Grenfell Tower Counselling Service at the |
| 2 | that this happened to as well. I just gave up in the | 2 | local GP Centre the information should have been |
| 3 | end." | 3 | made available much sooner, because in the first |
| 4 | Mohamed Yahya lived in Barandon Walk with his wife | 4 | few weeks after the fire, when we needed it most, it was |
| 5 | | _ | Tew weeks after the fire, when we needed it most, it was |
| | and two children. He also went to Westway for financial | 5 | not clear how to access these services. By the time |
| 6 | and two children. He also went to Westway for financial assistance and says {IWS00001827/8}: | | not clear how to access these services . By the time |
| 6 7 | • | 5 | |
| | assistance and says {IWS00001827/8}: | 5 6 | not clear how to access these services. By the time these access points were clear, it seemed a bit late." |
| 7 | assistance and says {IWS00001827/8}: "I was told that someone else had used my name and | 5 6 7 | not clear how to access these services. By the time these access points were clear, it seemed a bit late." Sahar Jamalvatan says {IWS00001704/7}: |
| 7 8 | assistance and says {IWS00001827/8}: "I was told that someone else had used my name and had taken the money that was meant for me and my family. | 5 6 7 8 | not clear how to access these services. By the time these access points were clear, it seemed a bit late." Sahar Jamalvatan says {IWS00001704/7}: "The support I got was minimal. I was under the |
| 7 8 9 | assistance and says {IWS00001827/8}: "I was told that someone else had used my name and had taken the money that was meant for me and my family. This was never resolved." | 5 6 7 8 9 | not clear how to access these services. By the time these access points were clear, it seemed a bit late." Sahar Jamalvatan says {IWS00001704/7}: "The support I got was minimal. I was under the mental health team for about two weeks. They called |
| 7 8 9 10 | assistance and says {IWS00001827/8}: "I was told that someone else had used my name and had taken the money that was meant for me and my family. This was never resolved." Turning now to section 4 on psychosocial support, | 5 6 7 8 9 | not clear how to access these services. By the time these access points were clear, it seemed a bit late." Sahar Jamalvatan says {IWS00001704/7}: "The support I got was minimal. I was under the mental health team for about two weeks. They called into the hotel on a couple of occasions and then I never |
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He continues:

"Ultimately, when I was my most vulnerable, there

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I do not remember hearing about the possibility that

I could get counselling until quite a long time after

Jevon Moses says {IWS00001276/17}: 1 was no emergency mental health support available to me. 2 If there was, I didn't know about it." 2 "I never received any treatment despite signing up 3 Some witnesses outline their experiences of the 3 for it. I gave my room number and contact details. support that was available in rest centres and hotels. 4 4 I was left waiting for a very long time. This made me Rawda Said says {IWS00001729/18-19}: 5 5 feel ignored because nothing was happening. I wish 6 "There were staff from the NHS at the Westway Centre I had counselling much sooner. I really would have 6 7 including trained psychologists to provide support. 7 benefitted from it." There were also priests and imams to provide support. 8 Some walkway residents said they experienced issues 8 9 The NHS staff also visited the hotels to see families in 9 with counselling due to language barriers. 10 1.0 Zohra Al-Assad says {IWS00001267/5}: the aftermath of the fire ' 11 However, she says: 11 "I did not receive any counselling from anybody, not 12 12 in the hotel or not elsewhere. I have not received any "I did not have counselling for one year as I was 13 outside of the borough and could not travel as we had 13 psychological support especially because we do not know 14 the language and we are illiterate so even if we see 14 been housed so far away from the community and where 15 lots of the services were being provided." 15 something in writing we would not be able to recognise 16 Sharon Laci lived in flat 65 on the 9th floor of the 16 if it was helpful to us " 17 tower with her daughter. She was aware of the 17 Amina Kabouh lived in Testerton Walk. She says 18 counselling available at the Westway Centre but chose 18 {IWS00001942/7}: 19 not to use it . She says $\{IWS00001831/6\}$: 19 "At some point, I cannot remember when, we were 2.0 "I knew there was counselling available at the 20 appointed a Key Worker, she told us that we could 21 Westway, but I did not engage. I was more focused on 21 request counselling. I was really struggling at the 22 the practicalities of trying to rebuild mine and my 22 time so decided to start counselling. As I don't speak 2.3 daughter's life and finding a home. Also the 23 English they provided an interpreter, but it was very 2.4 counselling services never felt very private at the 2.4 difficult for me to fully benefit from the process when 25 Westway with everyone there." 2.5 everything had to go through a third person, so 1 Antonio Roncolato, who lived in flat 72 on the 1 I stopped attending after 2 months." 2 10th floor with his son and former sister-in-law, was 2 Contrastingly, some were more positive about the 3 placed in the Holiday Inn in Kensington on 16 June, and 3 availability of psychological support he says {IWS00001774/15}: Jessica Gomez says $\{IWS00001264/11-12\}$: 5 "Most days, there were letters put under the door of 5 "There was quite a lot of psychological support our hotel room about support and counselling services 6 available, it was all at the Red Cross and Westway \dots 6 7 7 available from the NHS. Psychologists or counsellors you would get a lot of psychological support, if you 8 were also available in the hotel lobby at certain times 8 needed to speak to somebody; I was not ready to do so, 9 9 but I knew that it was available to me.' of dav. 10 Jose Vieiro says {IWS00001798/10}: 10 A number of witnesses who lost loves ones in the 11 "... as far as I was aware, psychological support 11 fire describe their experiences of the provision of 12 was always available if you needed it. A lot of people 12 psychological support in the immediate aftermath. A key 13 13 came to the hotel to see if we needed any support \dots I issue was the absence of support available. Asia Ghamhi, who has sadly passed away since giving 14 14 did not seek out support of that type, so I cannot 15 15 comment on quality, but it seemed available." her witness statement to the Inquiry. lost her brother. 16 Walkway residents also experienced issues in 16 Abdulaziz El-Wahabi, and his family. She said 17 17 {IWS00001706/4-5}: relation to psychological support. 18 Halima Diejomaoh was a resident of Grenfell Walk. 18 "I didn't see any psychological support or services 19 She says $\{IWS00001303/5-6\}$: 19 being offered in the first days and weeks after the 2.0 "I was not offered any psychological support and 2.0 fire . 21 21 no one from the council visited or contacted me. I felt She continues:

