

Grenfell Fire Response News

Health updates following the Grenfell Tower fire

If you're concerned about you and your family's health following the Grenfell Tower fire, Public Health England has the following advice to help.

Air quality

Latest readings show the air pollution level near the site of Grenfell Tower continues to be low, and three new air quality monitors have been installed to monitor the quality of the air since 24 June. The risk to people's health as a result of the fire is low.

Water quality

Drinking water and tap water is safe to drink and use as normal since the fire. Drinking water for the area around Grenfell Tower is supplied by Thames Water and the source of this water supply is not local to Kensington.

Waste materials and debris

Most of the debris in the area following the fire is unlikely to present a risk to your health however if you see any burnt material, please don't try to move or handle it.

If you have debris from the fire at your property, please contact the Royal Borough of Kensington and Chelsea Council on **020 7361 3001** and they will collect it.

More advice from Public Health England can be found at www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire

Sir Martin Moore-Bick appointed Chair of Grenfell Tower public inquiry

The Prime Minister has appointed Sir Martin Moore-Bick as Chair of the independent Inquiry into the Grenfell Tower fire.

The Inquiry will be held in public, and will consider evidence from all parties involved, including victims and their families. The Chair will work with complete independence from the Government.

IN THIS EDITION

Health updates	1
Chair of inquiry announced	1
News update	2-3
– Hot water update	
– Housing update	
– Transport update	
– Hoarding update	
– Who to call	
– Visa and passport support	
– Parking update	
Frequently asked questions	4

What is this newsletter for?

This is the seventh edition of the Grenfell Fire Response Team newsletter. We want to keep you up to date with all the latest information and services available to help.

The newsletter is also available in **Arabic** and **Farsi** languages. For up to the minute info, please follow us on Twitter **@grenfellsupport** and on Facebook at **facebook.com/grenfellsupport** or visit **www.gov.uk**

Westway Assistance Centre Update

The Assistance Centre at Westway Sports Centre remains the place to go if you've been affected by the Grenfell Tower fire.

The Centre is currently open between 9am and 11pm and offers support, benefits advice, travel advice and more. You can also be able to pick up printed documents, get a new passport photo and collect your post.

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

Work underway to restore hot water

Engineers are working around the clock to restore hot water to properties surrounding the Grenfell Tower, after the boiler underneath the tower was destroyed in the fire.

Hot water is expected to be restored by 5 July, which will allow people in surrounding roads to return to their homes.

Housing update

If you and your family have been affected by the Grenfell Tower fire and are in need of housing, then we are making sure that you receive a housing offer within three weeks. You will not be forced to accept a home that isn't right for you.

If you'd like to hear more information, please call the Royal Borough of Kensington and Chelsea Council Housing line on **020 7361 3008**.

Transport update

TFL is operating a free shuttle bus service between the Assistance Centre and hotels where large numbers of families have been temporarily housed.

Timetables for the bus routes are available at hotels, and online at www.westminster.gov.uk/shuttle-bus-times-westway-centre

Other important contacts

Bereavement support

Call the Freephone helpline on **0808 808 1677** or email helpline@cruse.org.uk. Line is open 24 hours a day.

Replacement UK passports, visas or immigration queries

Call our advice line on **0300 222 0000**. The line is open 24 hours a day.

Air quality and smoke exposure

If you have concerns about any symptoms, please see your doctor or call NHS 111.

NHS Mental health support

Call **0800 0234 650** or email cnw-tr.spa@nhs.net for mental health support. The line is open 24 hours a day.

Victim support

Call **0808 1689 111** for practical and emotional support, or visit victimsupport.org.uk. The line is open 24 hours a day.

Further support

Further support is available at the Assistance Centre, Westway Sports Centre, Crowthorne Road, W10 6RP, open from 9am to 11pm.

You can also call the Red Cross for 24-hour support on **0800 458 9472**.

