



Grenfell Tower Inquiry

Day 146

June 17, 2021

Opus 2 - Official Court Reporters

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Thursday, 17 June 2021

1 (10.00 am)
 2 SIR MARTIN MOORE—BICK: Good morning, everyone. Welcome to
 3 today's hearing. Today we're going to hear evidence
 4 from two of the estate support assistants who worked for
 5 the TMO.
 6 So who is your first witness, Mr Kinnier?
 7 MR KINNIER: The first witness is Paul Steadman, sir.
 8 SIR MARTIN MOORE—BICK: Good, thank you very much.
 9 MR PAUL STEADMAN (affirmed)
 10 SIR MARTIN MOORE—BICK: Thank you very much.
 11 Would you like to sit down and make yourself
 12 comfortable.
 13 (Pause)
 14 Questions from COUNSEL TO THE INQUIRY
 15 MR KINNIER: Good morning. Would you first confirm your
 16 name for the record.
 17 A. Yes, it's Paul Steadman.
 18 Q. Thank you.
 19 Mr Steadman, if at any time during your examination
 20 you require a break, please say so, that's not
 21 a problem.
 22 Secondly, if any of my questions are unclear, please
 23 don't hesitate to say so and I'll rephrase them so that
 24 they are clear.
 25

1

1 Thirdly and finally, please do keep your voice up;
 2 it's so that the shorthand writer can capture everything
 3 you say accurately.
 4 A. Yes.
 5 Q. Now, you have prepared seven statements in relation to
 6 the fire at Grenfell Tower, five of which were for the
 7 Metropolitan Police and two of which were for
 8 the Inquiry. I am just going to take you through each
 9 of them to confirm the dates and that they are yours.
 10 The first statement for the Metropolitan Police was
 11 dated 12 July 2018 and can be found at {MET00039814}.
 12 Is that it?
 13 A. Yes.
 14 Q. The second statement for the Metropolitan Police is
 15 dated 24 August 2018, which can be found at
 16 {MET00039812}. Is that it?
 17 A. Yes.
 18 Q. The third statement for the Metropolitan Police was
 19 dated 18 February 2019, which can be found at
 20 {MET00039853}. Is that it?
 21 A. Yes.
 22 Q. A fourth statement for the Metropolitan Police was also
 23 dated 18 February 2019, which can be found at
 24 {MET00065664}. Is that it?
 25 A. Yes.

2

1 Q. There are exhibits which I don't need to take you to,
 2 but, for the record, are at {MET00065673}.
 3 Your fifth and final statement for the
 4 Metropolitan Police, dated 25 March 2019, can be found
 5 at {MET00065666}. Is that it?
 6 A. Yes.
 7 Q. Thank you.
 8 Your first statement for the Inquiry was dated
 9 17 July 2019 and that can be found at {TMO10049875}. Is
 10 that it?
 11 A. Yes.
 12 Q. Finally, your second statement is dated 12 May 2020, and
 13 can be found at {TMO00870944}. Is that that statement?
 14 A. Yes.
 15 Q. Thank you.
 16 Have you read each of those statements recently?
 17 A. I have, yes.
 18 Q. Can you confirm that they are true?
 19 A. Yes.
 20 Q. Are you happy for those statements to be taken as your
 21 evidence to this Inquiry?
 22 A. Yes.
 23 Q. Thank you.
 24 Right, first of all I'd like to discuss with you
 25 your roles and responsibilities whilst you were employed

3

1 by the TMO.
 2 Now, you explained that you were initially employed
 3 by the TMO in 2002 as a caretaker; is that correct?
 4 A. Yes.
 5 Q. The title of that role later changed to estate services
 6 assistant, or ESA; is that right?
 7 A. Yes, but before that it was estate inspector.
 8 Q. Thank you.
 9 A. We were caretakers, then estate inspectors, and then
 10 when we moved to the TMO we became ESAs.
 11 Q. Thank you.
 12 Now, you also explained that, at the time of the
 13 fire, you were ESA for the Lancaster West Estate, which
 14 included Grenfell Tower; is that right?
 15 A. Yes.
 16 Q. For how many buildings were you responsible?
 17 A. At the time of the fire, it was the whole of the
 18 Lanc West, stage 1 and stage 3, which was probably one,
 19 two, three ... probably somewhere in the region of about
 20 12 different buildings.
 21 Q. How many of those were high-rise residential buildings?
 22 A. Just the tower.
 23 Q. Now, you also say that you initially worked alongside
 24 Robert Regan on the Lancaster West Estate, but about
 25 18 months before the fire you became the sole

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1 ESA/caretaker for Lancaster West and therefore
 2 Grenfell Tower; is that a fair summary?
 3 A. Yes.
 4 Q. Apart from managing the whole estate, did your role
 5 change in any way?
 6 A. Yes. When I first started there, we was basically like
 7 normal caretakers, just checking bits and pieces, and
 8 then we became estate inspectors, we was raising our own
 9 repairs on the computer and the system. Then when the
 10 EMB folded and the TMO took over, they took that all
 11 away from us and we became basic caretakers again. So,
 12 yes, our role did change.
 13 Q. Thank you.
 14 We don't need to go to it, but at paragraph 16 of
 15 your second Inquiry statement you explain that
 16 Keith Stephenson was your direct line manager; is that
 17 right?
 18 A. He was my supervisor, yeah.
 19 Q. And after he left, you reported directly to
 20 Tony O'Hara —
 21 A. Yes.
 22 Q. — Siobhan Rumble and then Nicola Bartholomew; is that
 23 right?
 24 A. Yes.
 25 Q. Your memory was that you reported to Martin Barr for

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1 a matter of weeks when the Lancaster West Estate
 2 Management Board folded, but he then moved south and so
 3 you came under the supervision of Louise Nezandonyi; is
 4 that right?
 5 A. Yes.
 6 Q. Now, in her evidence — and the reference is
 7 {TMO00871021/7}, paragraphs 34 to 35, we don't need to
 8 go to it — Nicola Bartholomew said that you reported to
 9 her as neighbourhood team leader from May 2016, when she
 10 joined the TMO; is that right?
 11 A. Yes.
 12 Q. Until August 2016, when you reported to
 13 Louise Nezandonyi, who was the estate services
 14 team leader for the north of the borough?
 15 A. Yes, that's correct.
 16 Q. So it would appear that you reported directly to
 17 Nicola Bartholomew from May 2016 to August 2016 —
 18 A. Yes.
 19 Q. — and Louise Nezandonyi from August 2016 onwards.
 20 A. Yes.
 21 Q. Thank you.
 22 After the restructure in August 2016, did you have
 23 any involvement with Nicola Bartholomew at all?
 24 A. Not really, only that she was manager on the Lanc West.
 25 Q. Now, Martin Barr said that, having been seconded to

6

1 a role in the south of the borough, he resumed
 2 responsibility for the northern team, as it were —
 3 A. Yeah.
 4 Q. — in around January/February 2017. Does that sound
 5 about right to you?
 6 A. Yes. I know he did come back. When he left the south
 7 and he came back to the north, he became our
 8 team leader. It was for a matter of weeks, probably
 9 four, five, six weeks, and then he left.
 10 Q. Then he left in May 2017, I think.
 11 A. Yes.
 12 Q. After May 2017, who were you reporting to thereafter?
 13 A. I think it was — I think Louise took over again.
 14 Q. Thank you.
 15 If we can now look in more detail at your role as
 16 a caretaker, inspector, then ESA.
 17 Now, in your paragraph 8 of your first statement to
 18 the Inquiry {TMO10049875/2}, you said:
 19 "Generally my duties included conducting regular
 20 inspections of all the TMO buildings within my area to
 21 check for cleanliness, state of repair, lighting and
 22 general upkeep of these areas."
 23 Is that fair?
 24 A. That's true, yeah.
 25 Q. At paragraph 9, you go on to say, more specifically, you

7

1 carried out weekly health and safety inspections where
 2 you were required to various features of a building
 3 which you list, including, for example, the lifts and
 4 communal fire doors.
 5 A. Yeah.
 6 Q. Is that a fair summary?
 7 A. Yeah.
 8 Q. Was that the summary of your day-to-day role?
 9 A. Yes, from building to building. We didn't do — well,
 10 I didn't do every building every day, so it was certain
 11 buildings on certain days.
 12 Q. As part of that role, would you identify any repairs
 13 that were necessary to Repairs Direct?
 14 A. Yes.
 15 Q. But your role wasn't to carry out the repairs
 16 yourself —
 17 A. No.
 18 Q. — is that right?
 19 A. No.
 20 Q. At paragraph 13 of the same statement {TMO10049875/3}
 21 you say:
 22 "I would check the communal fire doors as part of my
 23 Estate inspections to ensure that they were closing
 24 properly however I did not inspect flat entrance doors
 25 other than to check them visually on an ad hoc basis."

8

1 Putting it differently, is it fair to say that you
 2 carried out no internal inspection of the flat entrance
 3 doors?
 4 A. Yeah, we didn't check flat entrance doors.
 5 Q. Now, you say your visual inspection was on an ad hoc
 6 basis; what would prompt an ad hoc inspection of them?
 7 A. If I was in that bit — if I wasn't due in that building
 8 on that day, only to deliver letters, then I would check
 9 on my way down, that would be ad hoc.
 10 Q. This may be impossible to answer, but are you able to
 11 give the panel a steer as to how frequently in practice
 12 you would be inspecting the flat entrance doors of,
 13 for example, Grenfell?
 14 A. Well, I was — I think I was due in that building — I'm
 15 not sure if it was once or twice a week. Sometimes if
 16 I had a spare half hour I used to pop up and have
 17 a quick look, so you could be looking at maybe two,
 18 three, four times a week.
 19 Q. Thank you.
 20 Now, is it right that you also carried out monthly
 21 health and safety checks?
 22 A. Yes.
 23 Q. Of every building on the Lancaster West Estate?
 24 A. Yes.
 25 Q. Now, we don't need to go to it, but in your first

9

1 statement for the police on page 2 {MET00039814/2}, it's
 2 the third paragraph, third line, you say:
 3 "We had a defined role that we stuck to on a daily
 4 basis; initially I would walk around the whole estate 2
 5 to 3 times a day, find any repairs that needed doing,
 6 and then in the afternoon, I would send them through to
 7 the various contractors."
 8 Is it fair to say that this walkaround was
 9 an informal inspection, rather than a more formal health
 10 and safety inspection?
 11 A. Yes, yeah.
 12 Q. Would you describe it as a basic review?
 13 A. Yeah.
 14 MR KINNIER: Now —
 15 SIR MARTIN MOORE—BICK: I'm sorry, just help me with this:
 16 when you went on your walkaround of the estate, did that
 17 involve going into any of the buildings?
 18 A. Sometimes. Not all of the time.
 19 SIR MARTIN MOORE—BICK: Yes.
 20 A. Most of the time, if it was — if I was due in that
 21 building, then yes, I would check the building inside.
 22 If I wasn't due in that building, usually I would just
 23 walk around on the outside, because it was quite a big
 24 estate.
 25 SIR MARTIN MOORE—BICK: Yes. It sounds as if you had

10

1 a sort of rota for looking at particular buildings on
 2 particular days; is that right?
 3 A. Yes.
 4 SIR MARTIN MOORE—BICK: Okay, thank you.
 5 MR KINNIER: You also say in your evidence that you carried
 6 out estate inspections every two or three months which
 7 would take a couple of hours, in which you would walk
 8 around the estate with the housing officer, member of
 9 the Residents' Association and residents. What was the
 10 purpose of those inspections?
 11 A. That was so that the RA or the residents, if they had
 12 picked up on anything, they could walk around and show
 13 us, or even if we was walking around and they noticed
 14 something —
 15 Q. Were those inspections regularly carried out up until
 16 the date of the fire?
 17 A. As far as I know, yes.
 18 Q. Was a record kept of those estate inspections?
 19 A. There should have been, yeah, yeah.
 20 Q. Who would have been responsible for keeping those
 21 records?
 22 A. Whoever was the housing officer at the time. I think it
 23 was Millicent.
 24 Q. So not you?
 25 A. No.

11

1 Q. Now, you've also mentioned in your first statement to
 2 the police at page 4 {MET00039814/4} that:
 3 "On top of doing our own work, we are given FRAs
 4 to do."
 5 Can you explain what you meant by doing FRAs?
 6 A. Well, we had our own daily routine that we used to do,
 7 but then we used to get a load of FRAs come through and
 8 we — depending how important they were — some were
 9 just minor ones, some were quite important — we used to
 10 try and get them sorted out there and then. If not,
 11 we'd give it two or three days to try and sort out.
 12 Q. So, just put differently, basically you were
 13 completing/checking recommended actions that had been
 14 recommended by Carl Stokes, the TMO's fire risk
 15 assessor; is that a fair way of putting it?
 16 A. Yeah, we was checking what was on the fire risk
 17 assessment. We was checking it and we was basically
 18 getting the orders raised for —
 19 Q. Now, we'll come on to that in more detail later on.
 20 If I can turn now to the specific topic of Grenfell
 21 itself.
 22 In respect of the tower, is it right that you
 23 carried out your weekly inspection every Friday morning?
 24 A. Yes. That was — when the building was completed and
 25 handed back to us, yes.

12

1 Q. How long would that inspection take, each Friday
 2 morning?
 3 A. You're probably looking at about an hour, hour and
 4 a half sometimes.
 5 Q. Again, would it be fair to characterise those weekly
 6 checks as quite basic?
 7 A. Yeah. Yeah.
 8 Q. Now, if I can turn to an email that Janice Wray sent you
 9 back on 23 May 2017, that can be found at {TMO00862170}.
 10 You will see at the very bottom of that page it was
 11 sent at 17.28, "Hi Paul", and if we go over to page 2
 12 {TMO00862170/2}:
 13 "Can you please advise how frequently you inspect
 14 this block [that's Grenfell]. Also on which days of the
 15 week and are these inspections completed am or pm?
 16 (Need it for an accident investigation.)"
 17 If we go back to page 1 {TMO00862170/1}, you
 18 replied, "Every Friday AM".
 19 Then if we go up further to the top of the page:
 20 "All blocks once per week if I am doing letters then
 21 I give it a little look over."
 22 Doing letters, what does that mean?
 23 A. Sometimes we had letters that needed delivering, so we
 24 used to do block letters or individual letters for
 25 tenants.

13

1 Q. What did a little look-over involve?
 2 A. That was if it wasn't a Friday and it was another day
 3 during the week.
 4 Q. So it would be in addition to our Friday inspection?
 5 A. Yeah, yeah.
 6 Q. Thank you.
 7 Now can I turn to the separate topic of training,
 8 Mr Steadman, and in particular the fire safety training
 9 you received in your role as an ESA.
 10 At paragraph 6 of your first statement to
 11 the Inquiry, which can be found at {TMO10049875/2}, you
 12 say:
 13 "I was given a variety of training for this role,
 14 including basic fire training, fire safety training and
 15 first aid training. Internal training was usually
 16 carried out by the TMO's Health and Safety team,
 17 specifically Janice Wray or Adrian Bowman."
 18 When you started as a caretaker in 2002, did you
 19 receive any specific fire safety training at that point?
 20 A. Yes, I don't think it was straight away, I think it was
 21 a week or a month or two into the job and then we used
 22 to do training.
 23 Q. Can you remember in broad terms what that training
 24 involved?
 25 A. Well, the fire training, I'm not sure if it was half-day

14

1 or full-day training, but it was a series of — we used
 2 to sit down with the guy that used to do the training,
 3 he was a fireman or an ex-fireman, and he used to go —
 4 he used to show us all videos and stuff of what
 5 fire extinguishers to use, what fire extinguishers not
 6 to use on liquids and ... it was a good training course.
 7 Q. I'm assuming that the former fireman wasn't Carl Stokes,
 8 given that we're talking about 2002?
 9 A. No.
 10 Q. Thank you.
 11 After 2002, do you recall how often you received any
 12 further fire safety training?
 13 A. I'm not sure if it was once a year or once every
 14 two years.
 15 Q. How long would each training session take?
 16 A. Again, some — I think the first ones — sometimes you
 17 done it for half a day, sometimes you done it for
 18 a whole day, so I think it varied from year to year.
 19 Q. What form did the training take? For example, was it
 20 online, was it —
 21 A. No, it was in a room, and outside putting fires out as
 22 well.
 23 Q. Who would provide that training? Would it be this
 24 former fireman?
 25 A. Yeah, yeah.

15

1 Q. Can you give the panel a broad idea of what topics the
 2 fire safety training would involve?
 3 A. The topic — it used to be — well, it was the — he
 4 showed us a series of video clips of how fires start.
 5 He showed us the video clip of the — I think it was the
 6 Bradford football ground, he showed us that, and
 7 the build-up of how the fire actually started. It was
 8 all sorts of videos.
 9 Q. Did the training involve assisting with evacuation or
 10 anything of that nature, thinking of the Bradford
 11 example you were given?
 12 A. Yes. Yeah.
 13 Q. Once it came into force, were you given any training on
 14 the Regulatory Reform (Fire Safety) Order 2005?
 15 A. Not that I know of, no.
 16 Q. Were you given any training on published guidance,
 17 for example something entitled Local Government
 18 Association's "Fire safety in purpose-built blocks of
 19 flats"? Does that ring any bells?
 20 A. No, no.
 21 Q. We don't need to go to anything further in your
 22 statements, but beyond these sort of annual or biannual
 23 sessions, do you recall any other fire safety training
 24 you were provided with?
 25 A. No, no.

16

1 Q. Now, can you remember being shown the TMO's fire safety
2 strategy at any stage?
3 A. No.
4 Q. Now, if I can take you to one document, which is
5 {TMO10017036/14}.
6 Now, just to tell you what this is, this is the
7 TMO's fire safety strategy dated June 2017, and in
8 respect of fire safety training for the TMO staff at
9 section 21 at the bottom of that page, it says this:
10 "To increase knowledge, awareness and promote
11 competence amongst staff the TMO requires all staff to
12 complete a comprehensive on-line fire safety training
13 course."
14 At the time of the fire, had you been provided with
15 any online fire safety training?
16 A. It's possible, but I don't recall it, no.
17 Q. Can we turn over the page {TMO10017036/15}. The second
18 line from the top starts with the words:
19 "Further, staff who are required to undertake
20 regular communal inspections are also given additional
21 more specialised training to cover fire safety systems
22 and features in residential blocks, stay put strategy,
23 communal storage issues, other issues highlighted by the
24 FRAs etc. to ensure they are clear on what to escalate.
25 This training is also provided annually ..."

17

1 At the time of the fire, do you remember receiving
2 any "specialised" training?
3 A. No.
4 Q. Before 2017, do you recall, as is suggested here, annual
5 training as opposed to twice-yearly training?
6 A. I think it's — I don't recall it, no. No.
7 Q. Were you ever provided with any fire safety training by
8 Janice Wray or Adrian Bowman?
9 A. Not that I can recall, no.
10 Q. Now, if we can stay on this page and look at the end of
11 paragraph 21, which is the one at the very top of the
12 page, it states that:
13 "... ongoing refresher training at team meetings and
14 on-site briefings with the H&S Team and the Fire
15 Consultant."
16 Did you have team meetings with the estate services
17 team?
18 A. Yes, we had team meetings regularly on Lanc West, yeah.
19 Q. Who would attend those meetings?
20 A. Most of the staff.
21 Q. Would Janice Wray or any of the health and safety team
22 attend?
23 A. Only if they needed to speak about something, they would
24 turn up.
25 Q. How often would the meetings take place?

