

Grenfell Fire Response News

29 July 2017
Issue No: 29

New therapeutic centre for adults

From Tuesday 1 August, a new therapeutic centre will be open from Monday to Friday, 9.30am to 5.30pm, for people affected by the Grenfell Tower fire at Claire Gardens Children's Centre, 349 Westbourne Park Road, London, W11 1EG.

The centre is open to people over the age of 18, and will offer treatments, therapies and a relaxation and reflection space.

Complementary therapies

Every week day there will be a different therapist on site, with therapies across the week including Reiki, Indian head massage, massage and reflexology. More types of treatment will be added over time for people to use.

Contact your Key Worker to book a session. If you don't have a Key Worker, please email Emily Le Gros on emily.le-gros@rbkc.gov.uk

Relaxation and reflection space

A relaxation and reflection space will be open Monday to Friday and facilitated by a counselling therapist, who will be on hand to talk and offer support to people, and provide more formal counselling if requested. The relaxation and reflection space will also include:

- a canteen to make drinks and snacks
- an outside decking area where people can talk or reflect
- a quiet area for meditation, prayer and sleep
- a main area for larger discussions and one-off sessions such as mindfulness and yoga.

People do not need to book to visit the space, however space is limited and a booking system may be introduced at a later date.

IN THIS EDITION

- 1 New therapeutic centre for adults
- 1 Multi-faith vigil on Thursday evening
- 2 Activities for young people this summer
- 2 Support for families over the summer
- 3 Mental health support
- 3 Work to cover Grenfell Tower to begin next month
- 3 Residents in temporary hotel accommodation
- 3 Work to retrieve lost possessions to take place
- 4 Housing update
- 4 Key Workers are available to provide support

Multi-faith vigil on Thursday evening

On Thursday evening local residents came together for a multi-faith vigil outside the Notting Hill Methodist Church to hear from local faith leaders and light candles in memory of those who lost their lives in the Grenfell Tower fire.

After a two minute silence, pupils from the Al Zahra Islamic Girls School recited a poem they had written in response to the fire, and there were prayers and readings.

As the community shared memories and laid flowers outside the church, a gospel choir sung Bridge over Troubled Water. A glass bowl of messages from the families was carried into the tower site and was placed inside the tower. The messages will be kept secure and will form part of the final memorial.

Once the vigil had drawn to a close, faith leaders and residents gathered in the square and signed books of condolence.

What is this newsletter for?

This is the twenty-ninth 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 regular updates please follow us on Twitter [@grenfellsupport](https://twitter.com/grenfellsupport) and on Facebook at [facebook.com/grenfellsupport](https://www.facebook.com/grenfellsupport) or visit www.grenfellresponse.org.uk

Activities for children and young people this summer

There are a range of activities planned to support parents in the local community to entertain children and young people during the summer holidays.

Summer Reading Challenge

Young people can enjoy reading over the summer break and win prizes with the Animal Agents Summer Reading Challenge 2017. All you have to do is visit your local library to register and read six books over the holidays, and collect stickers, rewards and clues along the way to solve animal themed mysteries.

You can find out more online at www.rbkc.gov.uk/libraries/news-and-events/special-events-children

Free cinema day at The Curve

'The Secret Life of Pets' will be screened at 2pm on Sunday 30 July for free at The Curve, 10 Bard Road, W10 6TP, for children and young people affected by the Grenfell Tower fire.

Free popcorn and juice will be available to enjoy on the afternoon.

Drop-in and play football programme

QPR, Westway Sports Centre and other local organisations are providing a free drop-in and play football programme for 4 to 18 year olds, taking place Monday to Friday 10am to 4pm for the next six weeks at Westway Sports Centre.

The programme will be delivered by professional DBS qualified staff.

Summer in the City

There are hundreds of events and activities taking place for children, young people and their families this summer across central London. Enjoy outdoor activities, bake-offs, free cycling tours, nature trails, cupcake making, graffiti art, photography and much more.

You can pick up a copy at locations across the borough or visit www.mysummerinthecity.org.uk

Free holiday sport at the Westway

The Westway Fives group will be running four days of free holiday sport in August for boys and girls aged 7 to 15, where they can enjoy wallball, football, basketball and more. The days are run by fully qualified coaches.

The days are taking place on 7, 17, 25 and 31 August at the Westway Sports Centre from 10am to 4pm and are completely free. Young people are asked to bring a packed lunch and a water bottle.

To enrol or request further information, please contact the Westway Sports Centre on westwayfives@gmail.com or **07482 748 716**.

Support for families over the summer

A new space for families will be available from Wednesday to Friday, 1pm to 5pm at Holmfield House, 4-6 Golborne Road, W10 5PE so that people can cook a meal, eat around a dining table and relax with their family. They will also have access to a garden area and laundry facilities. The space will be open from Wednesday 2 August.

Utensils, crockery, cutlery and table cloths will be available as well as some basic ingredients, however families should bring their own food and laundry supplies.

People who want to use the space should contact their Key Worker.

Summer childcare

For those who need additional support, childcare is available for two to five days per week over the summer holidays. Priority is given to children who are currently staying in hotels, however there are also places available in playschemes across the borough for children over the age of six.