If you have been affected and have any other questions about the support available, please email support@grenfellresponse.org

Regular updates

For regular updates please follow us on Twitter at [@grenfellsupport](https://twitter.com/grenfellsupport) and on Facebook at facebook.com/grenfellsupport, or visit www.gov.uk

Hoarding erected around Grenfell Tower site

This evening, hoarding will be erected around the destroyed Grenfell Tower building as the recovery process begins to take shape. The hoarding, similar to that used on construction sites, will be initially painted white. It will not be publically accessible although it will be visible in parts.

Visa and passport support

If your passport, British Residence Permits, nationality, birth and marriage certificates or visas have been destroyed as a result of the Grenfell Tower Fire, then help is still available to you.

Advisors are available help you at the Westway Sports and Fitness Centre, Crowthorne Road, W10 6RP from 9am to 9pm.

You can also call the 24 hour advice line on **0300 222 0000** to arrange for a call back by a member of the visa and passport team.

Community engagement

For regular Community engagement updates, please contact the dedicated email address. If you know anyone who might be interested in hearing updates, please let them know to email Communityengagement@grenfellresponse.org

Government urges everyone to come forward for help

The Home Office has said that it will not take immigration action against undocumented migrants affected by the Grenfell Tower fire.

All victims of the tragedy are being encouraged to access the services they need, including accommodation and healthcare.

The Police and Fire Brigade are also asking for as much information as possible on the people in Grenfell Tower to help them identify victims. The fire started on the evening of 13 June and lasted throughout the night.

Parking updates

Parking teams from all London boroughs have been informed about how to ensure that vehicles registered to addresses in Grenfell Tower are not issued with parking tickets, and to ensure that any parking tickets issued in error are stopped.

The DVLA is involved in the process of identifying vehicle owners in order to issue tickets, and they have also agreed to put measures in place to help boroughs.

Newsletter now available in Arabic and Farsi

Translations of the Grenfell Community Newsletter are being distributed in Arabic and Farsi to help those affected by the Grenfell Tower fire to get the support and information they need.

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 to 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**

@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**

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.

Frequently asked questions

How long will the Assistance Centre be open?

The Assistance Centre will remain open for the foreseeable future. We're speaking to people who've been directly affected by the fire at Grenfell Tower to find out what support they need, when they need it and where the best place is for them to access it. We can then decide how we deliver the services and support they need.

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 living in parks?

We are not aware of anybody living in parks and there is no need for people to be living in parks if that is the case we would urge people to come to the Westway Sports Centre so we can help with their housing needs.

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

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.

I'm concerned about cyanide released in the air from the fire?

Public Health England air quality tests over the past week following the Grenfell Tower fire shows no detectable deterioration in air quality. They have advised that smoke from any fire is toxic and can contain a range of chemicals such as carbon monoxide, hydrogen cyanide, irritant gases such as hydrogen chloride. The amounts of toxic products will vary with the materials involved in a fire, its temperature and the amount of oxygen. The latest PHE advice on the fire is available here.

What will happen to anyone who isn't documented but lived in the tower?

Support will be provided to all those residents whose homes have been destroyed in the fire. 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.

Will victims have to pay for outstanding utility bills?

The Government and utility companies have announced a package of support for Grenfell victims across energy, water

and telecommunications. This includes suppliers agreeing to write off outstanding utility bills for victims of the fire, and the support comes on top of the £5 million fund to pay for emergency supplies, food, clothes and other costs. Further details can be found here.

How can people find their post?

Grenfell Tower's post is being held at Royal Mail's West London Delivery Centre, Unit 20-23, 7 Premier Park Road, London NW10 7NZ (Open from 8am – 2pm Mon to Sat). There will also be a collection location at Westway Sports Centre Car Park. No ID is required for collection. A free Royal Mail Redirection service is available to those affected for a period of one year. For more information on these services call **01752 387055**.

Where should people call with information about missing people?

We are now in a transition from the casualty bureau to our incident room - if anyone needs to report a missing person or report information please use the new incident room number - **0800 032 4539**.

Media enquiries: Grenfell Fire Response Team 24 hour media centre on **020 7641 3677/3678/3679** or email grenfellcomms@westminster.gov.uk.

For all other contacts, please consult our leaflet.