

# Grenfell Fire Response News

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## HRH The Prince of Wales meets volunteers at Grenfell

The Prince of Wales visited the site of Grenfell Tower and the Westway Assistance Centre yesterday to see the work of the British Red Cross and other charities and community groups. He met volunteers who for the past two weeks have been providing support to those affected by the fire and thanked them repeatedly for their “fantastic” and “amazing” work.

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## Shop for Grenfell – turning excess donated clothes into cash

The outpouring of support for the people affected by the Grenfell Tower fire has been phenomenal. Thanks to the generosity of the local community, there are now enough donations to fill the equivalent of 170 lorries or three football pitches.

The Grenfell families will continue to receive everything they need from the donations, but excess clothes will now be distributed to British Red Cross high street shops across the country. Every penny raised from the sale of these items will be given to the London Fire Relief Fund, which was set up to help those who have been left injured, bereaved, or homeless by this tragedy.

From today, the British Red Cross will be setting up an operation to sort and distribute the clothes, which will be labelled ‘Shop for Grenfell’. The initiative will offer everyone the opportunity to make a difference, either through the items they have already donated or by shopping in one of the many British Red Cross shops across the UK. The plan is being backed by local community groups, including Notting Hill Methodist Church and Rugby Portobello Trust, who have committed to sending their surplus donations to the British Red Cross to distribute and sell.

### What is this newsletter for?

This is the fifth edition of the Grenfell Response Team newsletter. We want to keep you up to date with all the latest information and services available to help. For up to the minute info please follow us on Twitter

@grenfellsupport and on Facebook at [facebook.com/grenfellsupport](https://www.facebook.com/grenfellsupport) and visit [www.gov.uk](http://www.gov.uk)

## **Bereavement support**

Freephone helpline  
**0808 808 1677**  
24 hours a day.

[helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

## **Replacement UK passports, visas or immigration queries**

**0300 222 0000**  
(outside the UK  
**+44(0)300 222 0000**)  
24 hour advice line.

## **Air quality and smoke exposure**

People who have concerns about any symptoms should seek medical advice or call **NHS 111**.

## **NHS Mental health support**

**0800 0234 650**  
24 hours a day.

[cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net)

## **VICTIM SUPPORT**

Free emotional and practical support for anyone affected.

**0808 1689 111**  
24 hours a day.

[victimsupport.org.uk](http://victimsupport.org.uk)

## **Communities Secretary Sajid Javid appoints Fire Safety Panel**

Communities Secretary Sajid Javid has appointed a new independent expert advisory panel. The panel will be responsible for advising on any immediate action to be taken so the public can be confident everything is being done to make all public and private buildings safe as quickly as possible.

The Panel will be made up of a range of building and fire safety experts, and will be chaired by Sir Ken Knight, former London Fire Commissioner and former Government Chief Fire and Rescue Adviser.

## **Housing update**

We are working to make sure that every family affected by the fire in need of longer-term housing receives an offer within three weeks. So far 163 housing assessments have been made and 59 families have been matched with properties.

This involves working around the clock to identify a range of high quality furnished properties in the Royal Borough of Kensington and Chelsea across registered providers and the private rented sector, while we are also buying properties.

Each and every family has been allocated a key worker to provide support. This ranges from help to obtain documents like passports and driving licenses through to psychological support, as well as education and health assistance.

We do not in any way underestimate the complexity of the task and we want to give people the space they need to make decisions that are right for them and their family, while understanding that in some cases these needs are changing on a daily basis. We will not force people to accept a home that isn't right for them.

## **Financial assistance update**

- As of 9am on 27th June, £1,686,012 has been distributed to affected families.
- This is made up of a £500 cash payments and £5,000 delivered through DWP into bank accounts or similar in a single payment, along with discretionary payments made by the Royal Borough of Kensington and Chelsea.
- 108 households have been given the £5,000 payments so far.

## Air Quality

The air pollution level near the site of the Grenfell Tower tragedy continues to be low, latest readings show. Public Health England (PHE) ensured that three new air quality monitors were installed in the immediate area of Grenfell Tower by an independent environment company on Saturday.

