

Grenfell Fire

Response News

Questions from the community meeting at the Al Manaar Cultural Centre

A range of questions and concerns were raised at the community public meeting at the Al Manaar, Muslim Cultural Heritage Centre on Wednesday.

We have attempted to address some of these issues below and further answers will be provided at the next meeting, which will take place on Wednesday 12 July from 6pm to 7.30pm at St. Clement's Church, 95 Sirdar Road, W11 4EQ.

We want to know more about how the fire happened?

We understand that you want to hear from the Fire Service so that you can get authoritative answers about the fire; how it broke out, the fire safety precautions that were in place and the emergency response that took place on the night of the fire. The ongoing police investigation into the fire is an extremely complicated and sensitive process and we are unable to provide information from the investigation at present. However, London Fire Brigade officers will continue to provide support alongside other agencies.

Is the area around the tower safe for people to live in?

The area around the tower is safe to live in and there are no safety risks for people and their families living in the area.

We have placed alarms on the building to monitor structural movement so that people working on the tower and in the surrounding

area can be alerted if the tower moves over 5 millimetres in any direction. This has been agreed with safety experts and engineers. We would expect a little bit of movement in the tower as the building contracts as it cools down following the intense heat of the fire. However, plans are in place for the immediate area around the tower to be evacuated to ensure public safety in the event of any structural concerns.

Should I be worried about any health issues, such as air pollution and the quality of drinking water?

We are getting daily updates from Public Health England (PHE) to make sure that the area is as safe as possible. There are monitors in place at the site to check for levels of air pollution, which have been and continue to be low. There are currently no issues in relation to air quality or drinking water. Drinking water is safe to drink and use as normal, but if you are experiencing any issues you might have please get in touch with your local water company.

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What is this newsletter for?

This is the fourteenth 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

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Next Public Meeting

The next community public meeting will be on Wednesday 12 July from 6pm to 7.30pm at St. Clement's Church, 95 Sirdar Road, W11 4EQ. Meetings are open to the public, so please do come along or invite people from the Lancaster West estate you think would like to come. If you are unable to make the next one we will be providing updates on where future meetings will be taking place.

If you have suggestions of what should be included in future meetings please contact communityengagement@grenfellresponse.org.

Key Workers available to give you support

Key Workers are the first point of contact for affected residents and their families to point you in the right direction to the support you need.

Help is on hand for people living on the Lancaster West estate and can be accessed at the Westway Sports Centre, 1 Crowthorne Road, W10 6RP.

In total, there are 267 Key Workers supporting people affected by the fire providing a range of support. This support ranges from help to obtain documents such as passports and driving licences, through to psychological support, as well as housing, education and health assistance.

Additional support includes:

- Support for bereaved relatives to attend funerals.
- Transporting children from hotels to schools.
- Giving people a timeline as to when they will be rehoused.
- Replacing key health related items such as new braces, walking sticks and glasses.
- Replacing laptops and mobile phones.

To request a key worker or check if one has been allocated to you, people can ring the helpline on **020 7745 6400** or email GrenfellTowerKeyWorkerHub@rbkc.gov.uk. The line is open 24 hours a day, seven days a week.

Mayor of Kensington and Chelsea visits 'lunch of hope' at Moroccan Women's Centre

The Mayor of Kensington and Chelsea, Marie-Therese Rossi, visited Al-Hasaniya Moroccan Women's Centre yesterday as it held its first lunch club since the Grenfell Tower tragedy.

The Mayor thanked those who volunteer at the centre for the invaluable work that they have been doing to support the community in the aftermath of the fire.

She took the opportunity to listen to the concerns of the women who use the centre's services and updated them on the work being done by volunteers and officials on the ground at Grenfell.

What help is on offer?

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

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.

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.

You can also get physical and mental support at the Assistance Centre, Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP, open from 10am to 8pm. Find out more by calling **07712 231 133**.

You can also call the Red Cross helpline on **0800 458 9472**. The line is open from 8am to 8pm.

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

Information on financial assistance

Whether families want to move or not, we know that household finances don't stop and we are here to support that. There is a range of funds available to those affected by the Grenfell Tower fire:

Department for Work and Pensions

The government has a £5 million Grenfell Tower Residents' Discretionary Fund, to help support individuals affected by the fire. This includes initial guaranteed payments of £5,000 into bank accounts for each household and £500 cash for individuals who have permanently lost their home to help meet immediate needs, such as food and clothing. The fund is also available to help with funeral costs.

How to apply: please visit the Assistance Centre at the Westway Sports & Fitness Centre, 1 Crowthorne Road, W10 6RP where help is available to access this funding. Receiving this funding will not affect any existing benefits that are being claimed by individuals.