18

1 A. I think it was every month.
2 Q. During those meetings, did you receive any refresher or
3 updating fire safety training?
4 A. No.
5 Q. Was the focus on practical things, such as getting
6 repairs done or raising profile of certain matters?
7 A. Yes.
8 Q. Did Janice Wray ever meet the estate services team to
9 give instruction on or to emphasise the importance of
10 fire safety as part of the ESA role?
11 A. She might have come down — if she was down from time to
12 time, she might have mentioned something, but I can't
13 remember.
14 Q. Can you remember whether she gave you any direction or
15 emphasised the importance of particular aspects of
16 fire safety that were important to your role as an ESA?
17 A. No.
18 Q. Apologies for asking you this question, it's one lawyers
19 tend to, but can you remember receiving any specific
20 training on high-rise buildings and fire safety in
21 high-rise buildings in 2010?
22 A. No.
23 Q. Can you remember, sorry, just to test you on it, see
24 whether it jogs your memory — I realise it's more than
25 11 years ago, so apologies for that — but there was

19

1 a meeting held with neighbourhood officers, community
2 officers and ESAs following a session of fire safety
3 training, but it was bespoke to high-rise buildings; do
4 you remember anything of that sort 10 or 11 years ago?
5 A. No, I can't remember that.
6 Q. Now, could we look at some ESA fire safety training that
7 took place on 2 December 2016, and that can be found at
8 {TMO10048994}. There we go, it sets out the objectives.
9 If we could go to page 3 {TMO10048994/3}, we find
10 a slide dedicated to the fire at Adair Tower on
11 31 October 2015.
12 I'll just let you briefly read that so you can
13 recall the basic details.
14 (Pause)
15 Now, was this training session on 2 December 2016
16 the first time you'd received training on the
17 circumstances of and lessons learned from the
18 Adair Tower fire?
19 A. Possibly, yes.
20 Q. Can we look further in this slideshow to page 24
21 {TMO10048994/24}. We see there "Communal doors", "Flat
22 Entrance Doors", "ESA Responsibilities".
23 If we turn over the page to page 25, 26, and 27,
24 each of those three photos shows damaged flat entrance
25 doors.

20

1 Can you remember now whether you were told that it
 2 was your responsibility to inspect flat entrance doors,
 3 either as a result of the Adair Tower or to re-emphasise
 4 what you had been required to do anyway?
 5 A. I probably was, but it would only have been a visual
 6 check, not actually checking the door, because nine
 7 times out of ten, if you're going to knock on a door,
 8 someone's either not going to be in or they're just not
 9 going to answer.
 10 Q. So before the Adair Tower fire, as I understand your
 11 evidence from what you said earlier, you were inspecting
 12 flat entrance doors anyway?
 13 A. We was inspecting flat entrance doors, but it was just
 14 visually from the outside.
 15 Q. Can you remember during this training session on
 16 2 December 2016 whether there was any discussion about
 17 inspecting self-closing devices on flat entrance doors?
 18 A. I think there was, I think they wanted us to check them,
 19 but how are we going to check them if they're built into
 20 the door?
 21 Q. Were you given any advice on how to inspect them?
 22 A. No.
 23 Q. During this session, did people raise any practical
 24 reservations about how you could check self-closing
 25 devices and what advice you were seeking to allow you to

21

1 inspect them?
 2 A. I can't recall, but they probably did. They probably
 3 just mentioned what I mentioned, because nine times out
 4 of ten — especially the doors they had on
 5 Grenfell Tower, they was the — I think they're called
 6 Perko door-closers, and they're actually built into the
 7 doors, and the only way you can check them is if the
 8 door's open.
 9 Q. Do you remember during this training session whether you
 10 or any of your colleagues raised some scepticism as to
 11 how frequently or indeed effectively you could inspect
 12 self-closing devices?
 13 A. I'd imagine most of them probably said something about
 14 it, yes.
 15 Q. You say, "I'd imagine"; can you help us, did they or
 16 didn't they?
 17 A. More than likely, yes.
 18 Q. Now, I don't know whether this helps, a quiz was
 19 prepared for the purpose of this training. If we can go
 20 to this quiz, it's {TMO10049868}. I don't know whether
 21 that looks familiar.
 22 If we go to the final page, which is page 3
 23 {TMO10049868/3}, and in particular question 14, which is
 24 the last one, that asks:
 25 "What repairs should you report in relation to

22

1 doors — both flat entrance doors and communal area
 2 doors?"
 3 Now, from the training in respect of flat entrance
 4 doors, what repairs should you have been reporting?
 5 A. Any damage to the door. Any letterbox missing or
 6 damaged. If the door-closer was on the outside and that
 7 wasn't working properly or if it didn't look right, then
 8 report that.
 9 Q. Can you help us, just following on from that, how were
 10 defects in flat entrance doors recorded following your
 11 weekly inspections, for example?
 12 A. We used to have — well, we'd got an app on our phone
 13 that we get all our jobs through, and we used to be able
 14 to raise the repairs on the app, or you could do it on
 15 the computer or phone customer services direct.
 16 Q. That's useful.
 17 Following on from that point, can we then look at
 18 the inspection process itself, therefore, and in
 19 particular within the context of health and safety
 20 inspections of Grenfell Tower.
 21 In the first instance, could I ask you to turn to
 22 {TMO10028449}.
 23 Does that front page look familiar to you?
 24 A. Yeah.
 25 Q. Now, were you ever provided with your own copy?

23

1 A. I don't recall it, no.
 2 Q. Would you have a room where you could store your
 3 equipment and records? Would a copy of this reference
 4 book be kept there?
 5 A. More than likely, yes, yeah, it would have been in the
 6 office somewhere.
 7 Q. You're giving the impression that it's not something to
 8 which you regularly referred; is that a fair impression
 9 to take from your evidence?
 10 A. Yeah.
 11 Q. So you wouldn't be clutching this book as you were going
 12 round carrying out your inspections; is that also fair?
 13 A. Yeah, that's fair, yeah.
 14 Q. I should say it's dated June 2013, and if we go to
 15 page 83 within this document {TMO10028449/83} — it's
 16 internal 75, but 83 for the purposes of Opus — there
 17 you see "Inspections routine check list". Does that
 18 look familiar?
 19 A. Yes.
 20 Q. Would you routinely use that checklist when you were
 21 carrying out your various inspections?
 22 A. We would have used that before we got the app on our
 23 phone. We had the app put on our phone — I think it
 24 was round about 2015, so we would have been using sheets
 25 like that up until then.

24

1 Q. And routinely as well?
 2 A. Yeah.
 3 Q. So you would complete it every time you carried out
 4 a daily inspection or a weekly inspection?
 5 A. Daily — usually weekly, but if daily, yes.
 6 Q. Now, if I can ask you to put this document to one side
 7 and go to {TMO10049875/2}, and if we can go to
 8 paragraph 7 — this is your first statement to
 9 the Inquiry — in the fourth line, just following on
 10 from the answers you have given. You there refer to the
 11 PDA device.
 12 A. Yeah.
 13 Q. You say:
 14 "I was also given a PDA device by the TMO which was
 15 programmed with all of the checks that I needed to make.
 16 For each item that needed to be checked, I would click
 17 'yes' or 'no' on my PDA to confirm that the particular
 18 item has been checked. Years ago, before we were given
 19 PDAs, we would record the results of our inspections by
 20 hand and then input them onto a computer programme."
 21 So that's just to sort of give you context for the
 22 answers you've just given. That remains a fair and
 23 accurate summary of your evidence?
 24 A. Yeah.
 25 Q. Just to clarify a matter, when you started using the

25

1 PDAs, did you stop using the checklist that we looked at
 2 taken from the ESAs' reference book?
 3 A. Yes, yes.
 4 Q. And you started using the PDA, if I recall your evidence
 5 rightly, in or about 2015?
 6 A. I think it was round about there, yeah.
 7 Q. Now, if we stay within this statement and go on to
 8 page 3 {TMO10049875/3}, paragraph 17, in the last
 9 sentence of that paragraph you say this:
 10 "While the monthly health checks were slightly more
 11 involved than the weekly checks, in reality they were
 12 undertaken in much the same way."
 13 Can you help us, in what ways were the monthly
 14 checks slightly more involved?
 15 A. We used to go round checking — at that time, on the
 16 PDA, we used to go round checking fire extinguishers,
 17 fire alarms, door-closers, everything got checked
 18 properly, rather than just like a weekly check.
 19 Everything got checked properly on a monthly.
 20 Q. How long would that monthly check take?
 21 A. If we're talking Grenfell Tower, you're probably looking
 22 at about two to three hours.
 23 Q. Now, if we stay within this statement but turn to page 5
 24 {TMO10049875/5}, paragraph 29, it's at the bottom of the
 25 page, you say this:

26

1 "The only concern recall raising was whether we had
 2 too much work to do, however this would never stop me
 3 conducting my fire safety checks thoroughly as
 4 I considered them to be very important."
 5 If we hold that statement in mind and turn to
 6 another one, which is the first statement to the police,
 7 which can be found at {MET00039814/4}, five lines from
 8 the top, in the middle of the line, you say this:
 9 "I feel that some of the caretakers have to fit in
 10 too much work for their day to allow; one caretaker has
 11 40 blocks. The TMO only allowed the caretakers
 12 30–60 minutes to check everything. The fire checks
 13 require that you inspect everything, such as the fire
 14 doors and emergency lighting."
 15 Now, does your statement there reflect the position
 16 that you experienced before the fire?
 17 A. Yes.
 18 Q. Now, what checks did the 30 to 60-minute allowance apply
 19 to? Was it the weekly or the monthly checks?
 20 A. Both.
 21 Q. Who set that allowance of 30 to 60 —
 22 A. I'm not sure, to be honest with you.
 23 Q. But you're clear it was a set allowance?
 24 A. Yeah.
 25 Q. Do you know why it was set?

27

1 A. Basically, the reason why it's set is because they never
 2 replaced the caretakers that retired or left over the
 3 years, so over the years the caretakers have got less
 4 and less, so the workload has got more and more, so you
 5 have to get through your blocks each day.
 6 Q. Following on from that, was the set allowance of 30 to
 7 60 minutes sufficient for you to carry out the checks to
 8 the standard that was required?
 9 A. On some blocks, yes, some smaller blocks.
 10 Q. Would Grenfell be one of the larger blocks then?
 11 A. Yes.
 12 Q. And did you ever raise concerns with anyone that you had
 13 insufficient time to complete the necessary checks in
 14 relation to Grenfell?
 15 A. All the time.
 16 Q. And with whom did you raise those concerns?
 17 A. Line managers, supervisors, whoever.
 18 Q. So that would be Louise Nezandonyi?
 19 A. Yeah.
 20 Q. And Nicola Bartholomew?
 21 A. Yeah.
 22 Q. Martin Barr?
 23 A. Yeah.
 24 Q. And how would you raise them? Would it be in
 25 conversation or would it be phone calls or would it be

28

1 email?
 2 A. It's usually raised in a one-to-one.
 3 Q. And when were those one-to-ones?
 4 A. Monthly.
 5 Q. Did they do much about the concerns that you raised?
 6 A. No.
 7 Q. Were you a lone voice or did any of your other
 8 colleagues make the same point?
 9 A. We all had the same voice.
 10 Q. Did you ever collectively raise your concerns with
 11 anyone more senior at the TMO, for example Janice Wray
 12 or anyone else?
 13 A. Not to Janice Wray, no, but to — when we had
 14 caretakers' meetings and the whole caretakers turned up,
 15 then yes, we raised it.
 16 Q. Now, if we can stay in this particular statement given
 17 to the Metropolitan Police, and go to page 5
 18 {MET00039814/5}, and the first paragraph on that page,
 19 you say there:
 20 "Things were a bit more relaxed before Carl Stokes
 21 was used, but that was then when the pressure was put on
 22 the caretakers, and they then had more work to do. We
 23 did tell them that we just couldn't cope with our own
 24 job, the FRAs, the meter readings, the walkabouts and
 25 the inspections, and we only work 7 hours a day. We've

29

1 been complaining to the TMO for the last 4 or 5 years
 2 that we haven't got enough time, or enough people, but
 3 they just don't listen."
 4 So it would seem from that that you'd been raising
 5 concerns, on that evidence, since at least 2012/2013; is
 6 that fair and accurate?
 7 A. Yeah.
 8 Q. Now, if I can turn to a slightly different but related
 9 topic, and that's reporting issues identified during
 10 inspections.
 11 Now, can I ask you to turn to your first statement
 12 to the Inquiry, which is at {TMO10049875/2}, and
 13 paragraph 10. You say there:
 14 "I would also report any repairs that were
 15 identified by myself or the residents to
 16 Repairs Direct."
 17 Holding that in mind, can we go to your second
 18 statement to the Inquiry, which is at {TMO00870944/2},
 19 and paragraph 8.
 20 We see, at the end of the first line, you explain
 21 that if you identified a repair, you would raise
 22 a repair request by completing an electronic form on the
 23 PDA, and then towards the end of that paragraph you say
 24 you would receive "an email saying that the repair had
 25 been raised and when it was due to be completed by".

30

1 Would you receive confirmation of when a repair had
 2 been completed?
 3 A. No.
 4 Q. Would you be required to check if a repair was
 5 completed?
 6 A. Yes.
 7 Q. Who would check the repair had been carried out
 8 satisfactorily?
 9 A. Me.
 10 Q. How did you check that all the repairs you had
 11 identified had been completed and satisfactorily?
 12 A. If I wasn't happy with it then I would have phoned
 13 through and said that it's not been done properly, it
 14 needs a recall, but prior to that, going back a few
 15 years to that, we had about seven or eight surveyors
 16 that used to do pre-inspections and post-inspections on
 17 repairs, so — but then when they got rid of them and
 18 only kept — I think it was only kept one or two
 19 surveyors, that was then when we had to go round and
 20 post-inspect.
 21 Q. Can you remember they got rid of the surveyors?
 22 A. That was ... I'll be honest with you, I can't be 100%.
 23 I think it may have been 2014, 2015, 2012. I can't
 24 remember.
 25 Q. Now, in addition to raising repairs for Repairs Direct

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1 which were identified during your inspection, at
 2 paragraph 28 of your first statement to the Inquiry
 3 {TMO10049875/5} — we don't need to go to it — you say:
 4 "If I knew of any minor fire safety issues I would
 5 bring these to Carl's attention."
 6 First of all, what sort of minor fire safety issues
 7 arose that you brought to his attention?
 8 A. If there was anything I wasn't too unsure(sic) about,
 9 and then if he was around, I would speak to him about
 10 it.
 11 Q. If he wasn't around, what would you do?
 12 A. Health and safety.
 13 Q. Janice Wray, in other words?
 14 A. Or Adrian, yeah.
 15 Q. How would you report it to them? Would it be by email,
 16 a call or what?
 17 A. It could be either. If it was something that they
 18 needed to look at, I probably would have took a picture
 19 and sent them an email or a phone call.
 20 Q. How frequently was Carl Stokes around?
 21 A. On the Lancaster West, he was around probably ...
 22 I don't know, probably once a month, once every
 23 two months.
 24 Q. Can you give the panel an idea of the sort of
 25 fire safety issues you thought necessary to raise,

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1 either with Adrian or Janice or Carl Stokes? I'm really
 2 asking you to give a flavour to the panel of —
 3 A. I'll be honest with you, I can't think of anything at
 4 the moment that I did report. I don't know. It
 5 probably would have been things like, if we had — we
 6 had garages under Testerton and Hurstway Walk. Some of
 7 them garages were empty. We used to get a lot of
 8 fly tipping down there, wood, clothing and stuff like
 9 that, would it be okay to — if OCS were a bit busy and
 10 they couldn't move it straight away, would it be okay to
 11 leave it there for a couple of days and then get it
 12 removed?
 13 Q. Do you recall whether there was a formal procedure for
 14 escalating health and safety concerns to Adrian Bowman
 15 or Janice Wray?
 16 A. Not that I can remember, no.
 17 Q. Was there an informal process, from the sounds of it?
 18 A. Yeah, yeah.
 19 Q. And it's what you've just described?
 20 A. Yeah.
 21 Q. Would those issues be recorded in any document, either
 22 by you or by health and safety?
 23 A. If I sent them by an email, then yes, it would have been
 24 documented. If it was a phone call, then no, I probably
 25 just made a little note of it just to remind myself that

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1 I did phone Adrian or Janice.
 2 Q. And presumably you would know whether it had been done
 3 or not done or not done satisfactorily; you picked that
 4 up on one of your inspections or walkarounds?
 5 A. Yeah, yeah.
 6 Q. Now, can I turn to a separate topic, which is monitoring
 7 of inspections.
 8 Could I ask you to turn to your second statement to
 9 the Inquiry, which can be found at {TMO00870944/4}, and
 10 paragraph 16.
 11 You set out there the reporting line, just to
 12 refresh your memory of that and anyone watching.
 13 Did your managers monitor your inspections in any
 14 way?
 15 A. Yeah, I think they did, yeah. Yes.
 16 Q. Did each of the managers there identified inspect or
 17 monitor your inspections?
 18 A. As far as I know, yes, yeah.
 19 Q. How would they do that?
 20 A. They'd probably ask me if I had to do something, or
 21 they'd probably go round on their own and have
 22 a walkaround and check to make sure.
 23 Q. From 2015 onwards, did they check your PDA reports?
 24 A. I'll be honest with you, I'm not sure. In fact, we
 25 don't even know where that used to go, once it got sent

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1 off.
 2 Q. It disappeared off into the ether?
 3 A. Yeah.
 4 Q. You indicated earlier that sometimes they'd accompany
 5 you on inspections, your walkarounds. How often would
 6 that happen?
 7 A. Probably once every couple of months they'd come around
 8 with us.
 9 Q. Would there be any outcome from these monitoring
 10 exercises? Would they say, "Good job" or "You could do
 11 more on this" or "I wasn't happy about X or Y"?
 12 A. I think it was reflected in the one—to—ones.
 13 Q. Again, would you have one—to—ones with each of those
 14 managers during their respective times supervising you?
 15 A. Yes. Martin, I think, if I remember rightly, I only
 16 ever had one one—to—one with Martin, because that was
 17 when he had left. Tony I'm not sure about. Siobhan and
 18 Nicola, it was probably only a couple, and then that was
 19 when Martin and Louise took over, so yeah.
 20 Q. How frequently would those one—to—ones happen? Would
 21 they be rare events or would they be a fixed weekly —
 22 A. No, they was usually once a month.
 23 Q. Did fire safety feature prominently or at all in any of
 24 those one—to—ones?
 25 A. Yes, yeah.