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"I didn't have a key worker until around six months

shocked that no one from RBKC had contacted my Mum. She

I wasn't expecting all of us to be supported, but I was

after the fire. We are quite a large family and

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that I had to support myself and just try to cope even

though I felt so unwell and overwhelmed ... I was at the

Hilton hotel for six months before I was able to access

any psychological support ... '

| 1 | had lost her son, daughter—in—law and three | 1 | the fire as I was not a resident of the Tower. This |
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| 2 | grandchildren, and no one checked on her I googled | 2 | means that I did not receive information about services |
| 3 | Grenfell support and spoke to someone I was really | 3 | such as counselling, which would have helped me after |
| 4 | upset and cried on the phone and told her that my Mum | 4 | the fire I was not offered any support by RBKC until |
| 5 | wasn't getting any support." | 5 | 2018, when I was allocated the same key worker as Zoe |
| 6 | Sadik Jemal Kelbeto lost his sister, Nura Jemal, her | 6 | and her family, but this was only after I requested this |
| 7 | husband, Hashim Kedir, and their three children, Yaqub, | 7 | as I was struggling." |
| 8 | Firdaws and Yahya, who lived in flat 192 of the tower. | 8 | Walkway residents also experienced delays in being |
| 9 | He says {IWS00001577/4—5}: | 9 | assigned key workers. |
| 10 | "I received no offers of emotional or psychological | 10 | Cesar Ranito says {IWS00001249/9}: |
| 11 | support from RBKC The first offer of support of any | 11 | "We were told we could have a Key Worker but it was |
| | , | 12 | difficult for us to get one. It seemed like the Council |
| 12 13 | kind was when we were attending the hearings, and met an | 13 | <u> </u> |
| 14 | Amharic speaking counsellor working with Hestia who | 14 | were short of staff. We got a Key Worker in around September or October 2017." |
| | identified our need for emotional support and arranged | 15 | · |
| 15 | for this. This was in mid -2018 , about a year after the fire ." | 16 | Some walkway residents were not assigned |
| 16 | | | a key worker at all . |
| 17 | Some witnesses felt that they received timely | 17 18 | Glenn Young, who lived with his wife in |
| 18 | support. | 18 | Hurstway Walk, says {IWS00001261/10}: |
| 19 | Zainu Deen lost his daughter, Zainab Dean, and his | | "We did not hear from RBKC following the night of |
| 20 | grandchild, Jeremiah, who lived in flat 115 of the | 20 | the fire and we were not allocated a key worker. |
| 21 | tower. He says {IWS00002301/5}: | 21 | Although we had heard of others who had key workers, we |
| 22 | "I was offered mental health support from the Red | 22 | were not assigned one and did not get any information |
| 23 | Cross in the form of counselling services . This help | 23 | about key workers. It was as if we had been missed |
| 24 | was provided straight away and I was initially put in | 24 | out." |
| 25 | touch with the Red Cross by RBKC who gave me a contact | 25 | Agnes Murray lived in Barandon Walk with her |
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| 1 | number for them." | 1 | daughter. She says {IWS00001639/8}: |
| 2 | Turning now to the topic of key workers. | 2 | "I was told I would not be given a key worker as |
| 3 | A number of witnesses share their experiences of the | 3 | they were only for Grenfell Tower and Grenfell Walk |
| 4 | key worker system. Key issues include the timeliness of | 4 | residents . At some point later I was told that I would |
| 5 | allocation, inconsistent quality in the service provided | 5 | be given some kind of support worker. They did not make |
| 6 | and the high turnover of key workers. | 6 | it clear to me that this policy had changed. I was |
| 7 | Survivors were assigned key workers at different | 7 | assigned one. The worker met with me, listened and gave |
| 8 | times. | 8 | some advice but I was not sure what powers they had to |
| 9 | Corinne Simone Jones was assigned a key worker | 9 | help." |
| 10 | within the first 24 hours of the fire . She says | 10 | Some bereaved individuals were assigned key workers |
| 11 | {IWS00001548/14}: | 11 | some time after the fire . |
| 12 | "In the first 24 hours after the fire, there were | 12 | Ana Pumar, the former partner of Gary Maunders who |
| 13 | a number of key workers who called me or texted me | 13 | lived in flat 161 of the tower but perished, says |
| 14 | saying they were my key worker and asked me what we | 14 | {IWS00002346/5}: |
| 15 | needed right now. [They] were all telling me different | 15 | "Around a month after the disaster, I was contacted |
| 16 | things." | 16 | by a key support worker who has again provided us with |
| 17 | However, others had to wait much longer for | 17 | any support and assistance that we have needed, |
| 18 | a key worker. | 18 | including being signposted to psychological support |
| 19 | Mahboubeh Jamalvatan who lived in flat 10 of the | 19 | which we have accessed without issue." |

Farah Jniah, a bereaved relative of

Faouzia El-Wahabi and her family, says {IWS00001600/16}:

"I read a message on the Grenfell WhatsApp group

a point of contact. We did not have a key worker and we

that RBKC were providing a key worker to families as

had not been contacted by RBKC about this. We were

tower, says $\{IWS00001724/7\}$:

key worker allocated to me ..."

 $\{IWS00001764/12\}:$

"For the first three or four months there was no

David Andrew Benjamin, a survivor of the fire, says

 $\ensuremath{^{\prime\prime}}\ensuremath{\text{I}}$ was not assigned a key worker immediately after

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1 allocated a key worker around 16 August 2017 after our 2 [family liaison officer] contacted RBKC to ask about 2 3 this.' 3 4 Experiences of key workers varied, with some 4 5 witnesses finding them a helpful point of contact, 5 whilst others found them unhelpful. 6 6 7 Zoe Dainton says that her family was assigned 7 a key worker within the first week following the fire. 8 8 9 She says {IWS00001975/35}: 9 10 10 "At the time, I did not think she was very good, but responsive. 11 I have now reflected and think she was overwhelmed ... 11 12 12 She failed to pass on important information. For 13 example, my family was not told that we were entitled to 13 14 a £30 per day food allowance whilst staying at the 14 15 hotel " 15 16 16 She continues: 17 "My impression having spoken to other Grenfell Tower 17 confusion." 18 residents was that people had mixed experiences with 18 19 their key workers. Some key workers were clearly more 19 2.0 20 engaged than others. It became obvious when speaking to 21 other residents that often different and sometimes 21

contradictory information was provided on what support and assistance was available to us."

Mesrob Kassemdjian lived in flat 141 on the 17th floor of the tower with his aunt, and he says

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{IWS00001784/15}:

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"The key workers we have had have all been very nice, but they have been unprepared, which meant that the support they were supposed to provide has been non—existent. We always received information before they did ... as we were receiving our information from the community, we didn't need a key worker. They may have been more effective if they were fully informed, and gave us some information about what to expect, but there has been absolutely no structure, which simply increased stress and uncertainty."

Sharon Laci says {IWS00001831/8}:

"At first there was little communication from RBKC, but this improved after I was assigned a key worker around seven days after the fire. The first key worker was brought in from another Local Authority for the first couple of weeks. I found it helpful to have a single point of contact. The three key workers assigned to me were helpful and informative. They regularly kept me updated by telephone and email about what support and services were available. However, I know other people had very different experiences with their key workers."

