

Grenfell Fire Response News

Sub-letting homes

Any tenants of Grenfell Tower and Grenfell Walk who were sub-letting their home to have been asked to come forward and provide information on who were in their flats on the night of the fire. This information will help the authorities understand who was in the building that night, and identify anyone still missing. The Government has confirmed that anyone who was unlawfully sub-letting their home will not be charged or prosecuted.

Anyone wishing to provide information relating to someone who may have been in the building on the night of the fire should call 0800 032 4539.

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 about the people in Grenfell Tower on the evening of 14 June, to help them identify victims.

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Housing update

Good progress is being made to ensure that people forced to leave their homes due to the Grenfell Tower fire are offered suitable accommodation within three weeks.

Currently 150 hotel placements have been made for people living in Grenfell Tower and Grenfell Walk. A total of 158 housing needs assessments have taken place and 126 families have been offered accommodation.

The priority is to get everyone who has lost their home rehoused and work is now taking place to identify longer-term accommodation.

Temporary accommodation can become long term accommodation if the family or individuals want to keep living there. The important thing to remember is nobody will be forced to live anywhere.

More information is available from the housing line: 020 7361 3008.

What is this newsletter for?

This is the tenth 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**

Health update

Public Health England (PHE) is providing specialist advice on health following the Grenfell Tower fire. This includes health advice on air quality, water quality and the handling of any waste materials and debris.

Air quality

PHE is constantly monitoring air quality and the latest readings show the air pollution level near the site continues to be low.

Water quality

Drinking water quality has not been impacted by the fire and tap water is safe to drink and use as normal.

Waste materials and debris

If you have waste material or debris from the fire at your property, please contact the Royal Borough of Kensington and Chelsea Council on 020 7361 3001 to make arrangements for them to collect it.

Air purifiers

Air purifiers, which are generally used to reduce allergens from pets from the air, are not recommended for use in this situation because larger particles produced during the fire will have already settled and not be present in the air. Larger dust particles settle quickly onto surfaces and are best removed with a damp cloth.

More advice from Public Health England can be found on their website at www.gov.uk/government/organisations/public-health-england

Other important contacts

Bereavement support: Call the Freephone helpline on **0808 808 1677** or email helpline@cruse.org.uk. The 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 & Fitness Centre, Crowthorne Road, W10 6RP, open from 10am to 8pm.

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

What help is on offer?

If you come to the Assistance Centre at **Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP**, you will be able to access services and support provided by the team from 10am to 8pm.

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.

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.

Housing assessments update

We will be making offers on housing to people affected by the the fire by Wednesday 5 July. This follows initial housing assessments which take into account physical needs, access to education, space needed and location. Our focus is to find people from Grenfell Tower and Grenfell Walk good quality temporary homes in the local area.

We understand that it will take time for people to consider the offers being made because of what they have been through and the complex nature of their needs.

We are making every effort to ensure that people have the right psychological and community support around them, and we would like to provide everyone affected by the fire with the following reassurances:

- Everyone whose home was destroyed in the fire will be offered a temporary home in the Royal Borough of Kensington and Chelsea or a neighbouring borough.
- Accepting the offer of temporary accommodation will in no way affect your rights to permanent social housing.
- No one will be made intentionally homeless. We will make sure that the temporary home offered is right for each individual family.
- Accepting an offer of a temporary home will not affect your benefits in any way.
- The government has given guarantees that anyone needing assistance will not be subject to immigration checks. Anyone who needs help who has yet to come forward should do so by calling 0800 458 9472 or by visiting the Westway Sports & Fitness Centre between 10am and 8pm at 1 Crowthorne Road, W10 6RP.

Westway assistance centre

The Westway assistance centre remains the place to go if you have been affected by the Grenfell Tower fire and are looking for specialist advice and support.

Dedicated staff from the Red Cross are on hand at the centre to provide expert support on housing, accommodation and transport and can give help and guidance on a range of services.

Yesterday there were over 50 enquiries at the centre, with six newly registered residents receiving guidance and advice on the support services available, which can be on anything from health to housing.

To date, the Westway assistance centre has registered over 1400 people, and yesterday provided advice to an average of nine people an hour.

For practical or emotional support, please call the Red Cross helpline on **0800 458 9472**. The line is currently open 24 hours a day but we are looking at reviewing these hours. If you have any feedback, please email support@grenfellresponse.org

You can still get clothing and supplies from the donations that are being held at the Westway Centre. If you need help getting to or from the centre, speak to your keyworker.

The address is **Westway Sports & Fitness Centre, 1 Crowthorne Road, W10 6RP.**

Childcare support

Childcare support has been made available for families looking after children of all ages at the following children's centres:

- Clare Gardens, Westbourne Park Road, W11 1EG
- St Quintin, 90 Highlever Road, W10 6PN
- Cheyne, 10 Thorndike Close, SW10 OST

A Stay and Play service is also in place at the Westway Sports & Fitness Centre - **0333 005 0442**. This is open Monday to Friday, 10am to 7pm/weekends from 10am to 4pm.

Grenfell Nursery reopened last week in the Ilys Booker site on Clarendon Road and can take 20 children per day. The Grenfell Nursery staff team will also be opening a Stay and Play at the Lancaster West Resource Centre shortly.

For help with childcare and supporting families through this difficult time, please contact Busola.kehinde@rbkc.gov.uk or debra.cole@rbkc.gov.uk

Further information is also available by contacting the Family Information Service on **0845 313 3933**.

Visa and passport support

If you have had your passports and/or immigration documents destroyed as a result of the Grenfell Tower Fire, then you can talk to UK Visa and Immigration and Her Majesty's Passport Office teams face to face or over the phone.

Specialist advisors are available to help at the **Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP** from 10am to 8pm.

Residents 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.

The NHS support line

If someone feels they need support before or after seeing a GP, they can call the 'Single Point of Access' line which is open 24 hours a day on **0800 0234 650**.

The team is there to help as quickly as they can – they will answer the call in under a minute and if anyone requests a call back, they will call you back within 30 minutes.

Support in the community

There is also a team working in the community to provide physical and mental health support, who can help with walk-in appointments at the Westway Sports & Fitness Centre, or visiting someone in a more suitable location. You can find out more by calling **07712 231 133**.

Frequently asked questions

How long will the Westway assistance centre be open?

The Westway 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 will then decide how to deliver the services and support needed.

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.

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: <https://goo.gl/yhcnIU>

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 to 2pm Mon to Sat, 9am to 1pm on Sun). There will also be a collection location at Westway Sports & Fitness 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?

If anyone needs to report a missing person or report information, please use the new incident room number at 0800 032 4539.

I've lost my passport in the fire and don't know what to do?

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.

You can meet with an advisor at the Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP or 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.

Will my eligibility for benefits be affected if I receive the £5,500?

The Department for Work and Pensions have said that your income-related benefits won't be affected by payments from the fund. Other benefits, such as Personal Independence Payments, won't be affected either and any payments from the emergency fund will not be taxed.

For all other contacts, please consult our leaflet.

Newsletter available in Arabic and Farsi

This newsletter is available in Arabic and Farsi. You can pick up your copy at the Westway assistance centre and will soon be available online.