35

1 Q. And what types of fire safety concerns would be
 2 discussed?
 3 A. Just mainly fire doors, door—closers, exit doors, fire
 4 exit doors and in the garages of Barandon, Hurstway and
 5 Testerton.
 6 Q. Were they reinforcing during these discussions the
 7 importance of you staying on top of these issues or was
 8 it more of a monitoring exercise just to check that
 9 you'd picked up X, Y or Z issues?
 10 A. No, it was important that we stayed on top of it.
 11 Q. Could I ask you to turn to {TMO10047147}.
 12 This is the front page of a performance review
 13 carried out on 25 November 2016 in relation to you,
 14 Mr Steadman.
 15 At that stage, November 2016, presumably
 16 Louise Nezandonyi would have completed the form; is that
 17 right?
 18 A. Yes.
 19 Q. Now, if we can turn to page 6 within this document
 20 {TMO10047147/6}, we will see, against the work objective
 21 headed "Health and Safety" at the bottom left—hand
 22 corner, that in the "Achievement against objectives", it
 23 says this:
 24 "Paul has achieved 95.24% from August the second
 25 quarter but I am not sure how accurate this is as no

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1 repairs have been recorded and sent through from August
 2 to date. Paul says that he has been sending them
 3 through so I will check this with IT. Paul needs to
 4 escalate things when he sees them currently Paul is
 5 raising the orders but is not chasing them if they are
 6 not getting completed. For example on a walkabout I did
 7 of Grenfell Tower there were numerous lights out as
 8 problems with some of the doors closures. Paul needs to
 9 take more ownership for communal repairs and for removal
 10 of items from the communal areas on the estate."
 11 Now, I suppose the first question is: were you
 12 raising repairs from your inspections?
 13 A. Yes.
 14 Q. Now, it is suggested there that you had not reported
 15 a number of broken lights and problems with
 16 door-closers. Did you accept that as being a fair and
 17 accurate criticism?
 18 A. Yes and no, because I was always taught by my first
 19 line manager, Keith Stephenson, that when you come to
 20 putting lights out, don't put — if you've only got one
 21 or two lights that are out and it's not dark, don't put
 22 them out because it costs too much money to spend to get
 23 one or two lights repaired. If you put seven, eight,
 24 nine, ten lights out at a time, it's cheaper than
 25 putting one or two out at a time. So she's not actually

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1 stating how many lights are out. It could've been one,
 2 it could've been two.
 3 Q. Where did you feel that she was making fair criticism?
 4 You said "Yes and no". Where was she making fair
 5 criticism?
 6 A. Probably where the lights were out I should have put
 7 them in, but then I'm going back to when I first started
 8 of my old supervisor not putting one or two lights in at
 9 a time.
 10 Q. Now, that's lights. She also identifies some issues
 11 regarding door-closers. Do you think she was making
 12 a fair criticism in that respect?
 13 A. It depends. Did she say what blocks she was on?
 14 Q. We're both looking at the same thing, and you were at
 15 the meeting with her, so you have the advantage on all
 16 of us in respect of that latter.
 17 A. Erm ... I mean, she could be fair. I don't know, it
 18 could be fair criticism.
 19 Q. Did you accept that you were not chasing outstanding
 20 orders that you had raised?
 21 A. The thing is, when you start chasing orders, you're on
 22 the phone three, four, five, six, seven times a week
 23 chasing one job, and it does get a bit mind-blowing at
 24 the time.
 25 Q. Taking from that you seem to accept an element of fair

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1 criticism about it?
 2 A. Yeah. I'll accept that, yeah.
 3 Q. If we can turn over the page, on page 7 {TMO10047147/7},
 4 we see an "Estate inspections" objective. It's below
 5 the halfway mark on the left-hand side. It's recorded
 6 in the "Achievements against objectives" box on the
 7 right-hand side, this:
 8 "Currently Paul does not do estate inspections like
 9 the other ESAs but from the end of November he will be
 10 accompanying Nicky and I on the walkabout with the RA."
 11 The RA being the Residents' Association, presumably?
 12 A. Yes.
 13 Q. "This is so that Paul can explain what jobs he has
 14 raised or raise any jobs that the RA bring to his
 15 attention. The walkabout will be happening every
 16 three weeks on a Thursday."
 17 Do you know what was meant by the comment that you
 18 do not do inspections like other ESAs?
 19 A. Yeah, I think that was the other ESAs, they used to do
 20 three-monthly walkabouts on specific blocks with the RA,
 21 and we never used to do that so much on Lanc West.
 22 Q. Why was that?
 23 A. I don't know. I mean, from time to time we used to have
 24 a walkaround and you'd probably get four/five residents
 25 or RA members turn up, and then another month you'd get

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1 no one turn up, so basically you was on your own.
 2 Q. Presumably the Nicky referred to there, is that
 3 Nicola Bartholomew?
 4 A. I take it it is, yeah.
 5 Q. Did you start accompanying her on the walkabout with the
 6 Residents' Association from the end of November 2016
 7 onwards?
 8 A. I believe so, yeah.
 9 Q. And did they take place at three-weekly intervals?
 10 A. Yeah, they should have done, yeah.
 11 Q. Well, did they, rather than should have done?
 12 A. Yeah.
 13 Q. Staying on this page {TMO10047147/7}, we see at the
 14 bottom left-hand corner, "Hand held device and reporting
 15 issues", and reading on the right-hand side, it says
 16 this:
 17 "Paul needs to utilise this more. Paul completes
 18 his weekly sheets but there is not enough reporting on
 19 it considering that he is now covering the whole of
 20 Lancaster West.
 21 "I have explained this to Paul and told him if he is
 22 having difficulty using the device then he can let me
 23 know and I can help him."
 24 Again, did you accept that as fair criticism,
 25 infrequent use of the PDA?

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1 A. No, because the app they had on the phone was absolute
 2 rubbish, and any of the caretakers will tell you the
 3 same thing.
 4 Q. So you weren't using it as —
 5 A. I was using it, but it wasn't — it was a basic — just
 6 a tick-sheet, yes/no.
 7 Q. What were the difficulties that you and the other ESAs
 8 were experiencing with the PDA?
 9 A. Well, reporting repairs, one thing.
 10 Q. What was the problem? Can you give the panel an idea of
 11 the difficulties you were encountering?
 12 A. Well, yeah, if you was reporting a repair, you'd send it
 13 through, you wouldn't get a reply back, so you'd phone
 14 customer services to find out what's happened, and
 15 they've got nothing at their end. You've got it on your
 16 PDA, you've got the number and you're giving them
 17 a number, and they're on the other end of the phone and
 18 they're saying, "Well, there's no number there, there's
 19 nothing".
 20 Q. I suppose what flows from that is this question: what
 21 training were you given on the use of the PDAs?
 22 A. We was given adequate training; it was the system
 23 itself.
 24 Q. And did you make that point to your supervisors as
 25 forcibly as you've made it here?

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1 A. All the time.
 2 Q. So from 2015 onwards?
 3 A. Yeah.
 4 Q. And what was their response to these comments by you and
 5 other ESAs?
 6 A. Their response probably would have been, "Oh, we're
 7 sorting it, we're sorting it".
 8 Q. Was it ever sorted?
 9 A. No. We've got a new app now.
 10 MR KINNIER: Now —
 11 SIR MARTIN MOORE-BICK: So your problem, I think you're
 12 telling us, was you were logging repairs on your app —
 13 A. Yeah.
 14 SIR MARTIN MOORE-BICK: — but they weren't turning up at
 15 the other end?
 16 A. And they wasn't going up the other end, yeah.
 17 SIR MARTIN MOORE-BICK: Thank you.
 18 MR KINNIER: In that comment sheet, it says there:
 19 " ... there is not enough reporting considering that
 20 he is now covering the whole of Lancaster West."
 21 Do you know what she meant by that?
 22 A. I don't know. I think what she's meaning is because
 23 I've got more block — well, because I've got double the
 24 blocks that I'm looking after now, because there's no
 25 jobs going through, she's probably wondering why. Well,

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1 if there's nothing to report, there's nothing to report.
 2 Q. Presumably, taking it from the evidence you've already
 3 given, you did not accept that point as a fair
 4 criticism; is that correct?
 5 A. Yeah.
 6 Q. If we go on to page 9 within this document
 7 {TMO10047147/9}, and the line manager summary, it is
 8 noted in the first paragraph, in the final sentence,
 9 that you were refusing to escalate communal repairs once
 10 you'd reported them. Do you accept that or did you
 11 accept that as a fair criticism?
 12 A. No, because I was chasing them up.
 13 Q. So you weren't refusing to do the escalation?
 14 A. No, I wasn't refusing to chase them up. I was chasing
 15 them up.
 16 Q. Now, if I can turn now to a more particular topic, and
 17 that's flat entrance doors.
 18 Now, we have a spreadsheet of all the repairs ESAs
 19 logged between January 2016 and 14 June 2017, and for
 20 the record, the reference is at {CST00000067}.
 21 Now, we don't need to go to it, but take it from me
 22 that that spreadsheet shows that you raised no flat
 23 entrance door repairs in that period. Would you accept
 24 that as accurate or not?
 25 A. Yeah.

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1 Q. Why?
 2 A. Because most of them would have been the Perko ones that
 3 were built in, into the door itself, so I wouldn't have
 4 had access to that, and the other ones would have been
 5 the door-closers which would have been situated on the
 6 inside of the flats.
 7 Q. So, put differently, you were not in a position where
 8 you were able to inspect?
 9 A. Yeah.
 10 Q. Otherwise, were you doing what you could to inspect flat
 11 entrance doors —
 12 A. Yeah.
 13 Q. — from a visual appreciation from the outside?
 14 A. Yes.
 15 Q. And you would be doing that routinely; is that right?
 16 A. Yes.
 17 Q. Now, if we can go back to your first statement to
 18 the Inquiry, which is at {TMO10049875/3}, and
 19 paragraph 13, you say there:
 20 "I do not know which companies or individuals were
 21 responsible for replacing and inspecting the flat
 22 entrance doors across the TMO housing stock ..."
 23 Were you nevertheless aware that the TMO replaced
 24 almost all of the flat entrance doors on tenants' flats
 25 at Grenfell between 2011 and 2013?

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1 A. Yes, I was aware, yeah.
 2 Q. Do you recall any issues arising with the self-closing
 3 devices once the flat entrance doors had been replaced?
 4 A. Yes.
 5 Q. What were those issues?
 6 A. They were making the doors too heavy.
 7 Q. With the consequence of what?
 8 A. They were slamming behind — when them doors were first
 9 replaced on Grenfell Tower, we had a lot of people
 10 locking themselves out because they were taking their
 11 rubbish to the bin chute, forgetting to take the key
 12 with them, and the door was slamming shut behind them.
 13 Q. And that's what first brought the issue to your
 14 attention?
 15 A. Yes, yeah.
 16 Q. And that would have been obvious to you whilst you were
 17 doing your rounds and inspections on the estate?
 18 A. Yeah.
 19 Q. What did you do about that issue once you were aware?
 20 A. Well, at that time there was myself, Robert, Seamus was
 21 there, the handyman, I think Keith would have been
 22 retired by then, but we all reported it to managers,
 23 health and safety. You had a lot of old people that
 24 were living in Grenfell Tower and some of them couldn't
 25 even open the doors physically because they were that

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1 heavy.
 2 Q. Just picking up your reference there to Seamus, is that
 3 Seamus Dunlea?
 4 A. Yes.
 5 Q. We can go to his statement, but I'll summarise it. It
 6 can be found at {MET00019959/6}. The third paragraph on
 7 that page he said this in relation to flat entrance
 8 doors:
 9 "Just after the warranty ran out the doors started
 10 going wrong. They had internal door closers that were
 11 pulling out from the door because they had tiny little
 12 screws holding them in and they had a massive fat spring
 13 inside."
 14 Then he went on to say in the fourth paragraph,
 15 final sentence:
 16 "You can't re-attach it because of the fixings, so
 17 I would have no alternative but to remove it. I think
 18 I did this to about ten doors."
 19 Did Seamus ever discuss the matter in that detail
 20 with you or Robert Regan?
 21 A. He probably did, but I don't recall it, yes.
 22 Q. Did Robert Regan raise this issue with you, the problems
 23 with the door-closers on the new flat entrance doors?
 24 A. Probably not, no.
 25 Q. No.

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1 Do you know whether Seamus took any action himself
 2 that you're aware of in relation to the issues he had
 3 encountered in respect of self-closing devices?
 4 A. I think the only issue that he took was what you just
 5 read out. Where they had been pulled away from the door
 6 and he couldn't reattach it, the only thing he could do
 7 was take the whole thing out.
 8 Q. Did you ever raise the problem specifically with any of
 9 your supervisors, or indeed Janice Wray or
 10 Adrian Bowman?
 11 A. Yes.
 12 Q. Who?
 13 A. Probably both Janice and Adrian, and the managers.
 14 Q. Can you remember, first of all, when you raised it with
 15 Janice Wray and Adrian Bowman?
 16 A. I can't remember when it was, no.
 17 Q. Was it quite soon after the installation programme had
 18 been completed in 2013 or was it slightly later?
 19 A. It probably was, yeah, probably round about that time.
 20 It could have been even just before they finished.
 21 Q. So somewhere in the period of 2012/2013?
 22 A. Yeah.
 23 Q. And what did they do about it?
 24 A. Erm ... nothing, I don't think.
 25 Q. Do you remember what you raised and discussed with the

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1 supervisors with whom you identified this issue?
 2 A. No, because I can't remember who I raised it with. I'm
 3 not sure if it was — who was my supervisor at the time?
 4 Louise? I can't remember.
 5 Q. But you raised it with one of the supervisors, you
 6 remember that?
 7 A. It would have been, yeah.
 8 Q. Did the supervisor do anything about it, to the best of
 9 your recollection?
 10 A. No.
 11 Q. Now can I turn to a separate topic, which is inspection
 12 of the AOV, the smoke control system.
 13 First of all I want to talk about the old AOV
 14 system, so the pre-2016 version.
 15 Had you been involved in maintaining the previous
 16 smoke control system that existed before the
 17 refurbishment?
 18 A. Maintaining, you mean fixing?
 19 Q. Yes.
 20 A. No.
 21 Q. Did you carry out any inspection of any panel?
 22 A. I remember, I think it was back in 2013, me and
 23 Victoria, we used to do the fire alarm test, but not for
 24 the AOV. That was just the break-glass call bits that
 25 we used to set off and reset it.

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1 Q. Now, if we go back to the estate staff quick reference
2 handbook, which can be found at {TMO10028449/85}.
3 Now, we see in the second row on the far left—hand
4 side it says:
5 "Visual check on any detection/extraction/
6 ventilation in common parts."
7 I'm sorry, I should have said, this is from the
8 daily routine checks checklist.
9 Were you carrying out that visual check before the
10 refurbishment of the AOV system?
11 A. Yes, but that was just a look, that wasn't —
12 Q. It's a visual check?
13 A. Yeah.
14 Q. Nothing more than that?
15 A. No.
16 Q. Was that on a daily basis or a weekly basis, can you
17 remember?
18 A. That would probably be on a weekly or a monthly basis.
19 Q. And did you do anything more beyond what is recommended
20 there on that checklist?
21 A. No.
22 Q. Do you remember your visual check identifying any
23 problem with the AOV system before the refurbishment?
24 A. No, because if — no, because I'm not an engineer, so
25 I wouldn't know whether anything's broken. Unless it's

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1 hanging off the wall, then I wouldn't be reporting it,
2 but it could be broken —
3 Q. That's the —
4 A. Yeah.
5 Q. Is it in the context that you're carrying out a visual
6 check?
7 A. Yeah.
8 Q. But carrying out that visual check, is your evidence
9 that you never had cause to raise any concern or repair
10 arising?
11 A. No.
12 Q. Were you aware of the detail of the maintenance of the
13 previous AOV system and its requirements and who was
14 doing it?
15 A. I know there was a company that used to come round, I'm
16 not sure if it was every month or every three months,
17 and test it.
18 Q. So nothing more than the regularity?
19 A. No.
20 Q. Do you remember any issues arising from those checks
21 being raised with you thereafter?
22 A. No.
23 Q. If I can ask you to go to {LFB00032101}.
24 This is a notice of deficiency served by the London
25 Fire Brigade on 24 March 2014 following an inspection at

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1 Grenfell Tower.
2 If we go to page 3 {LFB00032101/3}, we see at the
3 bottom left—hand box Article 21, and then we see in the
4 middle column, second sentence on the third line, it
5 says this:
6 "Staff on site did not appear familiar with actions
7 to be taken in response to the fire safety system Alarm
8 and indicator panels situated in and around the
9 reception area. At the time of audit a detector in
10 an adjacent block had been sent into pre alarm mode as
11 indicated on the AOV activation/Alarm Panel however no
12 action had been taken to investigate."
13 If we go back up to page 3, the action recommended
14 by the LFB was to:
15 "Implement/review training programme to ensure
16 employees receive adequate safety training."
17 The first question is this: had you received any
18 training on the AOV system before March 2014?
19 A. I think when Victoria and myself started doing the
20 checks in 2013, I think we had checks — I think we done
21 training for the fire panel, but that's all I remember.
22 Q. Were you familiar with the control panel display itself?
23 A. I wasn't overfamiliar with it, no. All I was taught was
24 how to set off the break—glass box and to reset. That
25 was it. Silence and reset, that was all.

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1 Q. Beyond that, you did not know how to remedy any errors
2 identified on the display panel?
3 A. No, no.
4 Q. On the control panel, I should say.
5 A. No.
6 Q. Were you provided with any further training or any
7 refresher training after March 2014 in relation to the
8 AOV system?
9 A. Not that I can recall, no.
10 Q. Can I take it from the answers you've given that you
11 have no prior experience of maintenance of AOV systems
12 at all?
13 A. No.
14 Q. Can I now turn to look at the operation of the new AOV
15 system.
16 For that purpose, can I ask you to turn back to your
17 first witness statement to this Inquiry, which can be
18 found at {TMO10049875/4}, and paragraph 22.
19 You say in the first line this:
20 "After the refurbishment we were shown how to test
21 the smoke detection and extraction (AOV) system ..."
22 You go on at paragraph 23 to say this:
23 "I can remember asking the question during training
24 of whether it was necessary for me to check the smoke
25 extractor system on every floor. However, I was told

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1 that it was not necessary as it would show on the ground
 2 floor if there were any issues with the system on any
 3 other floor. I cannot remember who gave this training
 4 now but I can recall that myself, Seamus Dunlea and
 5 Claire Williams of the TMO were present.”
 6 Now, looking first at the training element of that,
 7 I can take you to it, but there is an email from
 8 David Hughes of Rydon dated 25 April 2016 inviting you
 9 and others to witness the operation of the AOV on
 10 28 April 2016. Did you attend that demonstration?
 11 A. Yes.
 12 Q. Now, I’m afraid there’s another email, and I will take
 13 you to this one, {TMO10021350}.
 14 This is an email, you will see at the bottom of this
 15 page, from Claire Williams, and this is October 2016,
 16 addressed to you and Seamus:
 17 “You are being invited to a demonstration of the
 18 panels for the hating, smoke system and roof mounted
 19 equipment — so that you are aware what needs doing on
 20 a monthly/regular basis.”
 21 Did you attend that demonstration in October 2016?
 22 A. I’m not sure. I know I attended once. I’m not sure
 23 whether it was the first one you mentioned or this one.
 24 Q. So you don’t know whether it was April or —
 25 A. Yeah. But I know it wasn’t long after Grenfell Tower

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1 got handed back to the TMO after the refurbishment, so
 2 it was only — it was probably that same week that we
 3 done that training, and whatever month that was, I can’t
 4 remember.
 5 Q. Put differently, did you attend one or two
 6 demonstrations?
 7 A. I attended one.
 8 Q. Now, did the demonstration you attended include
 9 an explanation of how the system worked?
 10 A. Yes, but that went straight over my head.
 11 Q. That was my next question.
 12 Was it clear from the demonstration how to operate
 13 the system? Could you have operated it, put
 14 differently?
 15 A. The smoke vent system, yes, I was able to test it, yes.
 16 Q. Were you given any hands-on training, ie were you
 17 allowed to push the buttons?
 18 A. Yes, yeah.
 19 Q. Do you recall who told you during the training that you
 20 did not need to check smoke extraction and the system on
 21 every floor?
 22 A. Yes, that was the guy that done the training. I believe
 23 he worked for the company that fitted the extraction
 24 system.
 25 Q. So it was a man, but you don’t remember his name?

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1 A. Yeah, he worked for — I think it was JS Wright or
 2 something, the company that fitted it, he worked for
 3 them. He was the actual guy that fitted the system in.
 4 Q. Thank you.
 5 Now, the local fire station manager, called
 6 Andrew Walton, said in his statement to the Inquiry —
 7 it’s paragraph 13 and can be found at {LFB00023365/4},
 8 we don’t need to go to it — in respect of the
 9 demonstration on 28 April 2016 which he attended, this:
 10 “I remember that during this conversation it was
 11 stated to us that the building’s caretaker lived locally
 12 and if there ever was a fire at the building they would
 13 know this and attend, probably arriving about the same
 14 time as the crews and would be able to give guidance or
 15 operate the system as necessary. I think the caretaker
 16 was present during the demonstration, I think he may
 17 have been the person who stayed at the panel during the
 18 demonstration to operate the system. I think
 19 I suggested the caretakers contact details should be
 20 attached to the instructions to be placed with the
 21 panel.”
 22 Now, the demonstration you attended, do you remember
 23 the station manager attending?
 24 A. I don’t remember him, but I know there was a few people
 25 there. There was myself, Seamus, Claire Williams,

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1 I think it was the two Simons from Rydons, the guy that
 2 was showing us the training, there was a few other
 3 people, so it’s possible, yeah, that he was there.
 4 Q. I think I’m right in recalling from when he gave
 5 evidence, but he had a Liverpool accent; does that
 6 prompt your memory at all?
 7 A. More than likely, then, yes.
 8 Q. If he was the one there, would you accept that it
 9 appears that you attended the demonstration in April?
 10 A. Yeah.
 11 Q. Do you recall it being said that you would attend the
 12 tower if a fire occurred and would assist the LFB with
 13 guidance as to the operation of the AOV system?
 14 A. I live about five minutes — less than five minutes away
 15 from Grenfell Tower. Providing I wasn’t out or
 16 whatever, I probably would have attended if there was
 17 a fire and they needed assistance, yeah.
 18 Q. Do you recall that being said, that you would attend?
 19 I’m putting it more —
 20 A. More than likely, yes, yes.
 21 Q. Was that your expectation, that you would attend in the
 22 event of a fire?
 23 A. I probably would have done anyway, yes.
 24 Q. Was that an instruction, though, from the TMO that you
 25 would?

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1 A. It's not an instruction, no. It wasn't an instruction,
2 it was just asking.
3 Q. Now, could I ask us to turn to a separate document,
4 which is {RYD00094315/7}.