Chiraag Patel says {IWS00001610/15}:

"Our first key worker was not very good. In fact, he was very unhelpful. Often he would not respond to

our queries and when he did he usually did not know the answer. For that reason we eventually stopped asking him for help. We did have one key worker that was very good ... but he had to step down after about two weeks as he had been assigned too many people to look after. As a result we mostly organised anything we needed ourselves rather than relying on key workers ... At one point everything had to be done through our key worker, which made things more difficult as they were not always responsive."

Hime Haymanot Gashaw lived in flat 131 with her husband, Richard Fletcher, and their daughter. She says {IWS00001738/24}:

"Even when people were appointed Key Workers, the Key Workers were ill informed and were not able to give the help that they were meant to. It was complete confusion."

Aziza Raihani describes her first key worker as $\{IWS00001300/5\}$:

" ... unfamiliar with the area, as he was not previously based in RBKC and seemed unable to provide information about my entitlements and where I was supposed to attend. I also found my second key worker extremely unhelpful and at times she was very argumentative, which I found very upsetting ... it would

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have been helpful if RBKC had provided me with an Arabic key worker from the outset."

Walkway residents also experienced issues with the key worker system.

 ${\sf Jacqueline\ Haynes\ says}\ \{{\sf IWS00001809/9}\};$

"Initially , Key Workers lacked the authority or position to make decisions or authorise any real actions. They were basically support workers, just there to be there. If they wanted to do anything that cost money they would have needed approval — it was a support placebo and not very useful. They had volunteer workers which worried me as we did not know who they were — there was no safeguarding. After concerns were expressed the plan was changed and properly trained workers were used instead, however, no one I knew got anything helpful from them at this time."

Jevon Moses says {IWS00001276/20}:

"RBKC simply did not communicate with us ... I think key workers were get—out clauses for the council. They were the scapegoats and RBKC put them in front of us so they didn't have to deal with us themselves."

A number of witnesses experienced a high turnover of key workers which caused issues.

Omar Alhajali says in relation to his first key worker $\{IWS00001533/26\}$:

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1 "She was very helpful and became like a friend to first and the last one were very good and helpful." 2 me. I felt she supported me, not just because it was 2 Some walkway residents this positive experiences 3 her job but because she wanted to ... she would tell me 3 with their initial key workers who were later changed. 4 what I could apply for ...' 4 Tomassina Hessel says {IWS00001645/13}: ${\rm "I}\ {\rm had}\ {\rm a}\ {\rm fantastic}\ {\rm keyworker}\ {\rm at}\ {\rm the}\ {\rm start}\,,\ {\rm who}\ {\rm had}$ 5 However, she stopped working for RBKC for 5 been working with me from before the fire ... she went 6 three months, and thereafter he says: 6 7 "I then had a period with no key workers before 7 way above and beyond to reassure me ... unfortunately being allocated a string of different key workers \dots 8 8 she left a few months after the fire because she was 9 I would have to explain the situation all over again. 9 traumatised as a result of her work. I didn't like her 10 10 I remember one key worker would not contact me and replacement, as she gave me blanket advice rather than 11 I would contact her and she would not answer. Some key 11 this being tailored to me and my specific needs. It 12 12 workers did not seem to know the answers to my question felt like textbook advice and so I found her approach 13 and I do not feel they understood the situation ... ' 13 not very helpful. Otmane Benkhaoula, a resident of Grenfell Walk, says Rashida Ali says {IWS00001617/15}: 14 14 15 "I was overwhelmed from how many people I had to 15 {IWS00001269/7}: 16 16 meet and keep telling each person my story again and "My Key Worker was very helpful, and she offered 17 again. Each new key worker had no idea of my history 17 emotional support ... I was very sad to hear that [she] 18 and I had to keep repeating it all. Even when they 18 was not offered a permanent position with RBKC as a key 19 wrote something down they lost the paperwork and would 19 worker ... in the circumstances she was unable to 2.0 ask me again for the same information. It was not 20 continue working with me." 21 professional, and they didn't know what they were doing. 21 Ibtisam Alfawaz says {IWS00001274/11-12}: 22 They had no experience of dealing with us who were 22 "I got my first key worker around 10 days after the 2.3 facing such trauma. It felt like they were just hiring 23 fire ... she was a nice lady, she would help me and tell 2.4 2.4 people, anvone," me what I need ... I had a big argument with RBKC 2.5 Michael Sobieszczak, who lived in flat 43, says 2.5 because they took her away around 19th December 2017 ... 181 183 1 {IWS00001562/13}: 1 me and my kids cried, we were very attached to her and 2 "We had a large number of key workers in the end. 2 it was a very sad day. Later on, we got a different key 3 I would phone up and ask to speak to the key worker and 3 worker and I did not like her at all because she did not

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they would say that it had changed to someone else, and that would be the first that we had heard of it ... I tried not to contact the key workers too often as they didn't seem to know too much ... I lost faith in them being able to help us ...

Lorraine Beadle, who was a resident in flat 13 of the tower but was abroad at the time of the fire, says {IWS00001872/15-16}:

"I had so many key workers, I have lost count. Most of them were very difficult to contact, and the whole system was a nightmare. I had one lovely key worker ... she was helpful with everything I asked of her ... after her, however, I had a further 8 or 9 key workers. Some of these I have met only once or twice. Some I tried to contact, but had no luck as I called them and they never answered. I never met these ones at all."

Farhad Neda says {IWS00001302/4}:

"RBKC continually changed our key workers, which was very difficult. Each time we were given a new key worker I had to explain everything again. Sometimes I called to speak to my key worker only to find out they had left. In total, I have had 4 key workers and the

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do her job properly ... since the fire I have had 5 key workers."

Michael Sobieszczak says {IWS00001562/11}:

"I knew this was an unprecedented circumstance for RBKC and I tried to be patient for that reason. I had tried to build a rapport with people, and ask to speak with the people that had visited the hotel, or the person allocated as our Key Worker, but I don't think I ever spoke to anyone I knew, or even the same person twice. It just made the whole ordeal even more unbearable."

Turning now to section 5 on information for those looking for those missing.

Witnesses share their experiences of searching for loves ones in hospitals and rest centres, calling the Casualty Bureau and being assigned family liaison officers. A key issue is the absence of a clear and centralised system of information about those who were missing.

A number of people looking for their families and loves ones searched in rest centres.

