



Ministry of Housing,
Communities &
Local Government

The Rt Hon Sajid Javid MP
*Secretary of State for Housing, Communities
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**Ministry of Housing, Communities &
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Dear All,

As I mentioned in my letter to you last week, I am today writing to you to share the second report from the Independent Grenfell Recovery Taskforce. The report will also be available on the GOV.UK website at:

<https://www.gov.uk/government/publications/second-report-from-the-independent-grenfell-recovery-taskforce-16-march-2018>

I am also making a statement in the House of Commons to respond to their findings and recommendations.

As you are aware, the Taskforce was established in order to help the Royal Borough of Kensington and Chelsea (RBKC) develop the capabilities needed to support the survivors and address the long-term legacies of the tragedy. It reflected the fact there was urgent need for change in RBKC to ensure the necessary arrangements were put in place. The Taskforce was also given the important task of providing me with reassurance about the ability of the Council to deliver on these fronts.

You may recall that in their initial report the Taskforce highlighted four clear areas where the Council required improvement. The second report has measured progress against these areas as follows:

- **Pace:** The Taskforce believe that performance in this area has been variable. Although strategic commitment has been much improved, it is their view that the Council need to inject greater drive into operational delivery.
- **Innovation:** The Taskforce has seen some good examples of innovative thinking and action, but these remain limited.
- **Skills:** The Taskforce note that trauma support/Post-Traumatic Stress Disorder training has been provided to 154 staff and members. The Council has also recruited respected and experienced senior personnel.

- **Empathy and Emotional Intelligence:** the Taskforce believe there is evidence of improvement in this area. Training is being provided to front-line officers and a development programme will be rolled out for all Councillors from May. However, while complaints have reduced, they have not disappeared and there remains room for improvement.

The Taskforce have reported that the Council has demonstrated a clear commitment to recovery; have allocated significant resources; and put in place a number of strategies and plans particularly around housing. They have also witnessed new ways of working; creative thinking, cultural change, improved partnerships with external stakeholders and an increasing degree of candour about the improvements that still need to be made. However, overall progress has been too slow. To maintain the momentum on these improvements, I have asked the Taskforce to continue to update me on the Council's progress over the coming months.

I appreciate the situation for many of you remains incredibly difficult. I have remained in close contact with the Council over the recent months to understand the challenges being faced and have worked with them to create solutions to overcome them. I have seen progress; both in the approach and the outcomes for survivors. But I recognise the continued difficulties that you face and there is still much more to do on a number of fronts, particularly on rehousing, so that you can start to properly rebuild your lives. I want to see progress continue at pace and I will maintain my support and scrutiny so that the Council is in the best position to serve you.

RT HON SAJID JAVID MP