5 Now, this is an FRA significant action plan prepared
6 by Carl Stokes but upon which Rydon had expressed
7 comments. Now, Rydon's comments are those set out on
8 the far right—hand side.

9 If we see item 19d, below the halfway point, we see
10 it starts on the far left, and reading across, it says
11 in the middle column, in respect of the AOV, this:
12 "The keys to manually operate the individual AOV
13 over ride devices should be freely available for use by
14 the fire service if needed."

15 We see in the next column it says "CW to check",
16 Claire Williams. Then Rydon have commented in the far
17 right column, "Will be fitted next to fire panel".

18 Is the fire panel the same as the AOV control panel
19 in your understanding?

20 A. I think so, yes, yes.
21 Q. Would it be anything else?
22 A. No, I don't think it could be anything else.
23 Q. Were keys provided next to the fire panel?
24 A. Not next to the fire panel, no, they was in a separate
25 room.

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1 Q. And only in that separate room?
2 A. Yes.
3 Q. And where was that separate room in relation to the fire
4 panel?

5 A. There was a bin chute, bin chute room outside the tower.
6 There was a key safe in there with a key fob that —
7 next to where the fire panel was inside, there was
8 a door to go into the community rooms. You opened the
9 door up and then I believe there was some sort of box on
10 the wall that everything was in there that they needed.

11 Q. Now, the room in which that box was contained, was that
12 room locked or not?

13 A. I'll be honest with you, I can't remember. It probably
14 was. There was probably a key attached to the key fob
15 to get into the first door.

16 Q. And who would have held the keys to that door? Would it
17 have been you as the ESA or someone else?

18 A. No, we would have had copies of them in our office, and
19 then there would have been a copy — for the locked
20 door, if it was locked, there would have been a copy
21 attached to the key fob to get through the first door.

22 Q. Who would have had the key fob for the first door?
23 A. That would have been in the key safe, if anyone had to
24 come down over the weekend, if there was a problem over
25 the weekend.

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1 Q. And in the event of a fire, you would have had access to
2 that?

3 A. Well, I would have had — yeah, I would have had access
4 to that, yeah, yeah.

5 Q. So, put differently, you wouldn't have needed to have
6 gone to the office to get the key into the room?

7 A. No.

8 Q. Was there any other place where the key was kept?

9 A. Not that I know of, no, it was just the office and the
10 key safe box.

11 MR KINNIER: Thank you.

12 Sir, I don't know — it's 11.15 — whether this
13 would be an appropriate time.

14 SIR MARTIN MOORE—BICK: Is it convenient to you?

15 MR KINNIER: It would be very convenient to me.

16 SIR MARTIN MOORE—BICK: Right.

17 Mr Steadman, we have a break during the morning and
18 the afternoon, and it sounds as though this is
19 a convenient time to take it, so we will do that.

20 We will stop now and resume at 11.30, please, and
21 I have to ask you not to talk to anyone about your
22 evidence or anything relating to it while you're out of
23 the room. All right?

24 THE WITNESS: Yeah.

25 SIR MARTIN MOORE—BICK: So would you like to go with the

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1 usher, please. She'll look after you.

2 THE WITNESS: Yeah, sure.

3 (Pause)

4 SIR MARTIN MOORE—BICK: Right, 11.30, then.

5 MR KINNIER: Thank you, sir.

6 SIR MARTIN MOORE—BICK: Thank you.

7 (11.16 am)

8 (A short break)

9 (11.30 am)

10 SIR MARTIN MOORE—BICK: All right, Mr Steadman, ready to
11 carry on?

12 THE WITNESS: Yes.

13 SIR MARTIN MOORE—BICK: Good, thank you very much.

14 Yes, Mr Kinnier.

15 MR KINNIER: Thank you, sir.

16 May we now turn on to the question of weekly checks
17 that you carried out on the AOV system.

18 If I could ask you to turn to {MET00039814/7}, which
19 is the seventh page of your first statement to the
20 police, you say at the end of the first line this:
21 "... I know that the automatic ventilation openers
22 were working because I tested them the Friday before the
23 fire; I used to test them every Friday morning. In
24 relation to the fire alarm test, I would contact a call
25 centre called Tunstall ... to advise them that I was

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1 going to do a test, which involved spraying canned smoke
 2 onto one of the fire detectors, I would let the system
 3 run for a minute or two and I would then reset it. Any
 4 problems would show on the alarm panel, I would call
 5 them again when the test was complete. If the alarm did
 6 ever activate, it would go to Tunstall who would contact
 7 the fire brigade."
 8 Now, at PCS/1, which can be found at
 9 {MET00065673/1}, you exhibit a document entitled "Estate
 10 services monthly checks at Grenfell Tower". There we
 11 go.
 12 Now, if we can turn to page 4 {MET00065673/4}, this
 13 details checks to be carried out on the AOV and states
 14 that it is to be done weekly.
 15 Now, did you carry out weekly inspections?
 16 A. Yes.
 17 Q. And did you follow the instructions set out in this
 18 estate services monthly checks guide —
 19 A. Yes.
 20 Q. — when you did so?
 21 A. Yes.
 22 Q. Would you have a copy with you when you did it?
 23 A. No, because I knew how to reset the panel. That picture
 24 that you're showing me there, I have no idea what that
 25 is. I think I did ask at the time, but I don't think

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1 that anyone came back with an answer.
 2 Q. Did your lack of knowledge of what that photograph
 3 indicated frustrate, hinder or stop you from carrying
 4 out weekly tests?
 5 A. No, no, because I wasn't shown or told what that —
 6 I think someone might have mentioned what it was for,
 7 but I can't remember what it was for.
 8 Q. Just for the sake of completeness, the relevant extracts
 9 of this guide are between pages 4 and 6, so if I could
 10 ask us to turn over to page 5(sic) {MET00065673/6},
 11 there we go, what does that photograph show?
 12 A. That's the fire panel that I used.
 13 Q. Thank you. And if we turn over the page
 14 {MET00065673/8}, you will see there the top photo,
 15 "Grenfell Tower smoke extract system". What does that
 16 sign show?
 17 A. That I think — if I remember rightly, I think that was
 18 showing you something about the location on what floors
 19 something or other was. I never used to look at that.
 20 Q. Now, beyond the information contained in the three pages
 21 we've just looked at, were you provided with any other
 22 guidance as to how to check the AOV system?
 23 A. We were shown how to test the AOV system and reset it.
 24 The other stuff that you're showing me — this picture
 25 here at the bottom, I think that was — that's the water

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1 pump, so —
 2 Q. That is. I'm not asking you questions about that, I'm
 3 just asking you about the top one, don't worry.
 4 Can I ask us to turn to a separate document, which
 5 is at {TMO10033005}, and that should be entitled
 6 "Grenfell Tower — smoke extract system". That appears
 7 to be a cleaner version of the photograph we've just
 8 been looking at, and it provides, on the left —hand side,
 9 a "Basic how to use guide".
 10 Do you recognise that document?
 11 A. Yes.
 12 Q. Were you ever provided with a separate handheld copy?
 13 A. Possibly, but there was that copy in with the fire panel
 14 anyway, so I wouldn't have needed it.
 15 Q. Again, just for the avoidance of doubt, did you use this
 16 basic how to use guide when you were carrying out your
 17 various checks?
 18 A. Yes.
 19 Q. Was there any maintenance element to the checks that you
 20 carried out, or was it simply inspection and carrying
 21 out the test you have identified in your statement to
 22 the police?
 23 A. No, it was just simply inspect and check that it was
 24 working.
 25 Q. Now, when did the weekly checks of the smoke extract

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1 system begin?
 2 A. I think — if I remember rightly, I think it was either
 3 the week that the building got handed back to the TMO,
 4 or it's possible that it could have been the week after.
 5 Q. Did anyone else carry out the weekly check?
 6 A. I believe Seamus Dunlea done it two or three times when
 7 I wasn't there on a Friday, but apart from that, I don't
 8 think anyone.
 9 Q. Would Seamus be the one who covered you when you were
 10 away?
 11 A. Yes.
 12 Q. Why did you run the system only for a couple of minutes?
 13 Why not shorter or longer?
 14 A. I don't know. I was told just run it for 30 seconds,
 15 but I used to run it for one or two minutes.
 16 Q. Who gave you the 30 seconds guide?
 17 A. It was probably the guy that was showing us how to do
 18 it, the guy that was doing the training.
 19 Q. The man from JS Wright?
 20 A. Yes.
 21 Q. This check confirmed that the detection was working, but
 22 did you check whether the fans actually extracted the
 23 smoke?
 24 A. No, because that wouldn't have been my test.
 25 Q. Was it something you were ever advised to do, either by

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1 the man from JS Wright or by anyone else?
 2 A. No, no.
 3 Q. Now, when you say — and you have said this earlier in
 4 evidence — that it wasn't necessary to check on each
 5 floor because it would show on the ground floor, if
 6 there were any issues with the system, does that show up
 7 on the building management system control panel that we
 8 were looking at?
 9 A. That would have showed up on the panel, yeah.
 10 Q. And how would it display? Would it be —
 11 A. I'm not sure because nothing — there was never
 12 a problem when I tested it, so I wouldn't know how it
 13 showed up.
 14 Q. When you carried out your inspections, did you ever
 15 notice dampers being open or closed when this did not
 16 tally with what was displayed on the control panel?
 17 A. No.
 18 Q. Would you ever check other floors to the one you were
 19 testing to see whether the control panel was correct and
 20 the dampers had in fact closed?
 21 A. Not when I was doing — if I — if the system was
 22 running, then no, but then I would go up and check on
 23 the way down, but there was never a problem.
 24 Q. Following from that, did you always test the same floor
 25 or change the floor each week?

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1 A. I was told to test — you can test from the same system,
 2 from the same sensor.
 3 Q. So the same floor was used in each —
 4 A. Ground floor, yeah, where the lift — lift lobby area.
 5 Q. Did you ever test the override switches on each floor
 6 using the keys?
 7 A. No.
 8 Q. Why not?
 9 A. Because I was never told to and I never had the key for
 10 them anyway.
 11 Q. Do you know who did?
 12 A. No.
 13 Q. Did you check on the environmental function of the
 14 system?
 15 A. No.
 16 Q. Did you note any occasion when the system did not
 17 operate as intended?
 18 A. No.
 19 Q. How did you record the outcome of your weekly checks of
 20 the smoke extraction system?
 21 A. I think the first app that we had on our phone that we
 22 was getting our jobs through, I don't think there was
 23 anything on there that I could fill in to send away,
 24 there was no papers to fill in, no book to sign or
 25 nothing, so the only proof that I got that I checked it

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1 every Friday was Tunstall, if they made a note of it.
 2 Q. Was it weekly as opposed to monthly testing because
 3 that's what you'd been told to do by JS Wright?
 4 A. Yes, yeah, it did start out — I think they did mention
 5 first every two weeks, but then someone mentioned, no,
 6 they wanted it done every week.
 7 Q. Mr Steadman, may I make a plea on behalf of shorthand
 8 writer. She has to capture both my question and your
 9 answer.
 10 A. Yeah.
 11 Q. And to do that, would you mind waiting for the question
 12 to end? I know there is a horrible temptation to get
 13 the answer out, but if you can resist the temptation,
 14 that would be much appreciated.
 15 Now, can I turn to {THL00000002}, which is the
 16 Tunstall alarm log for Grenfell printed on 24 July 2017.
 17 If we go to page 3 {THL00000002/3}, that is a log of
 18 the alarm calls received by Tunstall.
 19 If we could go maybe 10 or 11 lines down from the
 20 top, that included smoke detector calls on Friday,
 21 9 June at 10.21 and Friday, 2 June 2017 at 10.08. For
 22 both these calls the reason recorded is "Test
 23 Engineer/warden".
 24 Doing the best you can now, were those calls made by
 25 you?

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1 A. No — erm ...
 2 Q. They are Fridays, Friday mornings, both 9 and 2 June.
 3 A. It's possible, yeah, yeah, Friday mornings would have
 4 been me.
 5 Q. And you would have been on the ground floor then,
 6 bearing in mind the answers you previously gave?
 7 A. Yeah.
 8 Q. Do you recall what happened when you sprayed smoke on
 9 those dates, ie 2 and 9 June?
 10 A. No. As far as I know, I sprayed the smoke, it tripped
 11 it off, I left it running and reset it.
 12 Q. Now, can we turn to just three particular issues that
 13 were encountered with the AOV in 2017.
 14 If I could turn first of all to {LAK00000144}, which
 15 hopefully is a job sheet entry for 13 April 2017 by
 16 Robert Officer of Allied Protection. In that record he
 17 states that he visited Grenfell on 13 April 2017 at
 18 9 o'clock to 10 o'clock to carry out a quarterly
 19 fire service.
 20 First of all, were you familiar with that exercise,
 21 ie someone from Allied Protection would turn up?
 22 A. No.
 23 Q. Would it flow from that, therefore, that you had no
 24 contact or communication with them?
 25 A. No, not that I recall, no.

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1 Q. So you were wholly unaware that quarterly inspections
2 were made by Allied Protection?
3 A. Yeah.
4 Q. Now, in the job sheet itself and the comments section,
5 so you see it's towards the right-hand side of that
6 sheet, Mr Officer refers to being unable to test the AOV
7 system because it required the caretaker, Paul, to be
8 on site to switch the extractors on and to switch off
9 the line to Tunstall, referred to there as the alarm
10 centre, and it goes on to say this:
11 " ... can't test AOV until next week Tuesday as the
12 AOV is link the main boiler room and switches them off
13 when AOV are activated. Requires the caretaker Paul to
14 be on site to switch them extractors on which controls
15 boiler room as buildings recently had a refurb. Also
16 AOV is link to Alarm centre and requires to be switch
17 off line by the caretaker. Make future appointment with
18 Paul the caretaker or [Seamus] the maintenance guy for
19 this site."
20 Can we take it, therefore, that Mr Officer did not
21 liaise with you about a further appointment on the
22 following Tuesday?
23 A. I'll be honest with you, I can't recall it, no.
24 Q. Can we turn on to a second particular incident involving
25 a Barry McAuliffe on 15 May 2017. The reference for the

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1 job sheet entry is {LAK00000522/2}.
2 Now, on 15 May 2017, Barry McAuliffe, also from
3 Allied Protection, attended the tower, and in his
4 statement, which is on the screen now, in paragraph 8 in
5 the second line, he says he was called out for
6 a fire alarm service, but on arrival he found it was
7 an AOV system.
8 He says, if we go on to paragraph 21
9 {LAK00000522/4}, at the top of the page, that you spoke
10 to him about the weekly testing of the AOV.
11 Now, my first question is: do you recall this visit
12 from Mr McAuliffe?
13 A. Yes.
14 Q. What do you recall of it?
15 A. I'll be honest with you, I'm not sure. I think he was
16 just there to test the system, I'm not sure.
17 Q. So you remember the fact of it but nothing more?
18 A. I think the previous week when someone turned up and he
19 couldn't get hold of me, I think — if I remember
20 rightly, I think I was off that day, so they had to
21 rebook it for the following week.
22 Q. Now, Mr McAuliffe said that he tested the system on
23 15 May and he asked you to reset the AOV panel after
24 each activation, but you had refused. Why had you
25 refused?

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1 A. I don't recall that, no.
2 Q. If I could just take you to the statement Mr McAuliffe
3 made to a colleague at Allied Protection, which was on
4 26 June 2017, so after the fire, and some six weeks or
5 so after his visit. It's {LAK00000042}.
6 It's six paragraphs from the bottom of the page.
7 You see:
8 "I went to the top residential floor ... I then
9 commenced the test, after asking Paul the caretaker to
10 reset the panel after each activation (which he
11 refused)."
12 Looking at that, does that jog your memory as to
13 what happened during Mr McAuliffe's visit?
14 A. No, because I don't know why I refused to reset the
15 panel.
16 Q. Would you?
17 A. No, I wouldn't refuse. If he's there to test the system
18 and he wants a hand for me to reset it so he can set it
19 off again, then no, I wouldn't refuse to reset it.
20 Q. Looking at matters more broadly, did you provide any
21 assistance or advice to him when he attended the tower
22 on 15 May 2017?
23 A. Possibly, yeah. Yeah, possibly. But I don't refuse ...
24 I don't remember refusing to reset the panel.
25 Q. Do you remember whether Mr McAuliffe tested the system

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1 on all the floors or just the ground floor or a sample
2 of floors?
3 A. I'll be honest with you, I don't know, because we don't
4 walk about with them. When they do their tests, we
5 don't have enough time to walk about with them. You've
6 got 20 floors, 20—odd floors in Grenfell Tower.
7 Q. Are you able to assist the panel on any information
8 regarding the operation of the environmental AOV
9 function at the end of Mr McAuliffe's visit?
10 A. Sorry, can you repeat the question?
11 Q. Of course. Do you know what the state of the
12 environmental AOV function was when Mr McAuliffe tested
13 it?
14 A. As far as I know, it was still working. It was working,
15 yeah.
16 Q. Now, can we go to {LAK00000011}.
17 Now, this is a copy of an inspection servicing
18 certificate produced by Mr McAuliffe on 15 May 2017. We
19 can see that it lists the checks he carried out.
20 On the top half of the page under job details and
21 the heading, "Description of works carried out", he
22 summarised the work as "AOV tested, all ok".
23 Now, to the best of your knowledge, was this the
24 last time the AOV system was tested, apart from by you,
25 before the fire?

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1 A. It's possible, yeah. Yeah.
 2 Q. Now, the third incident I'd like to discuss with you is
 3 one involving Magnus George on 25 May 2017. Now,
 4 Magnus George was also from Allied Protection, and he
 5 attended the tower on 25 May.
 6 In a statement made to a colleague at
 7 Allied Protection on 26 June 2017, he explained that the
 8 purpose of the visit was to investigate a coil of cable
 9 in the ceiling area near the top floor boiler room. He
 10 went on to say that the TMO caretaker showed him where
 11 this cable was, and he stated that it was a fire alarm
 12 cable of around 3 metres' length with no device
 13 attached, which terminated into the automated smoke vent
 14 extract system box.
 15 Do you recall that visit?
 16 A. Yes.
 17 Q. What do you remember of it?
 18 A. I remember we went up to the roof where the water tanks
 19 were and there was — I don't know who saw the wire
 20 first, but there was a coil of wire just rolled up, just
 21 hanging there, wasn't attached to anything. I took him
 22 up to the roof and gave him access to the roof and, I'll
 23 be honest with you, I can't recall what happened after
 24 that. I'm not sure if it was an old cable wire or
 25 someone had run a cable wire that didn't need to run

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1 a cable wire. So I'm not sure what happened to that.
 2 Q. Did you express any view as to what the purpose of the
 3 cable was or was it Mr George who reached the conclusion
 4 that it was to do with the fire alarm cable?
 5 A. I'll be honest with you, I can't remember what was done.
 6 Q. Can you remember whether any action was taken as
 7 a result of identifying this cable?
 8 A. I don't recall it, no, but there probably was, yeah.
 9 Q. But you don't know what it was?
 10 A. No, no.
 11 Q. Can you remember whether Mr George tested or checked any
 12 element of the AOV system when he visited?
 13 A. I'll be honest with you, I can't recall it. Possible,
 14 although I don't know.
 15 Q. Now, the final incident involved Mr David Hughes on
 16 1 June 2017.
 17 Now, Mr Hughes was the Rydon site manager, and we've
 18 heard evidence from him about a defects inspection at
 19 the tower on 1 June 2017. Mr Hughes said that, during
 20 a walkaround, he noticed that the environmental function
 21 of the smoke extract system was not working. Mr Hughes
 22 said he checked the main control panel and this did not
 23 appear to show any vents open.
 24 First of all, were you aware that the environmental
 25 function of the system was not working?