John Lyons

Charity Funding is available for groups or organisations working with children, young people and families. This is available to registered charities, CICs, non-profit community groups, schools and local faith groups.

How to apply: Organisations should complete an application form online at www.jlc.london/news/grenfell-tower-disaster and submit to info@jlc.london

London Funders

A £1 million fund is available for smaller charities and local

organisations that stepped in to help in the immediate response to the disaster. This fund will help reimburse organisations and ensure all ongoing work is supported.

How to apply: Please download an application form from www.londonfunders.org.uk/about/grenfell-fire-response

London Funders will also be in the Westway Sports & Fitness Centre on Thursdays to help fill in forms.

London Emergencies Trust – Funding from Public Donations

The next of kin for each of those who tragically lost their lives in the Grenfell fire will receive an initial £20,000 from public donations. Those injured and hospitalised for seven days will receive an initial £10,000, and those injured and hospitalised for six hours or more an initial £3,500. London Emergencies Trust is distributing these funds on behalf of the British Red Cross, K&C Foundation and the London Community Fund / Evening Standard Dispossessed Fund. This funding all comes from donations by the public.

How to apply: Family Liaison Officers (FLO) who are attached to families affected will pass on and help fill in an application form. They can also call the British Red Cross helpline on **0800 458 9472** between 8am and 8pm.

'Fresh Start Grants' – Funding from Public Donations to the K&C Foundation

People who lived in Grenfell Tower and Grenfell Walk will receive a

'fresh start' grant of £10,000 per household to support their move into new temporary or permanent accommodation. These grants will be made from the K&C Foundation Grenfell Tower Fund donations and administered by Rugby Portobello Trust.

To find out more speak to the New Homes Team at Rugby Portobello Trust on **020 7229 2928** or email: newhomesteam@rpt.org.uk

Accessing funds

As of 12 midday on 7 July, the total amount of financial assistance provided to families is £3,500,000. This includes a £500 cash payment for those over 16 and £5,000 per household 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. 118 families have accessed the £5,000 payment so far.

From Saturday, residents of Grenfell Tower and Walk who have not yet accessed either the £500 or £5000 fund and wish to can do so at the Westway Centre.

Driving licences and vehicle documents

Staff from the DVLA will be available all week at the Westway Assistance Centre to help people with driving licences and other vehicle documents. Assistance is also available by calling **0300 083 0103**.

NHS Caseworkers supporting those affected at Grenfell

Emily Karugaba, one of the Senior Community Nurses from CLCH NHS Trust providing support after the fire, is working with the mental health team and GPs to assist residents.

“Our role is to listen to people and signpost them to the right services. We are doing outreach in the community, going to hotels and temporary accommodation to offer help and advice.

“For us there is a huge satisfaction in being able to help people in such a difficult situation. We hope we are meeting their needs, but we want people to come to us and tell us what they need and what we can do better.

“We are in constant contact with local volunteers who are identifying people’s needs. This is a long project and people will need a lot of support, which we are focused on providing.”

Patrick Bates, in the family therapist team, said: “We are offering advice, providing a space for people to come and talk about the symptoms they or their children might be experiencing.

“We are offering a space for them to talk in the first instance and some information about what to expect after a traumatic event. We want to help people understand some of the symptoms they might be experiencing and offer them some techniques to manage those symptoms. We are also offering advice on what to do should symptoms not subside.”

“I primarily work with children and families. One of our key messages is to keep routines going and to maintain as much normality as possible, whilst also allowing children the space to talk about what has happened and their experience.”

The NHS team are available at the Westway Assistance Centre from 10am to 8pm. The mental health support line is open 24 hours a day and is on **0800 0234 650**, or **cnw-tr.spa@nhs.net**.

Grenfell response website provides key information for those affected

A website has been created bringing together in one place all the key information available to support those affected by the Grenfell fire.

Grenfellresponse.org.uk provides content on issues such as housing, health, financial assistance and childcare support. The online hub also includes a list of key contacts to get help and support as well as a map of the area showing the Westway Assistance Centre and details of local transport.

The site also contains an archive of the community newsletters that have already been sent out with translations in Arabic and Farsi.

Mental health support available from the NHS

Dealing with the emotional trauma of an event as catastrophic as the Grenfell fire can be extremely difficult. There are mental health support services available to help you if you’re struggling to cope.

It’s important to know that it is normal to have strong emotional responses to traumatic events, and it is important to keep talking with each other, and to use support helplines, as expert support is only a phone call away.

If you are struggling or know someone who might be affected there you can call the NHS Mental health support line on **0800 0234 650** or email **cnw-tr.spa@nhs.net**. The line is open 24 hours a day.