Marlene Anderson was looking for her father,

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St Clement's Church, Notting Hill Church, Latimer Church 1 Raymond Bernard, who lived in flat 201 on the 23rd floor 2 of the tower. She attended the Westway Centre on 2 and the Westway Centre. She says $\{IWS00001600/9\}$: 3 19 June and says {IWS00001561/4}: 3 "I felt so frustrated that there were a number of 4 " ... I walked into the Westway Centre and registered 4 rest centres which had opened up for survivors but when my name with reception. The atmosphere in there was 5 5 I went in they were just full of volunteers and chaotic. There were lots of different desks for all donations. I was so confused as to where any of the 6 6 7 sorts of different things, none of which really helped 7 survivors were ... I wanted to speak to them to find out if they knew the family or had seen them. There seemed 8 me. Everything seemed aimed at providing help for 8 9 survivors ... Of course all of this was incredibly 9 to be a real lack of organisation or a plan in place for 10 important, but as a family member who had a missing 10 where everyone should go to get help. The different 11 relative, I felt nothing in the centre was relevant or 11 centres were handing out food and water and I didn't 12 12 take any donations as all I was looking for was guidance helpful to me. It did not really seem like it was for 13 those who were looking for loved ones, so once again 13 on where else I should go to find out what happened to 14 14 I was left feeling lost with no direction of what to do my family. 15 or where to go next." 15 Amina Chaer-Yemlahi lost her brother, 16 Mohamed Ragab lost his nephew. Hesham Rahman, who 16 Abdulaziz El-Wahabi, and his family. She says 17 lived in flat 204 on the 23rd floor of the tower. He 17 {IWS00001644/3}: 18 told staff at the entrance of the Westway that he was 18 "At some point we were asked to leave 19 19 looking for his nephew and he was allowed in. He says Rugby Portobello. I think this was a horrible thing to 2.0 $\{IWS00001536/6-7\}$: 2.0 do to us. We were told that Rugby Portobello was only 21 "I was really shocked at what I saw inside. It was 21 for people who had lost their homes and had nowhere to 22 like a refugee camp - there were people on the floor who $\,$ 22 go. We didn't know what to do ... It was 2.3 had escaped the Tower, with no place to sleep. I saw 23 unbearable ... 2.4 ... RBKC inside ... I think I also saw TMO staff ... 2.4 A number of witnesses describe their efforts in There were lots of people there, it was hectic. It was 2.5 trying to find their family members and loves ones in 185 187 not organised at $% \left\vert I\right\vert =\left\vert I\right\vert$ all . $\left\vert I\right\vert$ was not given any information 1 1 the absence of any clear and centralised information. 2 about Hesham whilst I was there or what to do next." 2 Sabah Abdullah lived in flat 143 of the tower with 3 Others were not allowed entry into the 3 his wife, Khadija Khalloufi, who perished in the fire. Westway Centre when looking for their loves ones. He was placed in a hotel on 14 June. He says {IWS00001279/4}: 5 Rajaa Chellat lost her uncle, Abdulaziz El-Wahabi, 5 and his family. She says $\{IWS00001284/1\}$: 6 "I was still so worried about my wife. I remember 6 7 7 "When I arrived at The Westway Centre, the speaking to members of the press in case they could help 8 volunteers would not allow me entry, as they told me 8 me find her. $\,$ I remember going to the hospitals to look 9 9 I needed a wristband to identify me as a relative of the for my wife. I didn't know how to get support from 10 deceased ... I had no idea how to obtain one, which was 10 anyone official or where to go to find out about my 11 very frustrating ... 11 wife. I would not wish this situation on my worst 12 Noha El Baghdady, the bereaved cousin of 12 enemy. I could not think about anything other than 13 13 Hesham Rahman, says {IWS00001535/8}: finding my wife." 14 "I went to all of the relief centres and shelters 14 He continues: 15 15 set up in the local area that I knew of (including "I found it hard to access information after the 16 St Clement and St James Church, the Methodist Church, 16 fire. At this time I was out of my mind with sorrow. 17 17 My wife had gone and I wanted to join her. I did not the Al Manaar mosque, the Westway Centre and the Rugby 18 Club ... I went to each one asking if people had seen 18 know where to turn for help." 19 Hesham or knew any information about him. The 19 Channel Spence host her uncle, Gary Maunders. She 2.0 atmosphere in these shelters was horrible - everything 2.0 says {IWS00001657/3}: 21 21 was hectic. There were people everywhere ... It was the "I carried on looking in the area desperately trying

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to find information about my uncle Gary. The days that

followed would consist of full hours from day to night

precise about timeline. We just went through it non

for many days and so it is difficult for me to be

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community who were trying to help and were trying to

Farah Jniah went to various rest centres in search

provide answers about what to do and where to go.'