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1 A. No.
 2 Q. Were you part of this walkaround, to the best of your
 3 knowledge, on 1 June 2017?
 4 A. I don't think I was.
 5 Q. Were you usually involved in walkarounds when the Rydon
 6 site manager attended the site, certainly in 2017?
 7 A. Not unusually, not unless they needed us there or we
 8 needed to be there.
 9 Q. Had there been any indication before 1 June 2017 that
 10 the environmental function was not working?
 11 A. No.
 12 Q. After the visit on 1 June 2017, do you remember anyone
 13 contacting you about the functionality of the
 14 environmental function of the AOV system?
 15 A. Not that I can recall, no.
 16 Q. Thank you.
 17 I'm now turning on to a separate topic, which is the
 18 inspection of lifts.
 19 Now, if we can go to {TMO00870944}. This is your
 20 second statement to this Inquiry, and you detail at
 21 paragraphs 4 to 6 your process for the weekly and
 22 monthly checks that you carried out on the lifts at
 23 Grenfell Tower.
 24 If I could ask you to turn over the page
 25 {TMO00870944/2} to paragraph 6, you say this:

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1 "I wish to clarify that in my earlier statement
 2 where I said that I would check the LFB drop key was
 3 working I was not referring to the drop key that would
 4 be used by the LFB to take control of the lift. I would
 5 not touch that LFB drop key for the lift and I suspect
 6 this was checked by the LFB during their regular visits.
 7 What I was referring to was the LFB drop key for the
 8 main door to the Tower ..."
 9 Now, was there a TMO lift drop key which was kept in
 10 the tower?
 11 A. Not that I can remember, no.
 12 Q. You never had reason to use one?
 13 A. No. Well, we — all caretakers have got their own lift
 14 drop keys.
 15 Q. You say that you suspect that the lift drop key would be
 16 checked by the LFB on their regular visits.
 17 A. Yeah.
 18 Q. Yes?
 19 A. Yeah.
 20 Q. Now, did you yourself ever test the lift's fire control
 21 switch?
 22 A. No, we didn't touch that.
 23 Q. Would you know, nonetheless, how to operate it?
 24 A. I do now, because we done training on it about two weeks
 25 ago, so yes, I do now.

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1 Q. But you wouldn't before —
 2 A. I didn't at the time, no.
 3 Q. Sorry, if you just wait for the question —
 4 A. Sure.
 5 Q. — and then answer.
 6 But you didn't know about it before the fire?
 7 A. No.
 8 Q. Do you recall the LFB carrying out any test of the fire
 9 control switch on the lifts?
 10 A. No, again, when they used to turn up and do their tests,
 11 we was never around with them, we never went around with
 12 them while they done their tests, we just left them to
 13 get on, to do what they had to do.
 14 Q. Do you have any memory of the TMO's lift maintenance
 15 contractors, PDERS, testing the fire control switch at
 16 any time?
 17 A. No, because, again, we never used to walk around with
 18 them or hang around with them when they was doing their
 19 tests.
 20 Q. Would you be notified as to when they would be attending
 21 the tower, for example?
 22 A. Not usually, no, they used to just turn up, and if you
 23 saw them, you knew they was there.
 24 Q. Now, can I go back to your first statement to
 25 the Inquiry, which is at {TMO10049875/4}, and

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1 paragraph 20.
 2 In the third line of that paragraph, you say this:
 3 "... I recall that there was a gentleman called
 4 Robin Khern who would check the lifts were working for
 5 the TMO."
 6 Are you referring there to Robin Cahalarn, who was
 7 the TMO's —
 8 A. Yes. Sorry, yes.
 9 Q. Just to confirm, he was the TMO's senior lift engineer;
 10 is that right?
 11 A. Yes.
 12 Q. How often would he check the lifts at Grenfell?
 13 A. I believe Robin used to come down at least once a month,
 14 as far as I know, yeah.
 15 Q. Do you know whether he would carry out tests to the
 16 lift's fire control switch?
 17 A. I think so, yeah.
 18 Q. On what basis do you say that?
 19 A. Because he'd — Robin was quite thorough when he came
 20 down and checked the lifts, so, yeah, he probably would
 21 have checked.
 22 Q. After Robin left the TMO in 2012, who would carry out
 23 those type of checks?
 24 A. As far as I know, the lift engineers.
 25 Q. The maintenance contractors you're referring to there?

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1 A. Yeah. Yeah.
 2 Q. Now, can I ask us to turn to a separate document, which
 3 can be found at {TMO00849330}. This is entitled the
 4 "Kensington & Chelsea TMO lift safety, breakdown & trap
 5 in policy & procedure".
 6 Were you familiar with that policy and procedure?
 7 A. Yes.
 8 Q. Was that as a result of training or application or both?
 9 A. Probably training, but what you've got to understand was
 10 when they changed the two lifts at Grenfell Tower, it —
 11 they realised that it was going to take four people to
 12 do a lift trap—in rather than three, and there was only
 13 ever three caretakers at Lancaster West.
 14 Q. When you say trap—in, just for the avoidance of doubt —
 15 A. If someone got stuck in the lift, we used to do lift
 16 trap—ins — when I first started there, we used to do
 17 trap—ins. The old lifts that they had in there used to
 18 take three of us to get someone out the lift: one on the
 19 floor to get them out, two up in the lift motor room,
 20 but when they changed the lifts, Robin found out that
 21 the new lifts that they had fitted in were too heavy and
 22 it was going to take four caretakers, but on Lanc West
 23 there was only ever three caretakers, so that was when
 24 they stopped everyone doing lift trap—ins.
 25 Q. If we can stay in this document but go to page 30

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1 {TMO00849330/30}, appendix E, which is entitled
 2 "Checks", at paragraph 1 it deals with "Checks by
 3 Staff — Caretakers", which sets out the checks that
 4 estate staff were required to do.
 5 I'll just let you briefly familiarise yourself with
 6 those 11 items.
 7 (Pause)
 8 Were you familiar with those checks?
 9 A. Yes.
 10 Q. As a result of training or application in practice, or
 11 both?
 12 A. Probably training, yeah.
 13 Q. Would you carry out all of these checks during the
 14 course of your health and safety inspections?
 15 A. Up until when we stopped doing lift trap—ins, I wouldn't
 16 use the lift key. Probably everything — or most of
 17 everything else, all the ...
 18 Q. You say most.
 19 A. Yeah.
 20 Q. What wouldn't you do, and why?
 21 (Pause)
 22 A. Well, I wouldn't be opening — up until when they
 23 changed the lifts, I wouldn't be opening the doors with
 24 the release key.
 25 Q. And why not?

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1 A. Because they stopped us doing lift trap—ins, and you
 2 don't do it on your own because of health and safety.
 3 Q. Okay. What other items wouldn't you do?
 4 (Pause)
 5 A. I'd probably do virtually everything else on there.
 6 Q. Okay.
 7 Now, you referred in an earlier answer to training.
 8 First of all, when did you receive training on the
 9 checks that were required to be carried out in relation
 10 to the lift?
 11 A. Probably when I first started. That would have been
 12 back in 2002.
 13 Q. Anything else thereafter?
 14 A. I think Robin used to do, like, a refresher course every
 15 now and again, probably once or twice a year, up until
 16 he stopped us.
 17 Q. Did you receive any further training once the new lifts
 18 had been installed?
 19 A. That — yes, that was when he found out that the lifts
 20 were too heavy for three people.
 21 Q. And in the years immediately before the fire, did you
 22 receive any further lift check specific training?
 23 A. Yeah, I think Robin used to set it up, I'm not sure if
 24 it was once a year or twice a year, but, yeah, we used
 25 to go —

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1 Q. Well, Robin left in 2012.
 2 A. Yeah.
 3 Q. In the five years before the fire —
 4 A. Oh, the five years going up, then no.
 5 Q. Nothing?
 6 A. No.
 7 Q. How did you record the outcome of each of these checks
 8 on your PDA?
 9 A. I think with the old system, I think it was just
 10 a tick—sheet, just yes/no, yes/no, and a little box if
 11 you had anything to fill in just to write in underneath.
 12 Q. Looking at paragraph 1 of this appendix E, and looking
 13 at the second line, it says:
 14 "Reports of damage, etc., are to be reported
 15 immediately to the TMO's Senior Lift Engineer."
 16 Did you report incidents of damage to the senior
 17 lift engineer?
 18 A. Yes, we used to ring it through.
 19 Q. And after Robin Cahalarn left in 2012, to whom did you
 20 report incidents of damage?
 21 A. I think it was a girl called Maria Ares that still works
 22 for us.
 23 Q. Is that "Ez" or ...?
 24 A. No, I can't remember how you spell her surname, but it's
 25 Maria Ares, with an S, I think.

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1 Q. Do you remember damage being rectified swiftly or were
 2 there ever delays in making good?
 3 A. Yeah. Well, we used to report it through to Maria and
 4 then she had to get in touch with the lift contractor,
 5 and they used to come out probably the following day and
 6 do what they got to do.
 7 Q. In your first statement to the police — we don't need
 8 to go to it, but the reference is {MET00039814/1}, and
 9 it's four lines from the bottom of the second
 10 paragraph — you state that the lifts were constantly
 11 breaking down.
 12 What sort of problems, before the fire, were
 13 experienced in relation to the lifts?
 14 A. They was constantly breaking down. One day — you could
 15 go in one day and one lift would be broken, that would
 16 be up and running probably three or four days later, and
 17 another lift would be broken. Just —
 18 Q. Were you ever told the reason for this constant run of
 19 breakdowns?
 20 A. No. No.
 21 Q. Was there ever a problem with the fire control switch
 22 insofar as you were aware?
 23 A. I don't know, I wouldn't know.
 24 Q. Now, I'm going to turn to separate topic, which is fire
 25 risk assessments and the LFB deficiency notice.

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1 First of all, I would like to discuss with you the
 2 extent of your involvement with Carl Stokes.
 3 Now, if we could turn to {CST00003181/3}, this is
 4 Carl Stokes' FRA for Grenfell dated 29 December 2010,
 5 and on page 3, under the heading "Person Consulted
 6 during the Assessment", the third heading down, we see
 7 your name, and it states you were consulted, and that's
 8 repeated in the FRAs of November 2012 and October 2014.
 9 Were you consulted as part of the FRA preparation
 10 process?
 11 A. Not that I recall, no.
 12 Q. Were you never consulted by Carl Stokes?
 13 A. No. From time to time, when he was around, he used to
 14 pop into our office and mention stuff, but a lot of —
 15 well, all of our FRAs used to get sent through from
 16 Janice or Adrian through to our line manager, who then
 17 passed it on to us. But ...
 18 Q. Do you remember whether any of your colleagues — I'm
 19 thinking of Seamus or Rob — were they ever consulted by
 20 Carl Stokes for the purposes of preparing his FRA?
 21 A. Not that I can recall, no.
 22 Q. Do you recall ever joining Carl Stokes on one of his
 23 visits round Grenfell Tower when he was preparing the
 24 FRA?
 25 A. Not that I can recall, no.

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1 Q. If we could go to {CST00003165/4}, this is the FRA
 2 action plan of 29 December 2010, and if we go to, as
 3 we've got here, page 4 and item 20, it says in the
 4 "Actions to be taken" column:
 5 "Can it be confirmed that the caretaker is carrying
 6 out the daily checks as per the caretakers check list."
 7 If we go over the page {CST00003165/5}, identical
 8 confirmation is sought for monthly checks at items 23b
 9 and 23e, the second and bottom rows respectively.
 10 Now, we don't need to go to them, but he raised the
 11 same or similar actions in his FRA action plans in
 12 November 2012, October 2014, April and June 2016.
 13 At any stage were you asked by Carl Stokes whether
 14 you were carrying out the required checks or not?
 15 A. Possibly, but at them — in them dates, 2009 and 2008 —
 16 Q. No, I didn't —
 17 A. Yeah.
 18 Q. No, I wasn't asking you about 2008. This is an action
 19 plan from December 2010.
 20 A. Yeah.
 21 Q. He asked for the same confirmation, that the caretakers
 22 are carrying out daily checks as per the caretakers'
 23 checklist, and he seeks the same confirmation in 2010,
 24 2012, 2014 and April and June 2016.
 25 Now, did he ever ask you directly whether you were

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1 carrying out the caretakers' checks?
 2 A. Possibly, yeah. Yeah.
 3 Q. Well, earlier on you said you weren't consulted by him
 4 for the purposes of completing the FRA, so bearing in
 5 mind that answer, could I ask you again whether
 6 Carl Stokes asked you directly whether you carried out
 7 the required daily, weekly and monthly checks?
 8 A. Possibly, yeah.
 9 Q. You say possibly; is that inclining to likely?
 10 A. Yes.
 11 Q. Were you provided with this or any other action plan
 12 arising out of an FRA?
 13 A. Yes.
 14 Q. And were you given the complete document or just
 15 extracts that concerned you?
 16 A. Just extracts that concerned me.
 17 Q. And who provided you with the extracts from the action
 18 plan?
 19 A. My line manager.
 20 Q. Would the line manager ask you for confirmation that you
 21 were carrying out the checks as required on a daily,
 22 weekly and monthly basis?
 23 A. Yes.
 24 Q. Can you remember any further action being taken once you
 25 had provided that confirmation?

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1 A. No. As far as I know, it all just got fed into the
 2 system and put down as done.
 3 Q. Now, moving on from this and looking at the general
 4 process, you say, and you've just confirmed, that you
 5 would receive FRAs or certainly the action plans; would
 6 you receive the FRAs themselves after they'd been
 7 completed?
 8 A. No.
 9 Q. How would you be told what actions Carl Stokes required
 10 to be done following an FRA?
 11 A. I wouldn't. We used to just get the FRAs through and
 12 told that it had to be done. We used to do it, provide
 13 proof that it had been done, and then that was it. That
 14 was — we'd just wait for the next lot.
 15 Q. What sort of FRA actions would you be asked to carry
 16 out?
 17 A. Oh, God, it could be anything, if there was a door not
 18 closing properly, if there was a build-up of rubbish
 19 outside someone's main entrance flat door or ...
 20 Q. Just following on from that, could I ask you to turn to
 21 {TMO10015993}, which is an email from Janice Wray to you
 22 on 18 January 2017, and it's about an FRA action
 23 regarding a damaged front entrance door, flat 24 at
 24 Grenfell, the letterbox was missing.
 25 We see there Janice Wray's email was sent at 2.17.

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1 If we scroll up to 2.56, we see an email from you
 2 saying, "All done".
 3 Had you carried out an inspection of that flat
 4 entrance door to allow you to answer, "All done",
 5 slightly more than half an hour later?
 6 A. Yeah.
 7 Q. So you went straight out and inspected?
 8 A. Straight out to flat 24, yeah.
 9 Q. Now, the action plan which prompted Janice Wray's email
 10 was dated 20 June 2016, and the action isn't recorded as
 11 completed until some six months later.
 12 Are you able to explain the delay between service of
 13 the action plan and completion of the action required?
 14 A. No. No.
 15 Q. Now, can I turn to the LFB deficiency notice of
 16 17 November 2016 served in relation to Grenfell. I want
 17 to ask you about your involvement in rectifying issues
 18 identified by the LFB's audit of the tower in
 19 October 2016.
 20 Now, if we could go to a version of the notice of
 21 deficiencies which is at {TMO00873834}.
 22 Now, the manuscript annotation was made by
 23 Janice Wray in February 2017.
 24 If I can ask us to go to I think it's page 3, and
 25 then go on to page 4, sorry.

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1 Sorry, it's my fault, go back to page 2, and back to
 2 page 1.
 3 Do you remember that letter being shown to you by
 4 Janice Wray at any stage?
 5 A. No.
 6 Q. Do you recall ever being contacted by Janice Wray to
 7 address any matters identified by the LFB in the notice
 8 of deficiencies?
 9 A. Not that I recall, no.
 10 Q. Would she routinely ask you about matters that had been
 11 identified in notices of deficiency served by the LFB?
 12 A. She usually would, if it was something that I would have
 13 been checking, but other than that, no.
 14 Q. Now, if we can go to page 6 {TMO00873834/6}, we see
 15 Article 15. We see in the middle column, fourth line
 16 down, it says:
 17 "It was found that Fire Action Notices were not
 18 displayed in your common parts."
 19 Sorry, I've taken you to the wrong document.
 20 If we can go to {TMO00861389}.
 21 Following on from that, Janice Wray emailed you on
 22 15 December 2016, which is the top email, saying:
 23 "Seamus [Dunlea] has put these fire action notices
 24 up on each lobby at Grenfell Tower now — can you include
 25 these on your regular inspections and advise if any are

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1 removed or defaced."
 2 Now, bearing in mind the LFB's notice of
 3 deficiencies, from 15 December 2016 onwards, did you
 4 include fire action notices as part of your regular
 5 inspections?
 6 A. Possibly, yeah.
 7 Q. Now, you say possibly; they don't appear in the ESA
 8 checklists, so how did you ensure that you had inspected
 9 that fire action notices were up on each lobby in the
 10 tower?
 11 A. I would have done a visual check, and if there was any
 12 missing then I would have contacted Janice Wray, or
 13 Seamus, because Seamus probably would have had spare
 14 ones that he could put up.
 15 Q. Was there facility on the PDA to allow you to record
 16 whether —
 17 A. No, no.
 18 Q. Just to complete the question: was there a facility on
 19 the PDA which allowed you to record whether a fire
 20 action notice was missing?
 21 A. No.
 22 Q. Before the fire, and after December 2016, do you recall
 23 whether any notices had been removed or defaced at
 24 Grenfell?
 25 A. Erm ... I hadn't noticed, no.

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1 Q. Now can I turn to a separate matter, which is the
 2 emergency plan and vulnerable residents, and really your
 3 responsibilities and role in the event of an emergency,
 4 and particularly in relation to vulnerable residents.
 5 Now, if we can go to {TMO10028449/46}, we see here,
 6 in first paragraph, the emergency planning section of
 7 the estate staff quick reference handbook of June 2013.
 8 It says this:
 9 "KCTMO has a documented Emergency Plan which will be
 10 invoked when the situation requires it. ESAs are
 11 an important link in the emergency planning process due
 12 to their local knowledge. You may be called out at any
 13 time during, (and for resident ESAs outside of) working
 14 hours to deal with an emergency situation."
 15 Then it goes on to set out various responsibilities
 16 for ESAs to discharge in the event of an emergency.
 17 Were you aware of your role and responsibilities in
 18 the event of an emergency?
 19 A. Yes.
 20 Q. What did you understand your responsibilities and role
 21 to be?
 22 A. If they needed — if there was an emergency after hours,
 23 then we was there to assist.
 24 Q. Anything more definitive than "there to assist", or
 25 detailed?

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1 A. Well, no, because it depends where the emergency was and
 2 how many caretakers were there.
 3 Q. Had you received any training in relation to your role
 4 and responsibilities as part of the emergency plan?
 5 A. No.
 6 Q. Never?
 7 A. Never.
 8 Q. Now, could we go to Carl Stokes' FRA of 20 June 2016 for
 9 Grenfell, and it's {CST00003145/5}.
 10 If we can look at the last box on that page, and
 11 third line from the bottom, he says this:
 12 "The Fire Service or TMO employees will arrange for
 13 a general evacuation of the whole building, at anytime
 14 if this is appropriate to do so."
 15 Now, that sentence is recorded in every FRA he wrote
 16 for the tower between 2010 and 2016.
 17 The first question is this: were you ever told that
 18 you might need to arrange or play a part in the
 19 arrangement of an evacuation of Grenfell Tower in the
 20 event of a fire?
 21 A. No.
 22 Q. Were you ever told that the lifts at Grenfell Tower were
 23 firefighter evacuation lifts?
 24 A. No.
 25 Q. Were you ever told that you might be required to use the

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1 lifts in the event of an emergency at the tower?
 2 A. No.
 3 Q. Did you receive any training on operation of the lifts
 4 and how they were to be used in the event of
 5 an emergency?
 6 A. No.
 7 Q. Now, if we can return to the estate staff quick
 8 reference handbook, which can be found at
 9 {TMO10028449/47}.

10 In the third paragraph down, it says that ESAs are
 11 required to:
 12 "Advise of any known vulnerable/less able bodied
 13 residents that may come to your attention as needing
 14 assistance; pass this information on to the CSC."
 15 CSC is customer service centre, I think?

16 A. Yeah.
 17 Q. Now, were you aware of that requirement?
 18 A. Possibly, yeah. Yeah.
 19 Q. Did you understand that you were required to pass on
 20 your knowledge of any vulnerable or disabled resident
 21 only when an emergency had arisen, or generally whenever
 22 you identified such a resident during the course of your
 23 inspections?
 24 A. Yes, and we did, we passed it on to the office.
 25 Q. No, my question is more specific: did you understand

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1 that you were required to pass on your knowledge of
 2 a vulnerable/disabled resident in an emergency, or when
 3 you came across a disabled or vulnerable person during
 4 the course of your inspections?
 5 A. Yes.
 6 Q. Which one?
 7 A. Both. We passed it on. If there was an emergency, and
 8 we knew — if it was after office hours and we knew —
 9 and there was an emergency and we knew there was someone
 10 that was disabled or vulnerable, then yes, we would pass
 11 it on to whoever was there, the Fire Brigade, the
 12 ambulance ...

