

Grenfell Fire Response News

Mental health and emotional support for young people

The Grenfell Tower fire has left lots of young people traumatised and upset. If a young person in your family, or someone who you care for, has been affected, there are lots of services available to help.

Support for children

If you are a parent, relative, friend or teacher of a child affected by the Grenfell Tower fire, you may have questions about how to support them.

You can download a leaflet that includes:

- guidance on how a child might behave or react after a tragic event
- ideas for how you can support them
- advice on explaining to a child what happened
- contact details for organisations that you can talk to.

Download the leaflet online at rbkc.gov.uk/localoffer

Support over the phone

- Young people under 25 can call Childline any time on **0800 1111** and have a one-to-one chat with a supportive, trained counsellor anytime, day or night.
- Young people can also call the Samaritans helpline on **116 123**. The line is open 24 hours a day.
- The British Red Cross helpline is also available to anyone who has been affected by the Grenfell Tower fire. For practical or emotional support, please call the helpline on **0800 458 9472**. The line is open from 8am to 8pm.

Online services

- **Kooth.com** is a free online counselling service for children aged 11 to 19.
- NHS Go provides health information for young people under the age of 25, including advice on coping with stress after a major incident. Visit www.nhs.gov.uk.

Community organisations

- The Good Grief Trust aims to ensure that young people can talk to someone and get free, confidential support. A programme of events will be taking place throughout the summer. Details of these events will be shared in the near future.
- Art Therapy sessions with fully qualified art psychotherapists are taking place at the Al Manaar Muslim Cultural Heritage Centre every Saturday from 2pm to 4pm. For more information, contact Susan Rudnik at s.rudnik@gold.ac.uk or call **07932 054 834**.
- The Big House will provide fun and high energy drama workshops at local community centres throughout the summer. They create a safe space for children and young people to explore their feelings through drama. For more details, contact Dawn Howley on dawn@thebighouse.uk.com

IN THIS EDITION

- 1 Mental support for young people
- 2 Public Inquiry extended
- 2 Curry nights come to Grenfell
- 3 Health update
- 3 Emergency interpretation service
- 3 Housing update
- 4 Insurance update
- 4 Children returning to school
- 4 Grenfell Tower movement
- 4 FAQs

What is this newsletter for?

This is the eighteenth 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](https://twitter.com/grenfellsupport) and on Facebook at facebook.com/grenfellsupport or visit www.gov.uk

Continued from page 1.

Schools, youth clubs, play centres and children's centre

The council is providing support in affected schools, including one to one counselling for pupils affected by the fire, and support for family members. To find out what is available at your child's school, speak to the school office.

An extended programme of activities is available through local youth clubs and play centres, including counselling, play and art therapy and support from mental health organisations such as Place2Be and Mind.

Local children's centres and other childcare locations are able to offer advice and support for families, including helping families access counselling services.

Support for disabled children and children with learning difficulties

Full of Life Kensington and Chelsea is providing outreach counselling to support parents with disabled children. A programme of additional short breaks is being put in place for the summer period. Please visit their website at fulloflifekc.com for more details.

Extra support available

If you think a child or young person is in need of more support than can be provided by the services above, you can call the dedicated NHS response line on **0800 0234 650** or email cnw-tr.spa@nhs.net. This is available 24 hours a day. Please let the operator know you are calling as a result of the Grenfell Tower fire.

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

Consultation deadline for Grenfell Inquiry extended

It has been confirmed that the consultation period for the Inquiry's terms of reference has been extended.

Following discussions with a range of interested parties, in particular survivors of the fire and other residents of the Lancaster West estate, it has become clear that there is a need for more time to respond to the Inquiry's consultation on its terms of reference.

As a result, the consultation period is being extended by two weeks until 28 July. This will provide additional time for people to respond meaningfully and ensuring the Inquiry's work, which cannot begin without terms of reference, can progress quickly.

Details of meetings open to survivors and local residents, to discuss the terms of reference, will be announced shortly.