of her missing family, including the Rugby Club,

| 1 | stop. It was chaos, it was all a blur" | 1 | frustrated " |
|----|---|-----|--|
| 2 | Miriam Lamprell lost her daughter, Deborah Lamprell, | 2 | Abdulhamed El-Wahabi says {IWS00001697/5}: |
| 3 | who lived in flat 161 of the tower. She says | 3 | "I was lost; nobody contacted me I felt that |
| 4 | {IWS00001673/7}: | 4 | I had no support and that myself and my family did not |
| 5 | "There was no system in place for people like me, | 5 | matter." |
| 6 | who were desperate to hear information about their loved | 6 | Amina Chaer—Yemlahi says {IWS00001306/2-3}: |
| 7 | ones but who could not make themselves easily visible to | 7 | "At some point on 14 June 2017 before we came home |
| 8 | the authorities Had I not had the help of Debbie's | 8 | I remember speaking with a woman who told me she was |
| 9 | colleagues, or my relatives I am concerned I might | 9 | from the TMO, she took the names of my brother and his |
| 10 | have been completely forgotten or overlooked. The | 10 | family. She said that she would be back in touch but |
| 11 | Authorities relied too much on the assumption that | 11 | she was never back in touch. She didn't ever ask us if |
| 12 | people looking for information about their loved ones | 12 | we were okay. No one from the TMO ever got in touch |
| 13 | would know where to go or who to call." | 13 | with us. I am appalled by this." |
| 14 | She continues: | 14 | She continues: |
| 15 | "My daughter was taken from me and nothing will make | 15 | "After the fire no one from RBKC or the TMO got in |
| 16 | up for that. But my anguish in that first week would | 16 | touch with me, my husband, my son or my daughter. We |
| 17 | have been much easier to cope with if I had been given | 17 | were struggling with everything. We had no key workers |
| 18 | clear and regular updates from those who were in charge | 18 | and no support from anyone. Nothing at all. It was my |
| 19 | of the recovery effort ." | 19 | son, Billal, who found out that we were entitled to |
| 20 | Marlene Anderson says about 14 June $\{IWS00001561/3\}$: | 20 | support. This was in September 2017." |
| 21 | "I then called around a collection of different | 21 | A number of witnesses share their observations on |
| 22 | hospitals asking about my dad and whether he had been | 22 | the absence of a list of residents and how this impacted |
| 23 | admitted. None of them could tell me anything I did | 23 | the search for those who were missing. |
| 24 | not know who to call or where to get information, which | 24 | Joseph Kyle John says {IWS00001685/8}: |
| 25 | was incredibly frustrating It was such an awful | 25 | "There was no way to find people after the fire; |
| | 189 | | 191 |
| | | | |
| 1 | feeling , I felt like I was just batted around, literally | 1 | there were people everywhere and I could not tell who |
| 2 | going around in circles with no clear direction or | 2 | was who. RBKC did not have a proper list to identify |
| 3 | answers on what I could do." | 3 | people There was a lot of confusion in trying to |
| 4 | She continues: | 4 | identify people. I think RBKC failed to do their job as |
| 5 | "Looking back now, it was the lack of information in | 5 | they should have help make a list of people that had |
| 6 | the first week or so that was really crippling It | 6 | survived the fire and those that were missing. RBKC did |
| 7 | was chaotic, I still did not know where to go or who to | 7 | not even know who was missing after the fire, it was |
| 8 | ask for information I felt totally lost" | 8 | only through the work of community volunteers that a |
| 9 | Jadwiga Nowak, a bereaved relative of Hesham Rahman, | 9 | list of missing people was put together." |
| 10 | says {IWS00001559/10}: | 10 | Nicholas Burton says {IWS00001661/29}: |
| 11 | "There was no information centre or central point | 11 | "I remember that at Rugby Portobello there was a big |
| 12 | where residents and the bereaved could go and leave | 12 | piece of cardboard on which someone had made a grid of |
| 13 | their details, and find out what had been established so | 13 | the Tower. As people came through the centre, they |
| 14 | far There should have been a designated place for | 14 | could add their own details to their flat, or add |
| 15 | people to approach to raise their concerns, or leave | 15 | information about any residents or survivors they had |
| 16 | information." | 16 | seen alive since the fire . This meant that we were able |
| 17 | Relatives of the El-Wahabi family experienced issues | 17 | to piece together our own picture of what had happened |
| 18 | with the lack of communication. Ahmed Chellat says | 18 | to our friends and neighbours, which people could add to |
| 19 | {IWS0001306/2-3}: | 19 | if and when they saw someone they knew or recognised \dots |
| 20 | "I did not receive any information about any | 20 | we were not getting information from the authorities |
| 21 | services regarding those who were missing or deceased, | 21 | about our friends and neighbours so this provided us |
| 22 | from the council or the casualty bureau Any | 22 | with a way of piecing together what had happened to |
| 23 | information valuesed by the maline assured to be an | 2.2 | |
| | information released by the police seemed to be on | 23 | people ourselves." |
| 24 | an ad hoc basis and there did not appear to be | 24 | Jenny Dainton says {IWS00001804/19}: |

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a coordinated effort to relay information. $\mbox{\bf I}$ was so

 $^{\prime\prime}\text{I}$ do not remember when RBKC finally arrived at the

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Rugby Club to organise emergency accommodation for residents. They were placed in a separate room from the main hall ... I was shocked that RBKC did not turn up with a list of residents' names from Grenfell Tower, instead they were asking residents who we were and what flat we lived in. It was clear that they had no idea."

Some witnesses raise concern about how the absence of clear and centralised information led to

 $\label{eq:michele Chiapetto says {IWS00001780/1}:} \\$

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misinformation.

"On the night of the fire I had no idea what had happened to Birkti and Biruk. I was desperate to find them and was anxiously searching for them. I visited the pub on Latimer Road where some survivors had been taken; went to the leisure centre and started going to hospitals from around 7am. I went to 5 hospitals all over London, visiting more than once. Each time I was told that Birkti and Biruk was not on the list. At one point, I was told someone had seen Biruk in an ambulance, and [Birkti] on the stairs. My heart would leap and I would have hope but misinformation seemed everywhere and there was just no source of reliable information. In the afternoon I went to HM Coroner's office in Westminster and was told that they had not heard of Birkti or Biruk. It was desperate."

Farah Jniah says {IWS00001600/4}:

"I did not know whether Faouzia and her family were dead or alive. I kept hearing contradictory things from people on the street about the EI—Wahabis ... There was a lot of information about survivors being spread by word of mouth and it was difficult to know what was true or not. I saw no one near the Tower who was an official who could help me ... This made it even more overwhelming."

Samuel Daniels says {IWS00002065/11}:

"We spent all day looking for my father in case somehow he had got out. We called all the hospitals we were told Grenfell Tower victims had gone to ... I was told by my rent officer to go to the Salvation Army in Portobello where they have a family reunion centre; and that my father was there and marked as safe. I told them that he was not there and that he cannot be safe. I went and my father was not there."

Anne Murphy lost her brother, Denis Murphy, who lived in flat 111 on the 14th floor of the tower. She says {IWS00001709/3}:

"I remember that my two daughters came back from the Rugby Club with information that Denis was alive ... they were told by someone with a badge that Denis was rescued ... Even my brother ... phoned me on the

afternoon of the 14th June, to say that Denis was alive, as he had just been told at one of the centres that he [Denis] was in one of the hospitals. We all cheered at this news, but we were just being given completely false information from all different sources."

A number of witnesses share their experiences of calling the Casualty Bureau.

Miriam Lamprell says about 14 June {IWS00001673/8}:

"I remember we called that number what felt like hundreds of times that day."

She continues:

"... I would say that the communication between the authorities and relatives of those missing should have been much better. Had I not contacted the Casualty Bureau myself, I am not sure anyone would have thought to contact me at all. When I called the Casualty Bureau number, I was only ever told to call back another time for more information."

Anne Murphy says {IWS00001709/3}:

"As soon as the emergency number did appear,
I called immediately and got a recorded message that
there were no people to answer calls as they were
waiting for call handlers. I eventually did get through
to the emergency number, I cannot remember exactly what
I said but their response was that someone would come

round or someone would call me. However we did not hear anything back from this emergency number. It was of no practical use to us at all ."

 $\label{eq:Boushra} \begin{tabular}{ll} Boushra El-Gourja, a bereaved relative of the \\ El-Wahabi family, says $\{IWS00001700/5\}:$ \end{tabular}$

"I also called the helpline ... that too was disappointing. The person on the line asked me the names of my missing family, flat and floor number. That is all the information they requested. It was a one way conversation and they did not even take my number. It was not a 'help' line but purely a way for the authorities to gather information. It was not devised to help keep loved ones informed and I think this should be considered in future. The only suggestion they gave me was to call hospitals for information."