13 SIR MARTIN MOORE—BICK: What about if you came across
 14 someone who obviously had mobility difficulties when you
 15 were doing your inspection of the tower? Would you tell
 16 the office about that?
 17 A. The office probably — if they lived on our estate, then
 18 the office probably would have known before me.
 19 SIR MARTIN MOORE—BICK: They might have done.
 20 A. Yeah.
 21 SIR MARTIN MOORE—BICK: In case they didn't, would you tell
 22 the office?
 23 A. Yeah, I'd still pass it on to the office, yeah.
 24 SIR MARTIN MOORE—BICK: Thank you.
 25 MR KINNIER: Now, did you receive any training on

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1 identifying and reporting vulnerable/disabled residents,
 2 say, for example, during the course of your inspections?
 3 A. No.
 4 Q. Did you ever have cause to report the location or
 5 problems with a vulnerable/disabled resident,
 6 for example to a housing officer or to the office?
 7 A. The only time — the only one time I do remember
 8 reporting it, and me and Seamus reported it, was when
 9 Grenfell Tower was handed back to us, we had a resident
 10 that moved into one of the flats that was in
 11 a wheelchair, her wheelchair was too big to get through
 12 the doorway so she had to plug it in outside the
 13 doorway, and we reported that back to the housing
 14 officers, we reported it back to health and safety,
 15 and ...

16 Q. And that was the one —
 17 A. That was the only one I can think of, yeah.
 18 Q. Finally, can I ask you to go to a TMO document entitled
 19 "Supporting Residents Procedure", dated April 2016,
 20 which can be found at {TMO00866013}.

21 Have you seen that before?
 22 A. No.
 23 Q. Now, notwithstanding that answer, if we look at
 24 paragraph 1.1, it sets out the key aim of the procedure,
 25 to "ensure that residents get access to any additional

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1 support they need to live their lives".
 2 1.2:
 3 "The prime intention ... is to ensure that we have
 4 the information we need to be able to support our
 5 residents ..."
 6 If we look at 2.1:
 7 "All members of staff have a duty to consider
 8 whether a resident may have support needs."
 9 You see estate service officers are identified in
 10 the third bullet point.
 11 Then if we go on to paragraph 2.2 they set out
 12 various indicators that a resident might require
 13 support.
 14 Even if you hadn't seen this document before, were
 15 you aware, first of all, of the expectation on you as
 16 an employee of the TMO to consider whether a resident
 17 may have support needs?
 18 A. Yeah.
 19 Q. And looking at paragraph 2.2 and the indicators, were
 20 those indicators which, as a matter of practice, you
 21 were aware of?
 22 We can go on to page 2 {TMO00866013/2} to see any
 23 further ones.
 24 (Pause)
 25 A. Yeah. Yeah.

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1 Q. Did you receive any training on how to identify
2 vulnerable residents?
3 A. No.
4 MR KINNIER: Thank you.
5 Now, Mr Steadman, that concludes the questions I was
6 intending to ask you.
7 Sir, might I have ten minutes to see whether there
8 is anything I've missed off or whether any further
9 questions arise?
10 SIR MARTIN MOORE—BICK: Yes.
11 Well, Mr Steadman, when counsel gets to the end of
12 the questions he thinks he needs to ask you, we always
13 have a break because he needs time to check that he has
14 not overlooked anything, and there may be questions from
15 other people who aren't in the room which they'd like us
16 to put to you.
17 So we will break now until 12.35, and then, when you
18 come back, we will see if there are any more questions
19 for you.
20 THE WITNESS: Yeah. Sure.
21 SIR MARTIN MOORE—BICK: While you're out of the room, please
22 don't talk to anyone about your evidence.
23 If you go with the usher, she'll look after you.
24 Thank you.
25 (Pause)

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1 Right, I'm going to say 12.35. If you need more
2 time, you can let us know in the usual way.
3 MR KINNIER: Thank you, sir.
4 (12.24 pm)
5 (A short break)
6 (12.35 pm)
7 SIR MARTIN MOORE—BICK: All right, Mr Steadman?
8 THE WITNESS: Yeah.
9 SIR MARTIN MOORE—BICK: Well, we will see if there are any
10 more questions for you.
11 Yes, Mr Kinnier.
12 MR KINNIER: Thank you, sir.
13 Just very few, Mr Steadman, I can assure you.
14 Were you ever required to post fire safety leaflets
15 to residents' homes at Grenfell?
16 A. I think I was, but I'm not sure how long ago that was.
17 I think I do recall doing it.
18 Q. How frequently?
19 A. It was not frequently. Probably in all the time I've
20 been here, it's probably only once or twice I've done
21 it.
22 Q. Can you remember whether the leaflets were produced by
23 the TMO or were they LFB—produced leaflets?
24 A. I can't recall.
25 Q. Could I ask you briefly to look at {CST00017272}.

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1 Does that look familiar as one of the letters you
2 may have posted through letterboxes?
3 A. No, it doesn't look familiar.
4 MR KINNIER: Mr Steadman, thank you.
5 I've no further questions, but I must say thank you
6 very much for attending the Inquiry today. It's very
7 much appreciated.
8 SIR MARTIN MOORE—BICK: Mr Steadman, it's right that
9 I should thank you on behalf of all three members of the
10 panel for your coming to give your evidence. It's been
11 helpful to hear what you have to say, and we're very
12 grateful to you for coming along and giving us your
13 time.
14 So thank you very much, and now you're free to go.
15 THE WITNESS: Thank you.
16 SIR MARTIN MOORE—BICK: Good, thank you.
17 (The witness withdrew)
18 SIR MARTIN MOORE—BICK: Well, now, Mr Kinnier, where do we
19 go next?
20 MR KINNIER: The next witness is Mr Robert Regan. I would
21 ask that we start his evidence at 2 o'clock. I'm
22 completely confident that his evidence will be completed
23 this afternoon. The basis of that confidence is that
24 neither myself nor Mr Millett is examining him, and
25 Ms Jones is, so on that I think cast-iron assurance,

99

1 I would invite you to sit at 2.00.
2 SIR MARTIN MOORE—BICK: Right, thank you.
3 Well, there will have to be a break anyway at this
4 stage so that we can prepare the room for the next
5 witness and the next counsel, and it sounds to me as
6 though you have every reason to be confident about the
7 afternoon's progress, so on that basis we will break now
8 and resume with the next witness at 2 o'clock, then.
9 MR KINNIER: Thank you, sir.
10 SIR MARTIN MOORE—BICK: Thank you very much.
11 (12.40 pm)
12 (The short adjournment)
13 (2.00 pm)
14 SIR MARTIN MOORE—BICK: Yes, Ms Jones, you're going to call
15 the next witness?
16 MS JONES: Yes, I am, thank you, Mr Chairman. It's going to
17 be Mr Robert Regan, please.
18 SIR MARTIN MOORE—BICK: Good, thank you.
19 MR ROBERT REGAN (sworn)
20 SIR MARTIN MOORE—BICK: Thank you very much indeed.
21 THE WITNESS: You're very welcome.
22 SIR MARTIN MOORE—BICK: Would you like to sit down and make
23 yourself comfortable there. There's water there if you
24 would like it.
25 THE WITNESS: Yeah, thanks very much. Yeah.

100

1 (Pause)

2 SIR MARTIN MOORE—BICK: Right, when you're ready, Ms Jones.

3 Questions from COUNSEL TO THE INQUIRY

4 MS JONES: Thank you.

5 Mr Regan, thank you very much for coming to assist

6 the Inquiry with your evidence today.

7 A. Yeah.

8 Q. My questions are intended to be short and simple, but if

9 you do have any difficulty understanding them, please

10 don't hesitate to ask me to repeat or rephrase the

11 question.

12 A. Okay.

13 Q. If we get there, we will take a mid-afternoon break, but

14 if you do need a break at any point, please do feel free

15 to say.

16 Please if you could be mindful of the stenographer,

17 who is to your right taking a note of everything, so

18 avoid overspeaking with me, I'll try and do the same,

19 and also if you could just give us a "yes" or "no"

20 answer when the question allows, rather than shaking or

21 nodding your head, otherwise that won't come up on the

22 transcript.

23 A. Okay.

24 Q. Now, you have made one statement to the Inquiry dated

25 24 April 2021, and that's at {TMO00901275}, and that

101

1 will come up on the screen in front of you.

2 A. Yeah.

3 Q. Is that your statement?

4 A. That is my statement, yes.

5 Q. Thank you.

6 If we could go to page 14, please, is that your

7 signature?

8 A. That is indeed, yes.

9 Q. Thank you.

10 Can you please confirm that the contents of that

11 statement are true?

12 A. It is, yeah.

13 Q. And have you had a chance to read the statement

14 recently?

15 A. Yes, I have.

16 Q. Have you discussed your evidence with anyone before

17 coming to the Inquiry today?

18 A. Not at all, no.

19 Q. Thank you.

20 Now, firstly, I would like to ask you about your

21 roles and responsibilities when you worked for the TMO.

22 So if I can take you to page 1 of that statement

23 {TMO00901275/1}, I'm just going to run briefly through

24 it, but you have got it there to refresh your memory if

25 you need it.

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1 Is it right to say that you started working as

2 a resident caretaker for the RBKC in June 1995?

3 A. That's correct, yeah, June 1995.

4 Q. And you became a TMO employee in about mid-1996, but you

5 remained seconded to Lancaster West Estate Management

6 Board at that time; is that right?

7 A. That's correct, yeah, yeah.

8 Q. And in around 2015 or 2016, your title changed from

9 caretaker to estate services assistant; is that right?

10 A. That's correct, yeah.

11 Q. Then if we could go to paragraph 15 of your statement,

12 which is on page 4 {TMO00901275/4}, it says there at the

13 beginning:

14 "When TMO took over responsibility for the

15 caretakers/ESAs they dissolved our team. They offered

16 me a post as a Floating Caretaker/ESA."

17 That was over the north of the borough, wasn't it?

18 A. That is correct, yes.

19 Q. So is it right that, from that time, that included

20 Grenfell Tower?

21 A. No, it did not.

22 Q. It did not include Grenfell Tower at that time?

23 A. No, it did not.

24 Q. When did it include Grenfell Tower?

25 A. No, tell a lie, yes, it would have been —

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1 Grenfell Tower would have been included at that point,

2 yes, Grenfell Tower would have been included, and

3 Lancaster West Estate still at that point, yeah.

4 Q. Yes. So can you just help us with roughly the

5 approximate date when you became a floating ESA?

6 A. It was about August, I believe, August —

7 Q. August?

8 A. August of 2016, I believe I took up post.

9 SIR MARTIN MOORE—BICK: Ms Jones, I'm sorry to interrupt

10 you, we seem to have a problem with the transcript.

11 MS JONES: Yes, I do too.

12 SIR MARTIN MOORE—BICK: I was going to say, do you have it?

13 MS JONES: Yes, I do. I have tried to refresh, but it's not

14 appearing.

15 SIR MARTIN MOORE—BICK: I don't know whether anyone can

16 solve this for us, just at the moment.

17 (Pause)

18 The reason I think we should pause is because I'm

19 concerned about other people who are trying to follow

20 it.

21 Just so you understand, Mr Regan, there are a lot of

22 people following these proceedings from other places.

23 THE WITNESS: Sure, yeah.

24 SIR MARTIN MOORE—BICK: Some of them are having this

25 transcript, and if it doesn't work properly, it makes

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1 life difficult for them.
 2 THE WITNESS: Understood.
 3 SIR MARTIN MOORE—BICK: So we will just pause for a second
 4 to see if we can sort it out.
 5 (Pause)
 6 MS JONES: I wonder if I could ask you to rise for
 7 five minutes, perhaps?
 8 SIR MARTIN MOORE—BICK: We may need to do that. I'm just
 9 taking it into my own hands for a minute, which is
 10 probably worse than useless, but ... yes, it's still not
 11 right.
 12 Yes, I'm sorry, I think we will have to rise for
 13 a few minutes while we sort this out, Mr Regan.
 14 THE WITNESS: Sure.
 15 SIR MARTIN MOORE—BICK: So would you go with the usher, and
 16 I will take the opportunity now to say something which
 17 I will say again when we have a break: please don't talk
 18 to anyone about your evidence while you're out of the
 19 room. All right?
 20 THE WITNESS: No problem.
 21 SIR MARTIN MOORE—BICK: Thank you. If you would like to go
 22 with the usher, please.
 23 (Pause)
 24 Right. Well, we will rise for as long as it takes
 25 to get this sorted out then.

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1 MS JONES: Yes. Thank you.
 2 SIR MARTIN MOORE—BICK: Thank you very much.
 3 (2.06 pm)
 4 (A short break)
 5 (2.11 pm)
 6 SIR MARTIN MOORE—BICK: Well, I'm sorry about that,
 7 Mr Regan.
 8 THE WITNESS: It's all right, it's not a problem.
 9 SIR MARTIN MOORE—BICK: It seems we have solved the problem.
 10 We'll keep our fingers crossed.
 11 THE WITNESS: Technology.
 12 SIR MARTIN MOORE—BICK: That's what it is, exactly.
 13 So when you're ready, Ms Jones, let's crack on.
 14 MS JONES: Thank you, Mr Chairman.
 15 Mr Regan, I was asking you about paragraph 15 of
 16 your statement {TMO00901275/4}, which should still be in
 17 front of you.
 18 A. Yeah.
 19 Q. You have helped us with the fact that you took on your
 20 floating caretaker/ESA role in about August 2016.
 21 I want to ask you about the second sentence of
 22 paragraph 15, the second line:
 23 "This involved moving around the borough, covering
 24 the whole of the north, and providing cover for ESAs on
 25 holiday or sick leave."

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1 In respect of that, can I ask, for Grenfell Tower,
 2 was your role essentially to provide cover for
 3 Paul Steadman?
 4 A. Yes, it would have been, yeah.
 5 Q. Thank you.
 6 Now, if I could go to paragraph 21 of your statement
 7 on page 5 {TMO00901275/5}, it says there at the
 8 beginning:
 9 "In 2016, when TMO took over and changed my role to
 10 'float' over the north of the borough, I was not
 11 familiar with all the RBKC blocks in the north of the
 12 area. At the time I had a very limited knowledge of the
 13 layout of the various blocks."
 14 Were you familiar with Grenfell Tower when you took
 15 over this role?
 16 A. Pretty familiar with it, yeah, yeah.
 17 Q. And was that through past experience?
 18 A. Yeah, time, and living there, working there. So, yeah,
 19 pretty familiar with Grenfell Tower.
 20 Q. Do you recall, between August 2016 and the night of the
 21 fire on 14 June 2017, how regularly you covered
 22 Paul Steadman when you were carrying out inspections for
 23 Grenfell Tower?
 24 A. I think I only covered him about once in the time I was
 25 in a floating role, from the time I left Lancaster West

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1 team EMB and became a floater. I believe I only covered
 2 him once, just once.
 3 Q. We have a spreadsheet — I don't need to take you to
 4 it — that shows that you carried out a weekly
 5 inspection on 16 February 2017. Does that sound about
 6 right to you?
 7 A. If that's what the — yeah.
 8 Q. Thank you.
 9 Apart from covering Paul Steadman in your role as
 10 a floating caretaker/ESA, is it right that another
 11 feature of your role was to address actions that arose
 12 from Carl Stokes' fire risk assessments?
 13 A. If I was aware of — made aware of any of the actions
 14 that Carl Stokes had notified the TMO about through
 15 various departments, health and safety or whatever, it
 16 would go to a team leader, and then the team leader
 17 would generate a form and bring that to my attention to
 18 follow up.
 19 But other than that, unless those were on that
 20 spreadsheet, no. It wouldn't be on our Total Mobile
 21 phone, those follow-up actions or any actions
 22 outstanding via any FRAs, stuff like that, no.
 23 Q. Yes, I understand, thank you.
 24 Was that always something that was a part of your
 25 role, at least from when Carl Stokes began his work in

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1 September 2010?

2 A. Yeah, if we received a — if I received or any of the

3 caretakers received an FRA form with a list of relevant

4 jobs pertaining to their job roles, they would be

5 required, like I would be, to go and check and see

6 they've been completed and follow up appropriately with

7 whatever department was the ones that issued the FRA.

8 Q. That's helpful, thank you.

9 Now, in respect of your supervisors, do you recall

10 that, between 2011 to February 2016, you reported to

11 Siobhan Rumble?

12 A. Sorry, can I just correct you, there were no

13 supervisors, there was only area manager, which was

14 Siobhan Rumble. She was the area manager exclusively

15 for Lancaster West Estate. She didn't have any other

16 relevant estates to cover. She was in charge of rent

17 income for a while, and that was about it. But for

18 Lancaster West, she was the senior officer. She was

19 the — you know, what they call the area manager. There

20 were no supervisors —

21 Q. Yes, understood.

22 A. — at that time.

23 Q. And you reported to her until February 2016, when she

24 left?

25 A. Yeah. I did, yes.

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1 Q. Thank you.

2 After that, you reported to Nicola Bartholomew from

3 May to August 2016?

4 A. Yes, I did.

5 Q. And then after that, from August 2016 until about

6 January or February 2017, you reported to

7 Louise Nezandonyi?

8 A. Yes, that's correct, yeah.

9 Q. And then after that, did you report to Martin Barr until

10 about May 2017?

11 A. No, that's incorrect. Martin Barr was leaving the

12 company within a week or so of me joining the TMO as

13 a floater. Louise had stepped into the role, whether it

14 was full-time or part-time I couldn't tell you, and

15 shortly after Louise stepped down, back, or left, I was

16 off for about five and a half months, and when I came

17 back Michelle Levy was picking up the role of

18 team leader for the north of the borough. So it would

19 have been Louise, Michelle.

20 Q. That's helpful.

21 A. Martin Barr was prior to Louise.

22 Q. Thank you.

23 A. You're welcome.

24 Q. In respect of your day-to-day responsibilities, if

25 I could take you to paragraph 18 of your statement

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1 {TMO00901275/4}, which starts on page 4 and runs to

2 page 5. It says there at paragraph 18:

3 "My role included checking, inspecting and reporting

4 on the following (please note this list is not

5 exhaustive) ..."

6 And there you have set out a number of checks from

7 a to l. I just want to ask you about a couple of the

8 checks on that list.

9 Firstly, at item d it says "fire expansion strips".

10 A. Yeah.

11 Q. Can I ask, was that intumescent strips on fire doors?

12 A. Yeah. I've heard them terminised(sic) in different

13 ways, but to me they're a kind of fire expansion strip

14 or a felt strip or a rubberised strip that would be in

15 the door or attached to the door in some way, yeah.

16 Q. Was that a check you were doing to a communal door or

17 a flat entrance door?

18 A. It would be main — it would be any doors pertaining to

19 communal walkways or fire exit doors to stairwells.

20 Different blocks, different layouts, different style of

21 doors, and you would do a visual check.

22 Q. Yes.

23 A. Purely visual, to see that they were in one piece.

24 Q. Yes.

25 A. There wasn't any breaks, yes. So that was part of the

111

1 role.

2 Q. Yes, I understand.

3 Now, looking down that list, we don't see flat

4 entrance doors, and you help us with that at

5 paragraph 29 of your statement.

6 If I could ask that we go there, it's on page 7

7 {TMO00901275/7}. You say:

8 "My role did not include checking flat entrance

9 doors. I don't recall raising any repair requests for

10 flat doors, only for broken locks or damage on communal

11 doors. We would also respond to calls if a resident was

12 locked out or if their door was broken."

13 So can I just clarify, you would only look for

14 damage to communal doors?

15 A. Yeah.

16 Q. You would never look for damage on flat entrance doors,

17 even if you were just walking around the building?