People should contact their Key Worker if they would like to discuss these options.

Childcare room at The Curve

A childcare room is now open at The Curve, 10 Bard Road, W10 6TP so that young people and

families can enjoy entertainment and have fun. The room is open Monday to Friday, 10am to 5.30pm, and on Saturdays from 11am to 3pm. The room has space for up to three children at a time, and parents are asked to collect their children within an hour and a half.

Although no childcare services will be available, parents can stay and play with their children. Entertainment will include film screenings, child entertainers, art therapy or interactive shows.

A family engagement officer will also be available on site every day to help families to access childcare, discuss their child's needs, and provide family support if needed.

Mental health support

There are lots of services available if you or an adult or young person you know is feeling traumatised by the Grenfell Tower fire.

Support for adults and young people over the phone

- If you require an urgent mental health response for yourself, or on behalf of a young person, you can call the NHS 24-hour support line on **0800 0234 650** or email **cnw-tr.spa@nhs.net**. Please let the operator know you are calling as a result of the Grenfell Tower fire.
- The British Red Cross helpline is also available to anyone affected by the Grenfell Tower fire. For practical or emotional support you can call **0800 458 9472**. The line is open from 9am to 5pm, Monday to Friday.
- Adults and young people can also call the free Samaritans helpline on **116 123**. The line is open 24 hours a day.
- People under 25 can call Childline any time on **0800 11 11** and have a one-to-one chat with a supportive, trained counsellor any time, day or night.
- CALM offers support to men, who can call the confidential helpline on **0808 802 58 58** or visit **www.thecalmzone.net**. The line is open every day from 5pm to 12 midnight

Read our leaflet on supporting children and young people

If you have questions about how to support a child or young person affected by the Grenfell Tower fire, you can download a leaflet that includes:

- Guidance on how a child might behave or react after a tragic event
- Ideas for how to support them
- Advice on explaining to a child what happened.

You can download a copy of the leaflet at **www.rbkc.gov.uk/kb5/rbkc/fis/localoffer.page?localofferchannel=0**

Support for children with disabilities and learning difficulties

- Full of Life Kensington and Chelsea is providing outreach counselling to parents of children with disabilities. A programme of short breaks is being put in place for the Summer.

Visit **www.fulloflifekc.com** for more information.

Work to cover Grenfell Tower to begin next month

From mid-August, work will begin to cover Grenfell Tower in a protective wrap in order to help the police investigation and make recovery work easier.

At a Grenfell Tower community meeting on Wednesday night, site manager Michael Lockwood said the recovery operation was likely to last until mid-November.

Mr Lockwood said: "Towards the end of 2018, I think we could start to bring the tower down, if that is what the community wants, and the scaffolding will help us to do that because we can do that within the wrap."

Any decision on what happens to the site will be made in collaboration with the local community.

Work to retrieve lost possessions to take place

Arrangements are now being made to retrieve possessions from flats at Grenfell Tower which were less extensively damaged by the fire.

The Grenfell Fire Response Team is talking to occupants from 33 properties that escaped the worst of the fire.

Michael Lockwood, site manager, said: "Efforts to get those items back might begin in the next week or so in consultation with those residents, and at the speed that they want, but we would like to get some of those possessions back to them."

Residents in temporary hotel accommodation

Residents who are currently in temporary hotel accommodation will be able to stay there until 1 September 2017 while offers of temporary housing are made. If they have not been able to find a suitable temporary home in this time, then arrangements will be made so that they can stay there while you find the most suitable home for you.

This applies to both residents from Grenfell Tower and Grenfell Walk and those from the surrounding blocks who have been unable to return home.

We will continue to work with residents on their rehousing options and we will work with people to make sure that they find the most suitable home for them.

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 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**.

Housing support

If you have any questions about housing or need to want to find out who your housing officer is please call **0800 137 111** or **020 7361 3008**.

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 9am to 5pm, Monday to Friday.

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

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, 171 offers of accommodation have been made, 46 offers have been accepted and 12 households rehoused.

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).

Last week, Kensington and Chelsea Council outlined its approach to allocating permanent homes to Grenfell Tower and Grenfell Walk residents. To view the policy, letter to residents and FAQs, please visit: www.rbkc.gov.uk/press-release/kensington-and-chelsea-council-announce-how-permanent-homes-will-be-allocated-grenfell

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

Key Workers are available to provide support

Key Workers are the first point of contact for affected residents and their families and can point you in the right direction to the support you need. They can be accessed at the Grenfell Assistance Centre, The Curve, 10 Bard Road, W10 6TP from 10am to 8pm.

Support offered by Key Workers ranges from help to obtain documents such as passports and driving licences, through to psychological support, as well as housing, education and health assistance.

To request a Key Worker, change a Key Worker, or if anyone is unable to reach their Key Worker, please ring the helpline on **020 7745 6400** or email GrenfellTowerKeyWorkerHub@rbkc.gov.uk. The line is open Monday to Friday, 9am to 5pm. The team can be contacted out-of-hours on **020 7373 2227**.