Sheramin Bernadette Bernard lost her brother, Raymond Moses, who lived in flat 201 on the 23rd floor of the tower. She says {IWS00002337/7}:

"On the morning of the Fire, I contacted the Helpline which I saw on the TV. I was given a reference of M110 and on the second call, M1802 ... to use when calling back however, often when I tried to call back I couldn't get through as the line was constantly engaged. This could be due to lack of organisation and coordination or an indication of the large numbers of

1 people seeking to utilise the helpline service." Genet Grebremaiam Shawo says {IWS00001290/5}: 2 Senate Jones says {IWS00001691/4}: 2 "I had just lost my son and I felt like no one 3 "On the news there was a telephone helpline to call 3 cared. No one, except friends and family, approached us to report missing people from the fire. I called the 4 4 to help: instead we were left in the dark and felt 5 number on the day of the fire, 14th June 2017. The 5 alone. We only even found out that Isaac had died on phone operator asked for names of my family members, the news. I am very angry and upset about how we were 6 6 their dates of birth. flat door number, and the last 7 treated by the authorities, no one had information and 8 contact we had with them, and said that I should call 8 we found out that I had lost my son in an extremely 9 back if I had any updates. They didn't give me any 9 insensitive way. I feel like things should have been 10 10 information - they were just taking down the details. handled better ' 11 They gave me a reference number to quote for the call. 11 Witnesses share their experiences of being assigned 12 12 I called the number again three or four times that day. family liaison officers. 13 but didn't receive any information. They never called 13 Some share their positive experiences. 14 me back ... It seemed like their role was solely to take 14 Marlene Anderson was assigned a family liaison 15 information from me. I remember pleading with them 'Is 15 officer around a week after the fire. She says {IWS00001561/5}: 16 16 there anything you can tell me, please' and they said 17 "We can't. I'm sorry'." 17 "I felt like I finally had a source of information 18 Some individuals who lost loved ones were based 18 and had someone to contact with questions. He did not 19 abroad and had concerns about the absence of official 19 have any news for me at first, but just having him call 2.0 2.0 information. me, offering to support me and assure me that he would 21 Rasha Ibrahim was abroad at the time of the fire. 21 let me know as soon as any more information was out 22 She lost her sister, Rania Ibrahim, and her daughters, 22 there, was so much more reassuring. Before speaking to [my family liaison officer], it was horrible. I felt 2.3 Fethia and Hania, who lived in flat 203 of the tower. 23 2.4 She says {IWS00001650/3}: 2.4 totally lost and did not know who to ask for 2.5 "I was desperate for official information. I really 2.5 information. Anybody I did ask, did not really help 197 199 me." 1 wish that some official had made contact with me 1 2 directly to update me, even if the content of the update 2 Others share more negative experiences. 3 was that there was no confirmation and that they were 3 Omar Alhajali says {IWS00001533/10}: still missing. This would have helped immensely in "A police officer introduced himself to me in the 5 terms of understanding what was known and what was not 5 hospital and said he was a Family Liaison Officer ... he 6 did not want to tell me a lot of information about 6 Some witnesses share their experiences of how they 7 Mohammad ... I did not feel like talking to police at 8 8 found out that their loved ones had perished in the that time. He looked serious and difficult to talk to. 9 9 He looked like a very formal official who would only fire 10 Omar Alhajali says {IWS00001533/10}: 10 give me information when he had to." 11 "I find it very upsetting to know that photographs 11 Farah Jniah says {IWS00001600/12-15}: 12 had been taken of my brother lying on the ground and put 12 "I was not aware that families were allocated 13 up on the internet. However, what upset me the most was 13 a police Family Liaison Officer ... dedicated to 14 14 knowing that Mohammed had been left lying on the ground them ... my mum had called the police several times and 15 outside Testerton Walk. I didn't know how long he had 15 had told them that we were Faouzia's family ... so we 16 been left there, but he must have been left unattended 16 were sure that the police knew to contact us with any 17 otherwise someone could not have taken a picture of him. 17 information they had about the EI-Wahabi family." 18 I found this very distressing . I think my brother 18 She continues to say: 19 should have been treated with more dignity and respect." 19 "I received an email from two detectives from the 2.0 2.0 Metropolitan Police Service ... their email explained Peter John Murphy lost his father, Denis Murphy, in 21 the fire . He says {IWS00001722/4}: 21 that they had been in contact with the family of

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Abdelaziz ... and they were under the impression that

best in writing down our contact details on the lists

they were the only family of the El-Wahabis in the UK

... I felt really angry about this. I had also done my

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"I was never officially told that my father had

Dad had died, but I thought they had misspoken about it

died ... I heard from the news that they confirmed my

and would apologise about it later."

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| 1 | that centres had been collating. This now seemed a | 1 |
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| 2 | waste of time and effort. What happened to this | 2 |
| 3 | information? Did the police and RBKC receive it but | 3 |
| 4 | disregard it?" | 4 |
| 5 | Some were not assigned a family liaison officer at | 5 |
| 6 | all . | 6 |
| 7 | Hayat Elsanosi, who lived in Sudan, lost their | 7 |
| 8 | sister, Fathia Elsanosi, niece, Isra Ibrahim, and | 8 |
| 9 | nephew, Abufras Ibrahim. They say: | 9 |
| 10 | "Despite being a bereaved family member I have not | 10 |
| 11 | been provided with a police family liaison officer | 11 |
| 12 | The fact that I have not been given a family liaison | 12 |
| 13 | officer has made me feel marginalised and unimportant in | 13 |
| 14 | the eyes of the police." | 14 |
| 15 | Sir, I note the time. I am about to start | 15 |
| 16 | section 6. | 16 |
| 17 | SIR MARTIN MOORE-BICK: Yes. | 17 |
| 18 | MS ISLAM: I'm happy to continue. | 18 |
| 19 | SIR MARTIN MOORE—BICK: You have three sections still to go, | 19 |
| 20 | is that right? | 20 |
| 21 | MS ISLAM: Yes, I do. | 21 |
| 22 | SIR MARTIN MOORE-BICK: Can you give us any indication of | 22 |
| 23 | how long you think you may need to complete it? | 23 |
| 24 | MS ISLAM: I think it's going to be about 45 minutes at | 24 |
| 25 | least . | 25 |
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| 1 | SIR MARTIN MOORE-BICK: My preference would have been to |
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| 2 | finish it this evening, but I'm a little concerned that |
| 3 | everyone's had quite a long day, and I have the |
| 4 | stenographer particularly in mind, so I'm rather |
| 5 | reluctant to continue for another 45 minutes. |
| 6 | Just give me a moment. |
| 7 | (Pause) |
| 8 | MS ISLAM: Sir, can I suggest that I carry on with section 6 |
| 9 | and complete that now. Section 7 and section 8 we can |
| 10 | complete at some point during the BSR evidence over the |
| 11 | next few weeks. |
| 12 | SIR MARTIN MOORE-BICK: They're relatively self-contained, |
| 13 | aren't they? |
| 14 | MS ISLAM: They are. |
| 15 | SIR MARTIN MOORE-BICK: Yes, all right. Well, let's do |
| 16 | that. Section 6 will take you, what, 10 minutes, |
| 17 | 15 minutes? |
| 18 | MS ISLAM: About that, yes. Thank you. |
| 19 | SIR MARTIN MOORE—BICK: Yes, all right, let's continue. We |
| 20 | will do section 6 and then we'll decide where we put in |
| 21 | sections 7 and 8 in due course. All right? |
| 22 | MS ISLAM: Thank you. |
| 23 | SIR MARTIN MOORE—BICK: All right, thank you. |
| 24 | MS ISLAM: Turning now to section 6 on public communication. |
| 25 | A number of witnesses describe poor communication |