18 A. If I saw doors — say, for example, there may be a front

19 door which had a letterbox fascia, a very bland, very

20 cheap, to be honest, two screws and a flap, if they were

21 damaged or hanging off, you would put that in, because

22 it was damaged. As a rule, residents would normally be

23 the first to ring up about stuff like that, but if I saw

24 it, yeah, I would make a note of it and report it

25 through to CSC or make a note of it on the Total Mobile

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1 and get it in.
 2 But there was a very loose ... there was no protocol
 3 for us. I had no understanding that — if you saw
 4 something, you reported it, if you saw it, it wasn't
 5 like there was a book per se. I was just as vigilant as
 6 I could be and picked up as many repairs as I could do
 7 with the time I had allocated to me and get them to CSC,
 8 sometimes on the phone or sometimes through the
 9 Total Mobile, depending on how urgent I deemed it to be.
 10 And if it was pretty urgent, it would go through on the
 11 phone to CSC.
 12 So, yeah, if I saw the odd letterbox, you know,
 13 yeah, I would put some through.
 14 Q. So would it be fair to say that your checks were of the
 15 external side of the flat entrance door?
 16 A. Absolutely, yeah.
 17 Q. They were a visual check only?
 18 A. Yes.
 19 Q. And they were essentially on an ad hoc basis?
 20 A. Yes.
 21 Q. Now, in respect of your training, you have helped us
 22 with that at paragraphs 41 and 42 of your statement, if
 23 I could ask that we go there, it's on page 9
 24 {TMO00901275/9}. I'll read it out, you say:
 25 "41. Before 14 June 2017, I do not believe that

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1 I received any training regarding:
 2 "a. Smoke control or AOV;
 3 "b. Dry risers;
 4 "c. Evacuation;
 5 "d. Emergency lighting;
 6 "e. Flat entrance doors;
 7 "f. Fire Notices; and/or
 8 "g. Fire Risk Assessments.
 9 "42. I consider the fire safety training that
 10 I have received was 'piecemeal', rather than a full
 11 fire safety training package."
 12 Can you help us, why do you consider that your
 13 fire safety training was piecemeal?
 14 A. Over the years that I worked as a caretaker, the job
 15 role changed from manual to administrative. What was
 16 originally a mop and bucket role became much more
 17 administrative, and therefore, obviously, we would
 18 expect to move with those tasks with the appropriate
 19 training.
 20 The fire training which we had yearly was
 21 repetitive. We would have a video of the Bradford fire.
 22 We would be told about how convection operates, and
 23 fuels, what spark size. We would be told — we would go
 24 and we would work with fire extinguishers, put out
 25 a fire on, you know, a monitor.

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1 To me, it didn't include what do you do if somebody
 2 puts a match to half a dozen bins in a bin room down in
 3 a basement where you've got cars and petrol, what would
 4 you do about that? What do you do about propane bottles
 5 and gas bottles, what do you do about that? Where do
 6 you put them? Where's the storage? Where's the policy
 7 for it?
 8 Fire notices, we were given notices and just told,
 9 "Put them — place them here, place them there", that's
 10 what we did. The relevance of the fire notices were
 11 what was on the written word in front of us.
 12 So when you take all these bits and pieces, there
 13 wasn't a full — to me, it wasn't a full package. It
 14 was as they felt you needed it. Once a year for your
 15 fire extinguishers, once a year for, you know, your
 16 Bradford fire video, and let's learn — do a quick quiz.
 17 I just didn't feel they encompassed what we did.
 18 What do you do when you've got motorcycles stranded
 19 in pram sheds with fuel tanks? Who takes them? Where's
 20 the recovery team? What's the protocol?
 21 If that's not piecemeal, to me, I don't know what
 22 is.
 23 Q. Yes, understood.
 24 A. So you're working in a very kind of — to me, you were
 25 working in a tight criteria. It was — they gave you

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1 some tools, perhaps not all the tools, and I just felt
 2 personally, for my opinion, it was piecemeal. Most of
 3 what I learnt was experience and reading up.
 4 You know, not saying the training didn't have some
 5 merits, but to me it didn't tally with the role that we
 6 did, and it sometimes was short of some of the things
 7 that we needed to — that I felt we needed to know.
 8 Q. Yes, and that would include the topics in your
 9 paragraph 41, would it?
 10 A. Yeah, emergency lighting. We had no plans of where the
 11 emergency bulkheads were placed. There is no plans.
 12 You went to the blocks, if you were — especially for
 13 me, if I was covering, as I said, I only knew some of
 14 the blocks vaguely, but the pattern of lighting, where
 15 were the bulkheads laid out? You had red indicator
 16 lights, green indicator lights, battery packs — it
 17 just ...
 18 Q. Understood.
 19 A. All right?
 20 Q. Thank you.
 21 Do you recall ever receiving training on the
 22 Regulatory Reform (Fire Safety) Order 2005?
 23 A. Sorry, can you repeat that again?
 24 Q. Do you recall ever receiving training on fire safety
 25 legislation, the Regulatory Reform (Fire Safety) Order

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1 of 2005?
 2 A. No. Maybe it was put across in a training through
 3 the — I don't recall. If you're putting it like that,
 4 there wasn't anything in writing which says, "This is
 5 the blah blah blah", no, no, no.
 6 Q. Do you recall ever receiving training on a guidance
 7 document about fire safety that was published by the
 8 Local Government Association and it was titled,
 9 "Fire safety in purpose-built blocks of flats"?
 10 A. Sorry, I don't know. No, I didn't.
 11 Q. Thank you.
 12 Do you recall having team meetings with the estate
 13 services team?
 14 A. Estate services team? Which team? There were different
 15 teams.
 16 Q. Do you recall going to team meetings?
 17 A. We had — on Lancaster West we had regular team meetings
 18 of our own.
 19 Q. And did you receive — sorry to cut across you.
 20 A. No, no.
 21 Q. Did you receive fire safety training at those meetings?
 22 A. No.
 23 Q. No.
 24 Do you recall having on-site briefings when you were
 25 carrying out your role?

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1 A. On-site briefings pertaining to ...? Can you give me
 2 an example, elaborate a little bit on it for me?
 3 Q. Well, were there any fire safety topics discussed at any
 4 on-site briefings?
 5 A. Well, over the years, I'm sure if something new was
 6 implemented onto the estate relevant to our role, that
 7 we needed to be aware of, we would be made aware of it.
 8 I know for a fact that Siobhan Rumble was very conscious
 9 of us being appraised of any new installations, and we'd
 10 be made aware that there would be forthcoming training,
 11 she was very good at that. She was very on the ball
 12 about ... you know, she was ...
 13 But aside from that, no, no. Unless we did
 14 a specific training for something specific, no.
 15 Q. Okay.
 16 Do you recall Janice Wray ever meeting with you and
 17 perhaps the other ESAs to reiterate standards which you
 18 needed to apply in your health and safety inspections?
 19 A. I've met with Janice over the years many, many times,
 20 and I have had many, many meetings with many different
 21 people, including Janice, who I know very well.
 22 It's possible she did, but I don't recall any
 23 specific day or time or pertaining to, you know ...
 24 Janice, again, to my mind, was always pretty good at
 25 picking up something if the caretakers needed to know

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1 it. The health and safety team, Adrian and Janice, were
 2 pretty on it — pretty much on it in that respect.
 3 Q. Yes.
 4 A. But I can't recall any specific meeting with Janice
 5 pertaining to what you're talking about, sorry, I can't.
 6 Q. Yes, thank you. No, that's helpful.
 7 Do you recall receiving any specific training on
 8 inspecting a high-rise block?
 9 A. No.
 10 Q. Can I ask you now to look at {TMO10048988}.
 11 So this is a participants list from a training
 12 session we understand was held on 2 December 2016
 13 entitled "ESA Fire Safety Training". Your name is at
 14 the top of that list there with a signature next to it.
 15 A. Yeah.
 16 Q. Is that your signature?
 17 A. That is my signature, yeah.
 18 Q. Do you remember attending that training?
 19 (Pause)
 20 Let me take you to the slides, it might help.
 21 A. No, I was there, obviously, my name's there. Do
 22 I remember standing there? No.
 23 Q. Let me take you to the slides and that might help
 24 refresh your memory.
 25 It's {TMO10048994}. This is the first page of the

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1 slide, "Fire Safety Training — Objectives".
 2 If I can just read out a couple of the relevant
 3 bullet points, it says it was:
 4 "■ To remind ESAs about responsibilities under Fire
 5 Safety legislation."
 6 Jumping to the third one:
 7 "■ To outline specific responsibilities in relation
 8 to inspection of fire safety features of blocks —
 9 Emergency Lighting, Fire Alarms, AOVs, dry risers, fire
 10 doors etc. & the explain the importance of these.
 11 "■ To outline the TMO's approach to Fire Risk
 12 Assessments and the issues being highlighted by these.
 13 "■ To clarify Evacuation Strategies for residents.
 14 "■ To reiterate current procedures & identify any
 15 areas for improvement."
 16 Now, having shown that to you, does this jog your
 17 memory? Do you remember attending this training
 18 session?
 19 A. No.
 20 Q. No.
 21 A. I've signed it, I was there, so obviously I was there.
 22 Do you know how many of these I would have attended in
 23 26 years? No. To pinpoint one specific for me is ...
 24 I've — looking at this, flyers like this, notifications
 25 like this, letters like this, paperwork like this,

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1 I can't ... it's just ...
 2 Q. No.
 3 A. Yeah, I was there. Do I recall? I've no doubt there
 4 was a lot said, but there always a lot said, you know,
 5 and it's changing all the time is what I'm trying to get
 6 at, you know, taking all that in. But yes, I was there.
 7 Do I remember this? No. I know of — I know these
 8 procedures. I know these procedures, but no, I don't
 9 recall specifically that particular date, that
 10 particular —
 11 Q. Yes.
 12 A. Sorry.
 13 Q. No, understood.
 14 I just want to take you to slide 24
 15 {TMO10048994/24}. I appreciate what you say about not
 16 remembering being there, but it might just help with my
 17 next question.
 18 We can see on that slide that what appears to be
 19 a part of the training session is detail about flat
 20 entrance doors:
 21 "■ Requirements.
 22 "■ Damaged flat entrance doors.
 23 "■ Temporary doors."
 24 And then if we can go on to the next slide, we can
 25 see some pictures of some damaged flat doors.

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1 A. Yeah.
 2 Q. If we go to the next one after that and the next one
 3 after that.
 4 A. Yeah.
 5 Q. So I appreciate that you may not remember the details
 6 this was training session, but what I want to ask is —
 7 A. Yeah.
 8 Q. — do you recall, before December 2016, whether you
 9 received specific training on inspecting flat entrance
 10 doors, or —
 11 A. No.
 12 Q. — was it something a bit more recently, perhaps after
 13 December 2016?
 14 A. It would have been for me — my recollection of any flat
 15 training doors would have been after 2016, definitely.
 16 Prior to that, no.
 17 Q. Do you recall if that was prompted by the Adair Tower
 18 fire that happened on 31 October 2015?
 19 A. I'd say yeah, without question of a doubt, yeah.
 20 Q. Thank you.
 21 A. I think a lot of changes happened after the fire at the
 22 Adair Tower.
 23 Q. I would now like to ask you about the inspection
 24 process, so if we could please turn to the estate staff
 25 quick reference handbook at {TMO10028449}.

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1 Is this something that you're familiar with?
 2 A. Yeah.
 3 Q. Do you recall being given a copy?
 4 A. Yes, I do.
 5 Q. And would you —
 6 A. Still got it.
 7 Q. — carry it round with you on your inspections?
 8 A. No, I wouldn't carry it round with me on my inspections,
 9 no.
 10 Q. Would you refer to it at all?
 11 A. Depends. If I was being on a float, generally at the
 12 office if there was something I needed to clarify
 13 I would refer to it, but often as not, a lot of what
 14 I did came through the experience, you know. But if
 15 I was uncertain about something or needed some guidance
 16 on a professional level from one of our techies, I just
 17 used to go and see them directly, you know, try and cut
 18 time down. It was always about time, time, time, and
 19 what you've got up here, you know, what we learn up here
 20 is what carries us through the day, and we carry
 21 an awful lot of, believe it or not, stuff. We carry
 22 a lot of equipment as well, which you may not believe,
 23 but we do. A lot of keys, notepads, phone, pens.
 24 You've got — some of the lads may carry tools with them
 25 if they've got to do minor jobs or adjustments. You run

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1 out of pockets. And in the summer, if you're only
 2 wearing a shirt which doesn't have a pocket and two
 3 pockets, it's going to soon fill up, let me tell you,
 4 especially if you've got your wallet in your back
 5 pocket.
 6 Q. Yes, absolutely.
 7 If I could take you to page 83 {TMO10028449/83}.
 8 Beginning at page 83, and it runs for a couple of
 9 pages, we see something called the "Inspections routine
 10 check list".
 11 A. Yeah.
 12 Q. "Daily routine checks", and it's got a number of items
 13 listed. Is this something that you're familiar with?
 14 A. Yeah, I think it's off Total Mobile.
 15 Q. Is this the checklist that you would use certainly
 16 before the personal digital assistants came into play?
 17 A. Well, this, what I'm looking at, looks familiar through
 18 Total Mobile. Up until that point, I never had
 19 a list — checksheet like that.
 20 Q. When did you start using Total Mobile?
 21 A. It would have come in at the time we was at
 22 Lancaster West, that is for certain, and it would have
 23 been sort of the latter stages before I left, probably
 24 a couple of year before, so it was — we changed over
 25 from a handwritten form to electronic form, so this is

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1 where I'm recognising that from. So it would have been
 2 used on Lancaster West around that, yeah, that's fair to
 3 say that, but it came in I think electronically more
 4 than it was — so on the hand, the forms I saw anyway.
 5 Q. When you were conducting your inspections —
 6 A. Yeah.
 7 Q. — would it be your aim to go through all of the items
 8 on this checklist?
 9 A. Oh, yeah, you'd do your best to get through as much as
 10 you could, you know.
 11 Q. Can I ask you something about your statement at
 12 paragraph 20.
 13 A. Yeah.
 14 Q. It's at page 5 {TMO00901275/5}. You say there, it's
 15 about the third line down:
 16 "Repairs to be raised could vary between the size of
 17 the building being inspected, along with the time
 18 allowed to do the inspection."
 19 A. Yeah.
 20 Q. Can you help us with how much time was allowed for your
 21 inspection of one building?
 22 A. That's a good question. That's a very good question.
 23 What you first have to understand is that each
 24 caretaker had his own designated patch, and those
 25 patches may have tower blocks in them. In one example,

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1 there are four 20—storey tower blocks on one estate
 2 encompassing that, and a lot of low—rises, and one
 3 caretaker might have to cover 40 blocks, some might have
 4 less.
 5 The TMO and the council see a house as a unit, one
 6 unit. One house, one unit. So if they calculate that
 7 each caretaker should have 900 units, that's how they
 8 equate your estate. What they don't equate is the
 9 layout of the buildings.
 10 Now, if you take something like Trellick Tower,
 11 which is 32, I think, residential floors and six
 12 non—residential floors, consisting of basements and
 13 plant rooms, two 32—floor fire staircases, with three
 14 lifts, with a designated number of landings, and then
 15 each landing's got its own long walkway, okay? And you
 16 might get — if you're lucky, you might get two hours,
 17 but you might still have another eight or nine blocks to
 18 do to meet the quota for the day.
 19 So if there's only a seven—hour working day and
 20 I say, right, well, two of those into Trellick, off you
 21 go, now you've got to look at everything.
 22 Q. Who set that time allowance?
 23 A. That was laid out by the TMO's management. They would
 24 lay out the patches and tell you what you — you know,
 25 they set your patches. Many of the boys have had their

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1 patches for years, but the patches kept changing, they
 2 get — they got bigger and bigger and bigger and bigger.
 3 They started out being what I would call relatively
 4 manageable, but as caretakers left, some weren't
 5 replaced. So they bring in an agency caretaker, who
 6 doesn't know the manor, he don't know the layout of the
 7 block, so he's going to take more time.
 8 Q. Yes, I understand.
 9 A. That wasn't factored in. Give you it, "Off you go, do
 10 it, I don't care how long it takes you, just go out and
 11 do it", you know, and that's how they'd work it. So you
 12 get out there — so your experience is what counts.
 13 So from my perspective, when I went into any block,
 14 no matter whether it's a tower block or a low—rise
 15 block, I'm looking at the hotspots.
 16 Q. Yes.
 17 A. I'm looking at, first of all, resident safety, hotspots,
 18 things that could be dangerous, yeah? And I'd try and
 19 pick as many of them up as you can. To log that into
 20 your Total Mobile, one job can take as many as
 21 ten minutes, depending on the amount of detail you're
 22 going to put into it. What happens if you find 25 jobs?
 23 You're stuck in that block. Like, you can't walk out.
 24 You can't just go, "Oh, I'll put them on later", you've
 25 got to do it now. You've got to photograph it.

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1 So, consequently, it can delay you and slow you
 2 down.
 3 Sorry, that was a long—winded, but —
 4 SIR MARTIN MOORE—BICK: No, that's all right, it's just that
 5 you might have to slow down a little bit —
 6 A. Oh, right, sorry, yeah.
 7 SIR MARTIN MOORE—BICK: — because the transcriber is having
 8 trouble keeping up.
 9 A. I'm sorry, yeah.
 10 But there it is, you know. Depending on the size of
 11 the block can depend how long you get in there, and
 12 obviously what you find can slow you down. If you're
 13 lucky, you get in and you get out without too much delay
 14 and you cover as much as you can. The intention is to
 15 cover everything, but that isn't always and wasn't
 16 always the case, so you covered the really important
 17 parts and hope, and that was it. That's all you can do.
 18 What can you do?
 19 MS JONES: Yes, understood.
 20 Can I please take you to paragraph 55 of your
 21 statement on page 11 {TMO00901275/11}. I just want to
 22 ask you about a separate topic about self—closing
 23 devices on flat entrance doors.
 24 You say there:
 25 "I was not involved with the flat door replacement

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1 scheme in any way.”
 2 A. No.
 3 Q. “I recall that there were issues after the new doors
 4 were installed. My colleague Seamus Dunlea, the former
 5 Lancaster West Handyman, told me that he received calls
 6 from residents regarding keys snapping off in locks,
 7 gaps between the frames and the doors, and gaps between
 8 the frames and the brickwork. Beyond that, I was not
 9 aware of any other issues, such as self-closers being
 10 removed.”
 11 Now, did Seamus Dunlea tell you about these issues
 12 with the doors that you have identified in this
 13 paragraph immediately after the doors were replaced in
 14 about 2012/13 or much later in time?
 15 A. No. Sorry, no. Seamus shared the office with me and
 16 Paul, so when these new doors were all installed, when
 17 a call came through to Seamus’ phone, he would pick it
 18 up and he’d go, “I’ve got to go up and do a forced
 19 entry, someone’s key’s broke in that lock”, and we knew
 20 it was all new doors — well, we knew it was all new
 21 doors, so whatever was going on was problematic with the
 22 new door. And he might walk back with a broken key and
 23 say, “Resident’s just give me — I’ve just tried to get
 24 the key in and” —
 25 Q. And so —

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1 A. So I would see it, the broken lock.
 2 Q. Sorry to cut across you.
 3 A. That’s all right.
 4 Q. I’m trying to just pinpoint the time.
 5 A. Oh, the time.
 6 Q. The time when he told you. So was it just after the new
 7 doors were replaced? Is that what you’re saying?
 8 A. Yeah, yeah, it was when the new installations took
 9 place, just after.
 10 Q. Thank you.
 11 A. Sorry about that.
 12 Q. No, that’s fine.
 13 Did you report these issues to anyone more senior or
 14 do you know if Seamus Dunlea reported the fact that
 15 there was these issues with the doors after they had
 16 been replaced?
 17 A. I can’t say that he did, but I know Seamus well enough
 18 to know that he would go back to the office and
 19 certainly speak to one of the managers, because it was
 20 a real problem for him, these complaints that were
 21 coming back to him.
 22 Q. I’d like to just ask you something that’s in
 23 Seamus Dunlea’s statement that he gave to the police.
 24 That’s at {MET00019959/6}, please.
 25 In the second substantial paragraph down, he says:

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1 “Just after the warranty ran out, the doors started
 2 going wrong. They had internal door closers that were
 3 pulling out from the door because they had tiny little
 4 screws holding them in and they had a massive fat spring
 5 inside.
 6 “The door had a hole drilled into it, had an
 7 enclosed spring that went into the door and would have
 8 a chain which attached to the frame. The springs were
 9 quite big and the screws that were holding them in were
 10 too small. Some of the screws were pulling out of the
 11 door and some were pulling out of the frame. If it’s
 12 coming out of the frame or the door, the chain goes
 13 round, you can’t shut the door. You can’t re-attach it
 14 because of the fixings, so I would have no alternative
 15 but to remove it. I think I did this to about ten
 16 doors.”
 17 Now, pausing there, do you remember Seamus Dunlea
 18 telling you that there was an issue with self-closing
 19 devices and, as a result, he had to remove them from —
 20 A. Yeah, I recall him telling me about self-closers, yeah.
 21 Q. And do you recall him telling you that he had to remove
 22 them from about ten doors?
 23 A. I recall him telling me that he had removed
 24 door-closers, but how many, I don’t recall.
 25 Q. Yes.