London Central Gurdwara Temple deliver curry to Grenfell residents

The London Central Gurdwara Temple was out in force last night to deliver free delicious curry dishes to people living close by to the Grenfell Tower.

They delivered 300 meals to families in one night which were all vegetarian so everyone could eat. The Sikh worshippers told the local community that "a joy shared is doubled; a sorrow shared is halved." Representatives from the Temple in Shepherd's Bush have delivered 100 dishes of free curry to the Westway Centre every night for a month since the centre opened, enough to feed 60 families and 40 volunteers every day.

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.

Asbestos

Public Health England (PHE) is reassuring the public there is no increased presence of asbestos in the air in the area around Grenfell Tower.

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. Chemicals produced when the Grenfell Tower fire was burning will not be present now.

Water quality

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

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.

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

Emergency interpretation service

A team of professional interpreters are on hand at the Westway Assistance Centre to help survivors and those affected by the Grenfell Tower tragedy.

The emergency interpretation service can translate English into Arabic, Dari, Farsi, Urdu, Pashto, Turkish, Bengali and more.

The dedicated team is on hand during centre hours from 10am to 8pm, seven days a week.

For more information email **emergencyinterpreters@gmail.com**

Housing update

Finding housing solutions that work for everyone directly affected by the Grenfell Tower fire remains our absolute priority and we are working hard to achieve this.

Offers of temporary accommodation are being made on a daily basis, but we know that families will have concerns around this process and the idea of accepting a temporary home. So far, 167 offers of accommodation have been made, 25 offers have been accepted and eight households rehoused.

For some people, it's still too soon to make such a major decision. For others, there are all sorts of considerations to take into account, such as the needs of elderly relatives, proximity to schools, and dealing with historical overcrowding. Choosing a temporary home for families that have undergone unimaginable loss and

trauma is a big decision, and we are at pains to ensure they have the time to select a home that is right for them at a time that is right for them.

Government has given commitments to help reassure families that:

- their needs are paramount, all other considerations are secondary to these
- their rent will not increase and the same terms and conditions of their previous home at Grenfell Tower or Grenfell Walk will be maintained
- they will have lifetime security of tenure
- they will not be forced to stay in temporary accommodation on a long-term basis

- accepting an offer of temporary accommodation does not mean that they lose priority for a permanent home
- no one has to accept a particular property and not accepting a property does not mean that they will be made intentionally homeless
- temporary homes will be rent and utility bill free for 12 months
- for some cases, if they like their temporary home, there is the potential for it to become their permanent home (this will be discussed when the home is offered to them).

More information is available on the housing line on **020 7361 3008**.

Frequently asked questions

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 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 you mail.

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.

Insurance update

The insurance industry has given an assurance it will provide cover to people living in tower blocks.

The Association of British Insurers said: "In the aftermath of the devastating Grenfell Tower fire, insurance firms have been on the ground locating the limited number of residents who had contents insurance. Insurers have been providing emergency funds, offering families alternative accommodation and making counselling services available. We know a number of insurance claims have already been fully settled, some less than a week after the fire and firms continue to provide insurance to residents of tower blocks all over the country in the normal way."

Children bereaved in Grenfell Tower fire returning to school

Children who lost family in the Grenfell Tower tragedy have started to return to school, according to the Key Workers who have been supporting them.

Over 260 Key Workers have been assigned to those left homeless by last month's fire, as they attempt to nurse the deep emotional wounds the disaster inflicted.

Clare Chamberlain, director of children's services at three London boroughs including Kensington and Chelsea, said: "The Kensington Aldridge Academy was back open on Friday 16 June, in the first week it had 80 per cent attendance, and for the second week it had 90 per cent attendance. We have taken advice from clinical experts in trauma and loss and they have told us that for the first few weeks it's really emotional first aid that's required, not deep intensive therapy, just allowing children to do normal things, play, go to school, see their friends."

Grenfell Tower structural movement

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 has 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.