about what support was available and that there was a need to be proactive in order to receive assistance.

Abdulwahab Abdulhamid says {IWS00001919/5-6}:

"There was a complete lack of information from anyone telling us what support was available and as a result of this confusion, there was an unequal distribution of support as those who found out information first were able to receive assistance, whilst others, like my family, knew nothing of the services were left behind. This particularly affected vulnerable people, including myself and my wife who had mobility issues and was heavily pregnant. This also affected anyone who did not speak English ..."

Jenny Fei Quang, who lived in flat 76, says {IWS00001552/20}:

"In the week following the fire, I do not remember having any communication with someone from RBKC about what services they were providing and where to go for help. I received no text messages, calls or emails from RBKC. They and the TMO should have had my contact details from our records. In the aftermath of the fire, I would regularly check RBKC's website to see if they had uploaded any news or information but I didn't see that they were using this to communicate with survivors and residents. Their website wasn't helpful to me."

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Hime Haymanot Gashaw says {IWS00001738/18}:

 $^{\prime\prime}\ldots$ the only way to try and get the help and services was by me contacting the various bodies, including RBKC via email and telephone. However, it was a nightmare and the last thing that $\ensuremath{\mathsf{I}}$ needed on top of all the other stress. They would not action any of our pleas for help."

Jose Vieiro says {IWS00001798/12}:

"If my English was not as good, if I did not have the support of my friends and family around me, I would not have received the amount or quality of the help and support that I received. In order to receive information about services and support you had to be proactive; it was all received through the grapevine and by word of mouth. You did not want to feel left out and miss something, so within the chaos you had to try."

Leanne Mya Jackson Le-Blanc says {IWS00001271/26}:

"I started to use social media to stay locked in and attend meetings. I started to contact people i.e. groups of people who were survivors, which seemed to be the best way to keep informed. There was so much information flying around. It was chaotic. It seemed that you had to get out there and obtain information yourself, you received little otherwise."

Contrastingly, some had more positive experiences in

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terms of receiving information. Daniel Brendan Griffin, who lived in flat 31 of the tower, says {IWS00001573/8}: "Generally speaking information was communicated to me by phone and email. I think I was generally kept informed and if I needed anything the key worker Mustafa Abdu did not think there was an absence of information, but that people were not in a position to engage. He says {IWS00001956/14}: "I think that there was a lot of information out there for residents of the Lancaster West Estate but the issue was that because of what had happened and because it was so traumatic, people were not in the right frame of mind to be able to engage with the information out there " A number of survivors and residents did not speak English as a first language. As a result, they faced challenges in accessing support and services. 2.0 Mahboubeh Jamalvatan says {IWS00001724/6-8}: "From my point of view other survivors of the fire received lots more help than we did, both of a financial 2.3 kind and other support like clothes and food ... I do

it because I did not speak English."

not know how they received more support than we did, was

She continues:

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"I have had significant difficulty in accessing things because I do not read English well and the facilities for interpreting information into Farsi have been very poor. I feel disadvantaged by this. I have always had to chase information, rather than it being provided to me. I feel that this may mean that I have missed out on donations that were given out by other charities because of my language problems. I feel it has not been fair or equal."

Hoang Khanh Quang says {IWS00001821/15}:

"The first time that I recall direct contact from them was when I received a letter at the hotel from RBKC which was about a week after the fire. This was written in English and my daughter had to translate it for me ... Even when letters were sent to me in the hotel they were written in English and I couldn't read them. When there were meetings for residents I didn't have an interpreter so I couldn't understand what was being said. I would have felt more supported if RBKC had arranged an interpreter for me for meetings or had letters translated for me. It would have meant I could get information directly and not rely on my family and friends."

Maria Jafari says {IWS00001815/16}:

"Nobody official took steps to understand our cultural needs. They also did not understand that not all Afghans speak Farsi, so when they bought interpreters who spoke Farsi to communicate with my mother, they couldn't understand her because she spoke Dari."

A number of walkway residents also experienced issues with the language barrier.

Loubna Belfassi, who lived in Testerton Walk with her young daughter and newborn baby, says {IWS00001802/11}:

"My first language is Arabic, although I speak a little English. Initially, I found it very difficult to get information and help. I would often rely on my friends or neighbour to either update or interpret for me. Sometimes I was not always comfortable with this, especially if I was discussing private and confidential information about my personal circumstances. The language barrier also meant I found out about support and services much later than everyone else, which was frustrating. It also meant I did not have the same access and support as others because I simply did not know what was available. It often felt that I did not have a voice and I was not being listened to."

Zakaria El-Sawy lived in Barandon Walk with his

wife. Their first language is Arabic. He says $\{IWS00001822/10\}$:

"Official communications would always be in English. We had to ask constantly for [our daughter] to translate the letters into Arabic for us. [She] along with many other residents constantly complained to Gold command and RBKC about the availability of material in different languages as this affected the resident's access to vital information. Eventually this began happening but it took at least three months for RBKC to reach this stage."

Nadia Elbouti says {IWS00001605/13-14}:

"No arrangements were made by the council or government in the immediate aftermath of the fire to accommodate people with special needs ... There were also a lot of people like me, who spoke very little or no English and had to rely on the assistance of volunteers who spoke our languages, just to communicate our basic needs to the Council and other organisations. I'm not sure what I would have done if the volunteers were not there to help, especially as my daughter, in her shock, stopped speaking for days after the fire ."