Community event in Goldborne Road

Hundreds of people will come to the Goldborne Road on Sunday 9 July for live music, dance, international cuisine, sport and children’s entertainment.

The annual celebration, full of fun entertainment for all the family, takes place from noon until 6pm.

Organisers remind residents that Golborne Road will be closed to traffic between Portobello Road and Wornington Road during the Festival.

Community newsletters delivered to hotels

Printed copies of the Grenfell Fire Response News Community newsletter are being delivered to the hotels where residents who lost their homes are being temporarily located. The newsletters are available in English, Arabic and Farsi.

All previous newsletters are also available online at grenfellresponse.org.uk/newsletter-archive

British Red Cross London Fire Relief Fund

The British Red Cross London Fire Relief Fund has so far raised over £4.5 million to help people affected by the fire, and the Red Cross is working with the K&C Foundation and London Community Foundation to make money available now.

The Red Cross has so far transferred £2.4 million to the London Emergencies Trust, which is making the grants to people.

Every family who lost a loved one in the Grenfell fire will receive £20,000 and all those seriously injured – hospitalised for more than seven days – will receive £10,000. Anyone hospitalised for more than six hours will receive £3,500.

To date, there have been seven completed applications for these grants, another 15 applications are in progress and there have been 30 further inquiries. The British Red Cross is urging anyone else who is ready to apply to call them on **0800 458 9472** as the money is available now.

None of the money raised will be spent on administrative costs or salaries and it will all go to the victims of the disaster. If people want to donate any money they can online at beta.redcross.org.uk/appeal/london-fire-relief

Health update

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

Air quality

The risk to people's health from air pollution around the site is low. PHE is constantly monitoring air quality and the latest readings

show the air pollution level near the site continues to be low. Air quality monitors were installed in the immediate area of Grenfell Tower, with additional equipment being put in to support ongoing monitoring.

Water quality

Drinking water has not been affected by the fire and tap water is safe to drink and use as normal. If anyone has any concerns regarding the quality of their drinking water they should contact the local water company.

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** who will make arrangements to collect it for you.

Air purifiers

Air purifiers are not recommended for use in this situation. They are generally used to remove allergens from pets from the air. Particles produced during the fire are larger and 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 online at: www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire

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.

The Assistance Centre was set up to provide immediate, 24-hour support and emergency aid to the people and families affected by the Grenfell Tower fire.

The efforts of all the volunteers, emergency services, and all other people on the ground in the aftermath of the incident have been outstanding in a time of extreme emotional distress for affected families.

The role of the Assistance Centre has changed as the rapid need for emergency support reduces and more long term support is established.

The centre is now open from 10am to 8pm, and dedicated staff are on hand at the centre to provide a wide range of support and advice, from the NHS, Home Office, Benefits, Post Office, Transport for London, Adults' and Children's Social Care, Housing, HMRC, Passports, DVLA and Immigration.

To date, the Westway Assistance Centre has registered over 1,430 people, and yesterday provided advice to an average of 15 people an hour.

For other practical or emotional support, please call the Red Cross helpline on **0800 458 9472**. The line is open from 8am to 8pm. Out of these hours messages can be left on an answer phone which will be picked up and responded to in the morning. If you have any feedback, please email support@grenfellresponse.org.

Transport to and from the Westway Assistance Centre

The travel care and support team continue to provide transport to and from the Westway Centre for affected residents who are currently being accommodated in hotels.

The team is available from 8am to 11pm (including weekends) and can be contacted via **020 7361 3623** or by email at passengertransport@rbkc.gov.uk.

The free shuttle bus service operating between the Community Assistance Centre and hotels temporarily rehousing families will now operate as a request service in case there is a need for urgent assistance.

If anyone requires the use of a bus, they should call **0344 251 0160** with details and times of the journey, and they will do their best to help you. The line is open 24 hours a day.

Air and rail update

Air travel assistance is available to people affected by the fire who need to travel for humanitarian purposes. To make a request, please contact the British Red Cross on familyreunion@redcross.org.uk

There is assistance for anyone affected by the fire and in need of rail and air travel for humanitarian purposes, such as visiting family in hospital, there is assistance. Requests must come from a recognised organisation supporting people affected rather than from individuals.

Donated items

Over 40,000 boxes of donated items from the public are being stored and distributed by Kensington and Chelsea Council. These items are being distributed to victims of the fire from the Westway Centre where the Red Cross is helping to get items to those that require them.

The volume of items donated is such that there is more than can be used by those affected by the fire. The Red Cross is turning the rest of the saleable donations into money by selling it in their shops with the funds raised being specifically directed to help the victims of the Grenfell fire.

Every penny from these sales will go to the victims' fund, so people can choose for themselves and buy what they need to help rebuild their lives.

