

# Grenfell Fire Response News

## Next public meeting at Notting Hill Methodist Church on Tuesday evening

The next community public meeting will take place on Tuesday 18 July, from 6pm to 7.30pm at Notting Hill Methodist Church, 240 Lancaster Road, Notting Hill, W11 4AH.

Please note that this meeting is taking place on Tuesday night, not Wednesday night, as was the case with the meetings that have previously taken place at the Al Manaar, Muslim Cultural Heritage Centre and St Clement's Church.

The session will aim to provide:

- an update from Response team representatives
- a face-to-face question and answer session
- guidance on information and support available.

Meetings are open to the public, so please do come along or invite people from the Lancaster West estate who you think would like to attend. If you are unable to make this meeting, upcoming newsletters will provide updates on the timing and location of future meetings.

If you have suggestions of any issues you would like to see addressed in future meetings, please contact [communityengagement@grenfellresponse.org](mailto:communityengagement@grenfellresponse.org)

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## Grenfell air quality figures available online

Monitoring from Public Health England (PHE) shows that the risk to people's health from air pollution around the site continues to be low and no asbestos has been detected.

Following discussions with local residents, PHE has published a report containing the air quality data from around the site.

The report contains data tables, graphs and photographs of where the equipment is based, alongside an explanation of the data. The report will be updated on a regular basis.

You can read the report online at: [gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire](http://gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire)

## 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.

More advice from Public Health England can be found online at: [gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire](http://gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire)

## What is this newsletter for?

This is the nineteenth 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](https://facebook.com/grenfellsupport) or visit [www.gov.uk](http://www.gov.uk)

## NHS update

In response to the needs of patients, NHS partners in West London have set up a multi-disciplinary health outreach team to support patients, families and neighbours affected by the tragedy.

The team is currently located at the Westway Assistance Centre, and is able to provide emotional support and physical checks. The health team is also able to signpost to GP services and more specialist mental health services.

The health outreach team is able to visit you at your place of residence or at another location of your choosing, such as a local community centre.

Non-urgent referrals can be made to the outreach team by calling **07712 231 133**. This is a direct line to the team at the Westway Assistance Centre, who will organise a non-urgent visit. The team can visit the patient on the day of the referral or the following day. Alternatively, referrals can be emailed to **cnw-tr.westway@nhs.net**

The first port of call for physical, emotional or mental health needs for any resident should be your own GP. Your GP will provide the all-important continuity of care, and is able to signpost to more specialist services.

Local GP practices are well placed to support people with emotional and mental health needs with an enhanced service in place.

If you do not have a GP, you can register for one online at **www.nhs.uk** by entering your postcode. If you do not have access to the internet, please call **020 8962 4600** and a member of the team will help you. The line is open Monday to Friday from 9am to 5pm.

All practices are open and accepting patients and have been asked to prioritise Grenfell Tower residents. You do not need to have a proof of address or personal identification at hand to register. This also applies if you are an asylum seeker, refugee, a homeless patient or an overseas visitor, whether lawfully in the UK or not.

Through the NHS **111** service, GP appointments are also available if needed at the St Charles Centre for Health and Wellbeing Integrated Care Centre, Exmoor Street, London W10 6DZ. Those requiring an urgent mental health response should call **0800 0234 650**.

Health visitors are also contacting all displaced families with young children.

## 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** and on Facebook at **facebook.com/grenfellsupport**, or visit **www.gov.uk**

## Shop for Grenfell update

So far, over 1,250 bags of clothes have been sent to 150 British Red Cross shops around the country, from Scotland to Cornwall. Donated items are specially labelled "Shop for Grenfell" and all funds raised will go to help those affected by the Grenfell Tower fire through the London Fire Relief Fund. More shops will be receiving boxes of donated items over the coming weeks.

## 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, 168 offers of accommodation have been made, 28 offers have been accepted and nine 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**.

## 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 and ensure 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.

## 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**

## Arrangements for collecting your 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.

A free, one year Redirection service is also available to those affected. For more information about the Redirection and for any other enquiries please call Royal Mail on **01752 387055**.

## 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](http://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.

## 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](http://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.nhsgo.uk](http://www.nhsgo.uk).

### 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](mailto: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.

## Access to financial assistance

As of 9am on 14 July, the total amount of financial assistance provided to families is £4,500,000. 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. 121 families have accessed the £5,000 payment so far.

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.