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1 A. But I know that there were instances where I believe
 2 he’d had to, because doors — people couldn’t get in.
 3 Q. Again, trying to pinpoint the time, was this just after
 4 the doors were installed?
 5 A. Yeah, absolutely, it was after, it ...
 6 Q. Did you raise this with anyone more senior, the fact
 7 that there was issues with the self-closing devices?
 8 A. Well, I was only made aware of it via Seamus, and Seamus
 9 answered directly to Siobhan. He didn’t answer to me,
 10 he answered to Siobhan. I’m not trying to shun away
 11 from any of it, but we tended to try and keep everything
 12 as streamlined as we could. So if we had a beef,
 13 I would — I’m coming to you. I’m going to come to you,
 14 because it could get distorted in some way.
 15 Seamus was very much the kind of guy that wanted
 16 to — would take it straight to you. He wouldn’t mess
 17 around. He was a very straight-up guy like that. If he
 18 had something to say, he would do it. So if there was
 19 an issue, he would come to Siobhan.
 20 Q. Do you know if he specifically raised it with
 21 Siobhan Rumble or anyone else when you were both
 22 discussing it?
 23 A. I can’t say that he — I wasn’t there.
 24 Q. No.
 25 A. But what I can say is that I’m sure that he would have.

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1 I know Seamus well enough to know him — to say that.
 2 He wouldn't leave it dormant. He wasn't that kind of
 3 a guy. He was very much, you know ... it would annoy
 4 him that he's got — these doors are on and he's having
 5 to do this, so he's — if that makes sense? "I'm coming
 6 to see you", because, you know, that's what it's all
 7 about.
 8 Q. Yes, that makes sense, thank you.
 9 Do you know if this problem with the self-closing
 10 devices was remedied? Did you know?
 11 A. I couldn't say.
 12 Q. No.
 13 A. I couldn't tell you for sure.
 14 Q. Can I now turn to a different topic in respect of
 15 emergency planning.
 16 A. Yeah.
 17 Q. If we can go to {TMO10028449}, so we're back at the
 18 estate staff quick reference handbook that you helped us
 19 with earlier.
 20 Particularly I would like to go to page 46
 21 {TMO10028449/46} now. There it sets out details about
 22 emergency planning, and it says this:
 23 "KCTMO has a documented Emergency Plan which will be
 24 invoked when the situation requires it. ESAs are an
 25 important link in the emergency planning process due to

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1 their local knowledge. You may be called out at any
 2 time during, (and for resident ESA's outside of) working
 3 hours to deal with an emergency situation."
 4 Then it sets out in the rest of that page and the
 5 following page various actions that it advises the ESA
 6 to carry out.
 7 Can you help us, in around 2017, what did you
 8 understand your responsibilities to be in the event of
 9 an emergency?
 10 A. My understanding is that if I was needed, I would be
 11 contacted, and generally you would stand by. There was
 12 a call-out caretaker on duty at all times, one for the
 13 south, one for the north as a rule. I don't know —
 14 I was on it for a while, but I'd come off it when
 15 I moved out of the estate and moved into my house, which
 16 was about 45 minutes away.
 17 Q. Did you receive any training on how to carry out that
 18 role?
 19 A. No.
 20 Q. Then looking at page 47 {TMO10028449/47}, if we can, it
 21 says there, middle of the page:
 22 "Advise of any known vulnerable/less able bodied
 23 residents that may come to your attention as needing
 24 assistance; pass this information on to the CSC."
 25 Which I think is the customer service centre.

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1 Was this something that you knew you were required
 2 to do —
 3 A. Yeah.
 4 Q. — during the course of an emergency situation?
 5 A. In an emergency situation, if there was a resident who
 6 was in a position of, shall we say, special needs or
 7 disability or age, or ... yeah. And, to be fair, a lot
 8 of the caretakers, including myself, passed a lot of
 9 information over to CSC, which at that time would have
 10 held a database. So if we were called to an emergency,
 11 they would then pass to us: right, you're going to
 12 so-and-so block, these residents, these residents. You
 13 would go.
 14 Most of the guys had been there for years. They
 15 know people who — like I did, many of them that were
 16 special needs and elderly and whatever. So, yes, I knew
 17 the protocols. If there was residents that were,
 18 you know, in need, then yeah.
 19 But generally speaking, the neighbourhood officers
 20 had a much more direct interaction with residents than
 21 we did. We were more external. You have to understand,
 22 we were maintenance. We were more ... we got pulled in
 23 over time to pick up roles that perhaps as far as I'm —
 24 weren't necessarily should be our responsibility to do.
 25 We'd do it, you understand, we care, I cared, but there

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1 was certain jobs that perhaps we weren't — shouldn't —
 2 for example, one lady, I'll tell you —
 3 Q. Well, if I can stop you there.
 4 A. Sorry, go on.
 5 Q. You have been extremely helpful with that answer, but
 6 I just wanted to ask you a follow-on question, if I may.
 7 A. Yeah, go on.
 8 Q. What would you do, for example, when you were carrying
 9 out your weekly inspection of a building, you were
 10 covering for somebody, and you became aware of
 11 a disabled or less able-bodied resident? Would you,
 12 during the course of your normal weekly inspections,
 13 also pass on information to the customer service centre
 14 about that resident and the fact that they had
 15 a vulnerability or a disability?
 16 A. Yeah, if I felt there was a necessity, I would have no
 17 hesitation in going forward and talking to
 18 a neighbourhood officer or a team leader about somebody
 19 who's got special needs. But, again, I want to
 20 emphasise that we knew many, many residents, and unless
 21 you're aware of the — what goes on behind the closed
 22 doors, you know, you might see a resident going down the
 23 road in a wheelchair, but if they want you, they'll come
 24 to you, but if you see something, if I saw, say,
 25 for example, somebody who may be hoarding, there may be

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1 mental issues, you know, if I felt there were — yeah,
 2 of course, of course, and on occasions I did too.
 3 Q. What were you told that CSC would do with that
 4 information —
 5 A. I wasn't told anything.
 6 Q. — once you passed it on? I'm sorry?
 7 A. I wasn't told anything.
 8 Q. Okay. So you just knew to pass on the information but
 9 you didn't know for what purpose?
 10 A. Yeah, because again, it could go to any number of
 11 departments.
 12 Q. Yes.
 13 A. You had the — the goalposts kept changing.
 14 Q. Yes, I understand.
 15 A. Yeah? So all you can do is take it to your
 16 line manager, or if it's my case, I knew the
 17 neighbourhood officers had their own patches, so they
 18 should be familiar themselves with a vulnerable
 19 residents list, they're interacting, they had visiting
 20 officers, so they should be more geared up than we
 21 should. You follow me?
 22 Q. Yes.
 23 A. So if they don't know, I'll bring it to you, they'll say
 24 "Okay, yeah, I've got that", and, right ...
 25 Q. Yes, I understand.

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1 A. And that was where it would —
 2 Q. Can I take you to one of Carl Stokes' fire risk
 3 assessments.
 4 A. Yeah.
 5 Q. It's dated 20 June 2016, {CST00003145/5}.
 6 It's the bottom of that page, titled "The evacuation
 7 strategy for this building". It says there in that box:
 8 "The Fire Service or TMO employees will arrange for
 9 a general evacuation of the whole building, at anytime
 10 if this is appropriate to do so."
 11 Now, my question on this is: were you aware that you
 12 were to assist with arranging general evacuation of
 13 Grenfell Tower at any time if appropriate to do so?
 14 A. No.
 15 Q. Thank you.
 16 Can I move on, then, to page 24 of this document
 17 {CST00003145/24}. It's the box at the top of the page.
 18 This is in a section entitled "Disabled residents", and
 19 it's the second half of that box that I'd like to take
 20 you to. It says there:
 21 "Both of the lifts in this building are
 22 firefighter /evacuation lifts and could be used as part
 23 of the evacuation strategy for disabled persons ..."
 24 And then it goes on to say:
 25 "... but if these lifts were used this would be

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1 under the control of the fire service, if they were in
 2 attendance."
 3 Now, the first question is: did you know that the
 4 lifts in Grenfell Tower were firefighter or evacuation
 5 lifts?
 6 A. No, I didn't.
 7 Q. Did you ever receive any training on how to use the
 8 lifts in an evacuation?
 9 A. No.
 10 Q. No.
 11 Can I take you to another document, please. It's
 12 {TMO00866013}.
 13 You can see at the top there, this is something
 14 called the "Supporting Residents Procedure", which we
 15 understand came into force in about April 2016.
 16 Is this a document that you're familiar with?
 17 A. No.
 18 Q. No, you've never seen it before?
 19 A. No, I've never seen that before.
 20 Q. Can I then turn to a statement that we have from
 21 Mariko Toyoshima—Lewis, {IWS00001725}. That's the
 22 statement that she has given to the Inquiry.
 23 If we go to page 21 {IWS00001725/21}, please, and
 24 we're looking at paragraph 63, she says:
 25 "One of the issues I did raise was regarding what

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1 would happen in terms of me escaping if there was
 2 a fire. I asked 'Rob' and the Neighbourhood Officer
 3 what would happen if there was a fire in relation to me
 4 escaping. I also asked the people working in the
 5 Latimer Road office, what would happen if there was
 6 a fire as I am in a wheelchair."
 7 Do you remember, are you the Rob that she is
 8 referring to?
 9 A. I am indeed. I remember this lady. I remember this
 10 lady well.
 11 Q. Do you recall speaking to her about how she would
 12 evacuate in the event of a fire?
 13 A. We had a long conversation, and I do recall speaking to
 14 her about that very issue she raised with me as part of
 15 a much bigger conversation.
 16 I'd been sent down there because of an issue with
 17 her chair, her mobility chair, which was being charged
 18 with an electrical cable through the letterbox.
 19 Q. Yes.
 20 A. And when I got there, I could see straight off the bat
 21 that this was problematic, and I really didn't feel
 22 comfortable about this because it was a health and
 23 safety issue that I felt should have been issued or
 24 dealt with by them directly, but I went down there on
 25 the behest of my team leader to assess and tell her she

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1 couldn't charge it. And I could clearly see there's no
 2 way it could be done unless there were sockets on the
 3 landing and we — when she came to the door, she was
 4 a lovely lady, Japanese I believe she is, and she was so
 5 bent over. How she was put in that flat to this day
 6 I do not know. Totally inappropriate for her. And
 7 I'm — so — and she asked me — you could see she was
 8 very concerned. I'm looking at her and I'm like — in
 9 my mind, "How did you end up here?"

10 Q. Just to clarify, were you concerned about how she was
 11 going to evacuate in the event of a fire?

12 A. Oh, yes. I could see it was totally inappropriate for
 13 her to be there, in my opinion.

14 Q. Can I ask a follow-on, because she goes on to say at
 15 paragraph 67 of her statement {IWS00001725/21}, and this
 16 might just help us with the conversation, that:

17 "The response that I received in relation to what
 18 would happen if there was a fire and I am in
 19 a wheelchair was from Rob and the neighbourhood office
 20 was verbal where I was told that I am on the list for
 21 disabled people in the tower."

22 Now, that's what I wanted to ask you: do you recall
 23 telling her that she was on a list for disabled people
 24 in Grenfell Tower?

25 A. Slightly incorrect. What I said to her was I believed

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1 she would be on a list for disabled people, because at
 2 that point in time, the TMO were compiling lists for
 3 vulnerable residents, they were updating, if I recall
 4 correctly, and the Grenfell Tower refurbishment that had
 5 taken place obviously involved new residents, and there
 6 was — that floor was, I believe, primarily designed for
 7 disabled and special needs individuals.

8 Q. Yes.

9 A. So I went down there, and during that part of a much
 10 bigger conversation she asked and I said to her,
 11 "I believe you'll be on a disabled register, so if there
 12 was an issue here, I'm sure you would need to —
 13 you know, they'd get you out".

14 Q. Who did you —

15 A. But —

16 Q. — understand was going to put her on that disabled
 17 register?

18 A. I believed it was the neighbourhood officers that were
 19 compiling it were — for Lancaster West — if you're the
 20 neighbourhood officer for that estate, you'd be
 21 responsible, my guess. I couldn't say. But I do know
 22 that there was a list being compiled. Yeah? And we was
 23 also told, you know, "When you're out there, if you see
 24 anybody that you may feel is vulnerable, bring it to our
 25 attention", so I'm sure the other guys and I was. And

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1 this list was being compiled.

2 Whether it was compiled at that time, I don't know,
 3 but I certainly wasn't going to go round and make her
 4 feel any uneasier than she was. You could see she was
 5 nervy, and I could see, looking at that place, that she
 6 was in a — she shouldn't have been in there. How she'd
 7 got there, I don't know, but I'm not going to make her
 8 feel any more uneasy.

9 Q. Yes.

10 A. Yeah? So I don't want to patronise her, I don't want
 11 to — I'm not going to make her feel worse, I'm trying
 12 to make her feel at ease as well, by not giving her
 13 false information, but by giving her information that
 14 I believed to be factual, and to my understanding there
 15 was a list being compiled, and I told her, "I believe
 16 you're on a list for disabled people".

17 But I also told her, "Look talk to a housing
 18 officer, because they're more geared up than I am and
 19 they'll be able to tell you a little bit more". She was
 20 such a sweet lady, and I felt really bad when I left
 21 there because I couldn't do more.

22 I went back and reported my findings of what
 23 I said — what I found and told them, "You're going to
 24 have to put some sockets on that landing for that lady
 25 or get her out of there, because she shouldn't be in

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1 that flat".

2 Q. Did you report to anyone yourself that she should be on
 3 that list?

4 A. I would have reported back to Louise what my finding
 5 was. As I said, Lancaster West by that time had their
 6 own team working down there, I wasn't interacting with
 7 them, so I reported back what I — to my team leader —

8 Q. Yes.

9 A. — which would have been Louise.

10 I have to — as I say to you, I had to assume that
 11 she was being put on to a list or was on a list because
 12 it wasn't in my remit, I wasn't, you know, a higher
 13 echelon.

14 Q. Yes.

15 A. I suppose I could've said, "Is she on a list?", and
 16 I don't know, maybe I may have done even, but I did make
 17 it very clear that I had concerns about her with that
 18 mobile scooter, with a cable coming through the door.
 19 She had no choice and was in an impossible position, and
 20 I think they needed to go back and look at it and get
 21 a neighbourhood officer down there to have a chat with
 22 her.

23 Q. Thank you.

24 A. I do remember that. All right?

25 Q. Thank you.

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1 Do you recall ever being required to post
2 fire safety leaflets to residents' homes at
3 Grenfell Tower?
4 A. Posted so many leaflets. Look, I could have done. I'm
5 sure if there was letters to go out, we would have
6 posted them, and I can say that to you. I don't recall.
7 I've put so many leaflets through so many doors,
8 thousands, thousands, thousands.
9 Q. Yes. Understood. Perhaps I can just help by bringing
10 up a document.
11 A. Yeah, please bring up a document.
12 Q. {CST00017272}.
13 So this is an LFB home fire safety guide. Is this
14 a leaflet that you recall posting through residents'
15 doors at Grenfell Tower?
16 A. Don't recall it.
17 Q. No.
18 A. But, as I said, I ...
19 Q. There was a lot of letters, yes?
20 A. Different letters, you know, over the -- sorry, I wish
21 I could be more specific but I can't.
22 Q. That's fine.
23 A. If they were given to me, I would have posted them.
24 Q. Yes.
25 A. That's that.

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1 Q. Thank you.
2 A. That's all I can say.
3 Q. That's very clear, thank you.
4 A. You're welcome.
5 MS JONES: Mr Regan, those are all the questions I have for
6 the time being.
7 A. Right.
8 MS JONES: I'm going to ask the Chairman now for a break to
9 see if there are any other questions I should put to
10 you.
11 Mr Chairman.
12 SIR MARTIN MOORE-BICK: Yes.
13 Well, Mr Regan, we usually do have a break at this
14 point and give counsel a chance to check she's asked all
15 the questions she should have asked --
16 THE WITNESS: Sure.
17 SIR MARTIN MOORE-BICK: -- and also to enable other people
18 who are following but from somewhere else to suggest
19 questions they might think you ought to be asked.
20 THE WITNESS: Fine.
21 SIR MARTIN MOORE-BICK: Do you think ten minutes is enough,
22 Ms Jones?
23 MS JONES: I'm sure it is.
24 SIR MARTIN MOORE-BICK: We'll break now for ten minutes,
25 come back at 3.10, and then we'll see if there are any

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1 more questions --
2 THE WITNESS: Thank you.
3 SIR MARTIN MOORE-BICK: -- we'd like to ask you.
4 THE WITNESS: Thank you.
5 SIR MARTIN MOORE-BICK: All right?
6 THE WITNESS: Yeah, sure.
7 SIR MARTIN MOORE-BICK: Thank you. Well, now, don't talk to
8 anyone about your evidence while you're out of the room.
9 THE WITNESS: Absolutely.
10 SIR MARTIN MOORE-BICK: And if you'd like to go with the
11 usher, she'll take care of you.
12 THE WITNESS: Thank you very much.
13 SIR MARTIN MOORE-BICK: Thank you very much indeed.
14 THE WITNESS: Thank you.
15 (Pause)
16 SIR MARTIN MOORE-BICK: 3.10, please.
17 MS JONES: Thank you very much.
18 (3.00 pm)
19 (A short break)
20 (3.10 pm)
21 SIR MARTIN MOORE-BICK: Right, Mr Regan. Well, we'll see if
22 there are any more questions for you, shall we?
23 THE WITNESS: Sure.
24 SIR MARTIN MOORE-BICK: Yes, Ms Jones.
25 MS JONES: Thank you very much.

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1 Mr Regan, you'll be pleased to hear that I don't
2 have any further questions for you, so that just leaves
3 me to say thank you ever so much for coming to the
4 Inquiry to assist us with your evidence.
5 THE WITNESS: Sure.
6 MS JONES: It's been very helpful.
7 SIR MARTIN MOORE-BICK: I would add my thanks to those of
8 Ms Jones, Mr Regan, and I do so on behalf of all the
9 members of the panel.
10 THE WITNESS: Thank you.
11 SIR MARTIN MOORE-BICK: Thank you very much for coming in to
12 talk to us, it's been very helpful to hear what you have
13 been able to tell us.
14 THE WITNESS: I hope I've been of some help.
15 SIR MARTIN MOORE-BICK: Certainly you have, and thank you
16 very much, and now you're free to go.
17 THE WITNESS: Thank you very much. Much obliged, thank you.
18 SIR MARTIN MOORE-BICK: Thank you. Off you go then, go with
19 usher. She'll take you back to the room.
20 THE WITNESS: Thank you very much.
21 (The witness withdrew)
22 SIR MARTIN MOORE-BICK: Thank you, Ms Jones. That's our
23 last witness for the day, is it?
24 MS JONES: Yes, it is, a little bit earlier than we --
25 SIR MARTIN MOORE-BICK: Well, never mind, it's good to have

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1 got through the day's work within the time allowed.
 2 MS JONES: Yes.
 3 SIR MARTIN MOORE—BICK: We will now break until Monday of
 4 next week, when we shall have another witness ready to
 5 go.
 6 We will sit again at 10 o'clock next Monday.
 7 MS JONES: Thank you very much. Thank you to you and your
 8 panel.
 9 SIR MARTIN MOORE—BICK: Thank you very much.
 10 MS JONES: Thank you.
 11 (3.12 pm)
 12 (The hearing adjourned until 10 am
 13 on Monday, 21 June 2021)
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