

# Grenfell Fire Response News

20 July 2017  
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## Grenfell Assistance Centre moves to long-term premises at The Curve

From today (Thursday 20 July) the Grenfell Assistance Centre has moved to new long-term premises nearby at The Curve, 10 Bard Road, W10 6TP.

Located just around the corner from Latimer Road Station and the Westway Centre, the move will ensure that there is a space for people affected by the Grenfell Tower fire to meet up and continue to access services.

The new centre, which opened its doors this morning, will continue to provide residents with an extensive range of support. The new building will also provide a space for the community affected by the Grenfell Tower fire to meet with family, friends and neighbours.

The Centre will be open from 10am to 8pm every day and will provide support and advice from a wide range of agencies, including the NHS, Benefits, Post Office, Adults' and Children's Social Care, and Housing.

### Other services include:

- emotional support
- a crèche for children
- food and toiletries area
- an area to place orders for new clothes.

Community volunteers will also be present to carry on their crucial work of supporting those affected in every way possible.

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## Drop-in sessions as Grenfell Inquiry consultation period further extended

The consultation period on the Terms of Reference for the Grenfell Tower Inquiry has been extended by a further week, to Friday 4 August.

The consultation period had previously been extended by two weeks until 28 July.

It is very important for people affected by the fire to have the opportunity to say what questions they want answered by the public inquiry, and drop-in sessions are being held this week and next week at Notting Hill Methodist Church to support you to submit your views.

Computers are available to write and submit responses. An independent advisor is available to help explain what the consultation is about and how to submit a response. The advisor can help with drafting responses if needed.

The details of this week's sessions at Notting Hill Methodist Church, 240 Lancaster Road, W11 4AH are as follows:

- **Thursday 20 July** 2–4pm
- **Friday 21 July** 2–4pm

Information on further sessions will follow in future editions of this newsletter.

## What is this newsletter for?

This is the twenty-second 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](#)

## Access to emergency funding

There are 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 for households who have permanently lost their home, including guaranteed payments per household of £5,000 into bank accounts and £500 cash per adult (age 16 and over) who resided in the property.

**How to apply:** Please visit the Grenfell Assistance Centre where help is available to access this funding.

### Alternatively contact:

Phil Black  
**pblack@westminster.gov.uk**  
**0207 641 2678** or

David Hodgkinson  
**dhodgkinson@westminster.gov.uk**  
**0207 641 8162**

Receiving this funding will not affect any existing benefits that are being claimed by individuals.

### John Lyon's 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**

### 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 to make sure their on-going work is supported.

**How to apply:** Please download an application form and guidance from **www.londonfunders.org.uk/trust-and-foundation-funding-and-support-community-groups-affected-grenfell-fire**

### London Emergencies Trust

The next of kin for each of those who tragically lost their lives in the Grenfell fire are to receive an initial £20,000. Individuals hospitalised for seven days or more will receive £10,000 and individuals hospitalised for six hours or more will receive £3,500. Further payments will follow.

Three of the major funds for the people affected by the Grenfell fire, the British Red Cross, K&C Foundation and the Evening Standard Dispossessed Fund, in collaboration with The London Community Foundation, are coming together with the London Emergencies Trust to make money available immediately with more to come.

**How to apply:** Family Liaison Officers (FLO) or Key Workers who are attached to families affected will help fill in an application form. You can also call the Red Cross helpline on **0800458 9472**.

### Rugby Portobello Trust

A fresh start grant of £10,000 per household from Grenfell Tower and Grenfell Walk once they have been provided with confirmation of new temporary or permanent accommodation.

**How to apply:** Please apply through the Rugby Portobello Trust by calling **020 7229 2928** or email **newhomesteam@rpt.org.uk**

## Cars left in parking garages

If you have a car left in the parking garages close to Grenfell Tower and would like to collect it, you can now do so. Please go to the police cordon at the Grenfell Road entrance between 12 and 1pm on any day, and the police will help you get your car.

## What help is on offer?

Anyone who would like to speak to the police in relation to the investigation into the fire are asked to contact the Met Police.

### 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 Grenfell Assistance Centre. 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**

## 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, then there are lots of services available to help.

### 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.uk** provides health information for young people under the age of 25, including advice on coping with stress after a major incident.

### 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 this summer to allow young people to have fun and receive one-to-one support if they have been affected by the Grenfell Tower fire. 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. Art therapy can be an excellent way for children and young people to address emotional issues.

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**

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

- Kensington and Chelsea 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 for more details.

### Parent and family support trauma sessions

A special programme of therapeutic group counselling delivered by experts in trauma care will be provided to parents and families who have been affected by the Grenfell Tower fire from September.

These counselling sessions will be jointly delivered by experts in trauma care and by Full of Life, a support group for children and young adults with disabilities and their families.

The sessions will take place at the Full of Life centre in Kensal House, 379 Ladbroke Grove, on the following dates:

- **19 September** 11.30am
- **4 October** 11.30am
- **8 November** 11.30am
- **22 November** 11.30am
- **6 December** 11.30am

For more information, please contact **020 8962 9994** or email **info@fulloflifekc.com**

### 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.

## 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)

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

The Department for Work and Pensions has 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.

## 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, 169 offers of accommodation have been made, 37 offers have been accepted and 11 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**.

## Arrangements for collecting mail

There are updated procedures for the delivery and collection of mail for those affected by the Grenfell Tower fire. The Royal Mail will recommence deliveries to all accessible addresses from Monday 24 July.

Please contact the Royal Mail on **01752 387055** if you would prefer to collect your post, or have it redirected to an alternative address.

If you are collecting your mail, you can collect with proof of ID, from Unit 20–23, West London Delivery Office, 7 Premier Park Road, London, NW10 7NZ, Monday to Saturday, 8am to 2pm. Please call **01752 387055** if you don't have ID, or if you wish to collect your mail from the Grenfell Assistance Centre. The opening times are 10am to 8pm on Mondays, Wednesdays and Thursdays, and 10am to 5pm on Tuesdays and Fridays.

Alternatively, you can redirect your mail for free at the following places:

- Online, at [royalmail.com/redirection](http://royalmail.com/redirection)
- At the Post Office
- by calling the Royal Mail on **01752 387055**.

If you are now back in your property and still have a redirection in place, please don't forget to cancel this by calling the Royal Mail on **01752 387057**.