New times for Red Cross Helpline

The opening hours of the British Red Cross helpline changed from 8am to 8pm. The helpline was very busy around the clock during the first two weeks of operation. Since then calls throughout the night have all but stopped, therefore opening hours are now 8am to 8pm. Out of these hours messages can be left on an answer phone which will be picked up and responded to in the morning.

The Red Cross helpline is **0800 458 9472**.

Public Inquiry consultation

Sir Martin Moore-Bick, the Chair of the Grenfell Public Inquiry, has launched a consultation into what the terms of reference of the inquiry should be. Anyone is invited to submit a response and those affected by the Grenfell fire are particularly encouraged to express their views. All responses will be considered and a recommendation will be submitted to the Prime Minister, who will take the final decision on the terms of reference.

The consultation will run until 14 July 2017 and the response document is available online at

www.grenfelltowerinquiry.org.uk/news/grenfell-tower-inquiry-seeks-views-work

New Home Office scheme to support Grenfell Tower residents

The Home Office has launched a new scheme to allow people who have lost their homes in the fire to stay in the UK for up to 12 months.

If someone is here illegally, does not have an outstanding asylum claim or their stay in the UK is about to end, the scheme can help them. The Government has given assurances it will not carry out immigration checks for those directly affected by the fire. The scheme is designed to make sure that all victims will be able to access the services and benefits they need, including accommodation and healthcare.

Residents do not need to submit an application for the new scheme but they do need to come and talk to us in person. They can bring someone with them and we can talk to them on their behalf if it helps.

Those who consider they are eligible can speak face-to-face about the new scheme to the Home Office team at the Westway Sports and Fitness Centre, 1 Crowthorne Road, W10 6RP from 10am to 8pm.

Residents are asked to bring any documents they have to show they were living at Grenfell Tower on the date of the fire or close to it. If they have lost their documents in the fire, we can still help them.

To learn more about the scheme, residents can also call our helpline on **0300 222 0000** to arrange for a call back by a member of our specialist visa and passport team. The line is open 24 hours a day.

Covering Grenfell Tower

We are very aware of the concerns of local residents regarding the covering of Grenfell Tower. However, both the Metropolitan Police and London Fire Service have stated that covering the building at this time would interfere with their critical, ongoing investigations.

We know that local residents would like to see the tower covered as soon as possible, but it will not be viable to cover the building until at least October.

No rent payments until January 2018 for residents of Barandon Walk, Testerton Walk and Hurstway

Kensington and Chelsea Council has confirmed that residents from Barandon Walk, Testerton Walk and Hurstway will not have to pay rent from the date of the fire until the end of January 2018 when the situation will be reviewed. The council has confirmed any resident who has had a direct debit or standing order payment for their rent taken since the fire will have this money refunded.

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.

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

How can people find their post?

Mail for Grenfell Tower can be collected from Royal Mail's West London Delivery Office, Unit 20-23, West London Delivery Office, Premier Park Road, NW10 7NZ (open Mon to Fri 8am to 2pm and Sat 8am to 1pm). Mail collection is also available by prior arrangement on Monday, Wednesday and Friday from the Royal Mail desk at the Westway Sports Centre.

Please call **01752 387055** to make a mail collection arrangement. ID is required to collect your mail.

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.

What evidence should I bring if I want to apply to the new Home Office immigration amnesty?

If you have been affected by the fire and have lost your valuable documents, such as a passport, ID card, Biometric Residence Permit or letter from the Home Office, then we can help you. Please bring any evidence to show that you lived at Grenfell Tower or close to it at the time of the fire to the Westway Centre and a member of the team can help you to get replacements. This could be a utility bill, bank statement or benefits letter.

When do I have to access the scheme by?

Residents who think they might meet the eligibility criteria need to register

their interest with Home office staff at the Westway Sports and Fitness Centre by **31 August 2017**.

For all other contacts, please consult our leaflet.

Tower movement updates

Grenfell Tower is continually being monitored for structural movement to ensure the safety of those working inside the tower and those living and working in the local area. There is no risk to the general public or those living and working close to the tower.

The building is expected to move as it contracts following the intense heat of the fire. A threshold of 5 millimetres movement in any direction was agreed with the Health and Safety Executive and structural engineers, as well as the procedure for managing this occurrence.

After the threshold is exceeded, staff must be withdrawn until the monitor shows the building had returned to its original position. There is now an on-site alarm system attached to the core of the building which alerts people within the tower should the 5 millimetre threshold of movement be breached.

Newsletter available in Arabic and Farsi

This newsletter is available in Arabic and Farsi. Pick up your copy at the Westway assistance centre or online at grenfellresponse.org.uk/newsletter-archive