Witnesses share their experiences of how information was shared and how support services were communicated to them whilst staying in hotels.

| 1 | Sener Macit says {IWS00001563/14}: | 1 | WhatsApp group." |
|--|--|--|---|
| 2 | "We were not told about a plan for survivors and | 2 | Antonio Roncolato says {IWS00001774/22}: |
| 3 | were just left in a hotel room." | 3 | "There was no leadership or co-ordination from |
| 4 | Corinne Simone Jones says $\{IWS00001548/9\}$: | 4 | either RBKC or Central Government, which led to the |
| 5 | "There was nobody in the hotel that was responsible | 5 | bereaved and residents establishing Grenfell United |
| 6 | for looking after us; there was no agreed point of | 6 | (GU). GU was about supporting one another and ensuring |
| 7 | contact at the hotel. We went to the manager as we | 7 | that we all had the same information and were kept up to |
| 8 | assume this would be the point of contact. He did not | 8 | date. I found the GU newsletters really helpful. It |
| 9 | know what was going on. It felt like we had nothing, | 9 | was also about us having a united voice and ensuring |
| 10 | that the Council provided us with a hotel room and | 10 | that we were listened to." |
| 11 | expected us to get on with it." | 11 | Sharon Laci says {IWS00001831/9}: |
| 12 | Michael Sobieszczak says {IWS00001562/13}: | 12 | "Grenfell United gave us a voice and was an |
| 13 | "Representatives from RBKC were sometimes [in the | 13 | important source of information, especially through |
| 14 | hotel] in the beginning as I remember, but this was | 14 | their newsletters, which kept us updated about what |
| 15 | a bit hit and miss and they didn't always have the | 15 | support was available. I felt Grenfell United worked |
| 16 | information that you really needed, so frequently | 16 | really hard to support us all." |
| 17 | couldn't answer our questions. After a time we stopped | 17 | Ahmed Elgwahry lost his mother, Mariem Elgwahry, and |
| 18 | engaging with them because of this and because of the | 18 | his sister Eslah Elgwahry, who lived in flat 196 of the |
| 19 | issues that we had experienced with the hotel room." | 19 | tower. He says {IWS00001757/11}: |
| 20 | Wintom Temesgen lived in flat 26 of the tower with | 20 | " I wanted answers in quiet and for the bereaved |
| 21 | his partner. He says {IWS00001800/21}: | 21 | to be spoken to. There seemed no clear way for this to |
| 22 | " Initially we did not receive anything but later we | 22 | happen and so after discussions with other affected |
| 23 | would get a leaflet posted through our hotel door giving | 23 | bereaved families, I started a WhatsApp group of |
| 24 | an update (weekly). However, as there were only three | 24 | bereaved people. The aim was for the bereaved to speak |
| 25 | [or] four families in our hotel from the tower, I think | 25 | to one another and share information the group |
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| 1 | we were forgotten, and we did not receive anything for | 1 | continues to this day and provides a chance for us to |
| 2 | we were forgotten, and we did not receive anything for some time." | 2 | continues to this day and provides a chance for us to share information and experiences." |
| 2 | we were forgotten, and we did not receive anything for some time." Gitiara Pahlavani says {IWS00001244/14}: | 2 | continues to this day and provides a chance for us to share information and experiences." Walkway residents did not receive information about |
| 2 3 4 | we were forgotten, and we did not receive anything for some time." Gitiara Pahlavani says {IWS00001244/14}: "We moved to the Crowne Plaza on Cromwell Road. It | 2 3 4 | continues to this day and provides a chance for us to share information and experiences." Walkway residents did not receive information about whether they could return to their homes. |
| 2 3 4 5 | we were forgotten, and we did not receive anything for some time." Gitiara Pahlavani says {IWS00001244/14}: "We moved to the Crowne Plaza on Cromwell Road. It was quieter there it was very quiet in terms of the | 2 3 4 5 | continues to this day and provides a chance for us to share information and experiences." Walkway residents did not receive information about whether they could return to their homes. Agnes Murray says {IWS00001639/8}: |
| 2 3 4 5 6 | we were forgotten, and we did not receive anything for some time." Gitiara Pahlavani says {IWS00001244/14}: "We moved to the Crowne Plaza on Cromwell Road. It was quieter there it was very quiet in terms of the support that was available at the hotel. No one came to | 2 3 4 5 6 | continues to this day and provides a chance for us to share information and experiences." Walkway residents did not receive information about whether they could return to their homes. Agnes Murray says {IWS00001639/8}: "I found it hard to access information about |
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situation with evacuation. I got through to someone who

was obviously just manning the phone. I was told that

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suggested that we should build on this list $\ \dots \$ This was

the beginning of the formation of the Grenfell United

| 1 | they were not able to give me any of this information | 1 | INDEX |
|----|--|----|--|
| 2 | because the Council were due to do a press release | 2 | MR KARIM MUSSILHY (sworn)9 |
| 3 | I could not believe that the council seemed more | 3 | Questions from COUNSEL TO THE INQUIRY9 |
| 4 | concerned with the press release than actually helping | 4 | Thematic Summary of BSR Evidence108 |
| 5 | and guiding those that had been impacted." | 5 | • |
| 6 | Maria Gil says {IWS00001679/13}: | 6 | |
| 7 | "The Council would not come to tell us about the | 7 | |
| 8 | services and support available. They would not | 8 | |
| 9 | communicate with us at all. They left us on our own to | 9 | |
| 10 | find information If you did not get there on time, | 10 | |
| 11 | then that was it, they would say they ran out of funds. | 11 | |
| 12 | I felt that it was like a little rat race." | 12 | |
| 13 | Sir, that concludes section 6. | 13 | |
| 14 | SIR MARTIN MOORE—BICK: All right. Would that be a good | 14 | |
| 15 | point at which to call a halt for the day? | 15 | |
| 16 | MS ISLAM: It would, thank you. | 16 | |
| 17 | SIR MARTIN MOORE—BICK: And we'll find a suitable moment to | 17 | |
| 18 | complete this exercise where we can. | 18 | |
| 19 | MS ISLAM: Yes, sir. Thank you very much. | 19 | |
| 20 | SIR MARTIN MOORE—BICK: All right. Thank you very much | 20 | |
| 21 | indeed. | 21 | |
| 22 | All right. Well, I think it's time we called a halt | 22 | |
| 23 | for today. We'll break there. We'll resume, please, at | 23 | |
| 24 | 10 o'clock tomorrow, when we shall hear further evidence | 24 | |
| 25 | from — | 25 | |
| 23 | | 23 | |
| | 213 | | 215 |
| 1 | MS ISLAM: Mr Hisam Choucair. | | 017 |
| 2 | SIR MARTIN MOORE—BICK: Yes —— those who were directly | | 216 |
| 3 | affected by the fire . | | |
| 4 | Yes, thank you very much. 10 o'clock tomorrow, | | |
| 5 | then. Thank you. | | |
| 6 | (4.40 pm) | | |
| 7 | (The hearing adjourned until 10 am | | |
| 8 | on Wednesday, 13 April 2022) | | |
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