Readings continue to show low levels of pollution. PHE is carrying out air quality tests in the area and is continuing to monitor readings to ensure the best advice is given. PHE is also advising on air quality, smoke exposure and asbestos and other potential risks. More information on air quality from Public Health England can be found on their website at [www.gov.uk/government/organisations/publichealth-england](http://www.gov.uk/government/organisations/publichealth-england)

## Transport update

From 26th June, TFL will be operating a free shuttle bus service between the Community Assistance Centre, at the Westway Sports Centre, and the hotels where large numbers of families have been temporarily housed.

Timetables for the bus routes will be available at hotels. Services are now running normally between Wood Lane and Edgware Road as the part-suspension of the Circle and Hammersmith and City lines has now been lifted.

Taken as a safety measure following the Grenfell Tower incident, the part-suspension was lifted by Transport for London on Sunday, in consultation with London Fire Bridge and the Office of Rail and Road, after tests concluded trains nearby do not disturb the building or present a risk to the public.

Commuters can expect a full return to services on these lines.

## Community engagement

There is now a single point of contact for voluntary and community sector organisations that wish to discuss community engagement issues and concerns. The dedicated email address for the Community Engagement team is now live and please do forward it on to all relevant contacts, including those that may like to sign up to the regular email bulletin:

[Communityengagement@grenfellresponse.org](mailto:Communityengagement@grenfellresponse.org)

## What help is on offer?

If you come to the Assistance Centre at **Westway Sports Centre, Crowthorne Road, W10 6RP** you will be able to access services and support provided by the team from 9am -11pm.

A Red Cross helpline is in action to help give practical or emotional support to anyone who needs it.

The number is

**0800 458 9472.**

This is available 24 hours a day but we are looking at reviewing these hours based on need. If you have any feedback please email [support@grenfellresponse.org](mailto:support@grenfellresponse.org).

Any family and friends concerned about their loved ones are asked to contact the Metropolitan Police on **0800 032 4539**.

If you have been affected and have any other questions about the support available, please email [support@grenfellresponse.org](mailto:support@grenfellresponse.org)

Please do not send any personal data like bank details or your address to this email account – rest assured when we contact you, we'll get any additional information we need.

## Boilers

We are working to restore hot water to surrounding properties after a boiler located under Grenfell Tower was destroyed in the fire.

We expect hot water to be restored by next Wednesday which will allow people in surrounding roads to return to their homes. Those affected have been offered accommodation in hotels.

## Frequently asked questions

### **Will the benefits of people who get £5,500 from the fund be affected?**

No. The benefit payments of people who receive this fund will not be affected.

### **Are people in emergency housing being put in tower blocks?**

No. People are being temporarily housed in hotel accommodation in or close to the Royal Borough of Kensington & Chelsea.

### **Are people been forced out of the borough, or being made intentionally homeless?**

This is simply not true. No one is being forced to move out of London, or being threatened with being made homeless. We're working to find the right accommodation for those affected residents, either in Kensington and Chelsea or neighbouring boroughs.

### **Are people affected by the fire being asked for ID at the assessment centre?**

People affected by the fire were issued letters informing them of the process to access funding and we have asked them to show this letter as some people may have had their IDs destroyed in the fire. This is to ensure those who need support get it. They should not be asked for their ID

### **Undocumented migrants – What will happen to anyone who isn't documented but lived in the tower?**

We will not use this tragic incident as a reason to carry out immigration checks on those involved and those providing vital information to identify victims.

We will also make sure that all victims, irrespective of their immigration status, will be able to access the services they need, including accommodation and healthcare.

## Westway Assistance Centre Update

The Westway Sports Centre remains the place to go for anyone affected by the Grenfell Tower fire. The Centre is open between 8am-11pm and over 100 people are here providing help services including immediate and long term NHS emotional support, financial support, benefits advice and travel support. Residents are also able to pick up newly printed documents, get a new passport photo, collect their post and access donated food and clothes.

Liz Bruce, Rest Centre Manager, said: *"We want to welcome people affected by the Grenfell Tower fire, we are ready to help regardless of their personal circumstances. If you know anybody who needs help but is yet to come here, please call the Red Cross helpline on 0800 4589472."*

You can find all services at the Westway Sports Centre, 1 Crowthorne Road, W10 6RP.