

Grenfell Tower Inquiry Phase Two Report

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Introduction

- Brief overview of the Grenfell Tower Inquiry Phase 2 resilience recommendations.
- Purpose: To present Hillingdon's progress in implementing key resilience recommendations.
- Method: Red-Amber-Green (RAG) assessment of our current status.
- Non resilience related recommendations are for the consideration of BAU services and will not be discussed during this presentation



Summary of Recommendations & RAG Status

No.	Recommendation	Status
1	Revision of LLAG guidance	RED
2	Training for Chief Executives on LLAG	RED
3	Effective humanitarian assistance plans	AMBER
4	Resilience as an integral responsibility	RED
5	Electronic resident registration system	AMBER
6	Quick access to temporary accommodation	AMBER
7	Immediate financial assistance arrangements	RED
8	Clear key worker arrangements	RED
9	Communication with affected residents	AMBER
10	Public communication on emergencies	GREEN



Recommendation 1 – Revision of LLAG Guidance (RED)

- Issue: Need for clearer guidance on LLAG operations, especially for single-borough incidents.
- Actions:
 - Chief Executive to seek assurance from CELC on LLAG guidance revision.
 - Report progress to the Emergency Planning Board
- Challenges: Lack of clarity and training on updated guidance.



Recommendation 2 – LLAG Training for Chief Executives (RED)

- Issue: Lack of structured, recorded training on LLAG responsibilities.
- Actions:
 - Ensure training records are maintained on SharePoint.
 - Require periodic refresher training for all Chief Executives.
- Challenges: Inconsistent training frequency across boroughs.



Recommendation 3 – Humanitarian Assistance Plans (AMBER)

- Issue: Regional plans exist but require improvement in training and execution.
- Actions:
 - Ensure four senior Social Care staff complete HALO training.
 - Regularly test humanitarian assistance plans in exercises.
 - Recruit Emergency Response Officers (ERO) and unblock vacancies.
 - Expand BRC emergency centre training to all council staff.
- Challenges: Training gaps and staffing constraints.



Recommendation 4 – Resilience as an Organisational Responsibility (RED)

- Issue: Resilience is not embedded in all job roles and responsibilities.
- Actions:
 - Update job descriptions to reflect emergency planning expectations.
 - Embed the understanding that “resilience is everyone's business”.
- Challenges: Competing priorities & short-term focus. Lack of awareness and understanding. No direct accountability or consequences. Success is invisible. Cultural shift needed to embed resilience mindset across all staff.



Recommendation 5 – Electronic Resident Registration (AMBER)

- Issue: Lack of efficient electronic system to track impacted residents.
- Actions:
 - Test new electronic registration forms in a live exercise.
 - Ensure adequate staffing for the exercise.
- Challenges: Ensuring data security and usability in high-pressure scenarios.



Recommendation 6 – Quick Access to Temporary Accommodation (AMBER)

- Issue: Need for contingency plans for mass displacement.
- Actions:
 - Homeless Prevention Manager to create a short plan for approval.
- Challenges: Limited availability of suitable temporary accommodation.



Recommendation 7 – Immediate Financial Assistance (RED)

- Issue: No clear framework for distributing financial aid during emergencies.
- Actions:
 - Finance to create an emergency relief fund plan.
 - Secure £100k funding.
 - Decide on distribution method (vouchers, debit cards, etc.).
 - Develop tracking mechanism for financial aid.
- Challenges: Budget constraints and rapid implementation of financial assistance mechanisms



Recommendation 8 – Defined Key Worker Arrangements (RED)

- Issue: Unclear roles, responsibilities, and availability of key workers.
- Actions:
 - Social Care Directors to define key worker roles and responsibilities.
 - Implement training and communication strategy.
- Challenges: Cross-agency coordination and resource availability. Competing priorities.



Recommendation 9 – Communication with Affected Residents (AMBER)

- Issue: Inconsistent communication in appropriate languages.
- Actions:
 - Work with London Heads of Communications Network to adopt best practices.
 - Explore partnerships with CVS groups for translation support.
- Challenges: Ensuring inclusivity across multiple languages and communities.



Recommendation 10 – Public Communication on Emergencies (GREEN)

- Status: **Completed.**
- Action: Communication team has incorporated emergency public messaging into their corporate plan.
- Next Steps: Continue reviewing and improving messaging based on incident reviews.



Summary of Next Steps

- Prioritise addressing RED recommendations (LLAG guidance, training, financial assistance, key workers, resilience culture).
- Strengthen interdepartmental collaboration and training initiatives.
- Secure necessary funding and resources to implement changes effectively.
- Regularly test and update emergency response plans.



Questions & Discussion

Open floor for questions and comments.