

Grenfell Fire Response News

10 August 2017
Issue No: 36

Drop-in session on retrieving possessions at The Curve tomorrow

A process is now in place to retrieve possessions from flats at Grenfell Tower that were less extensively damaged by the fire. Kenyon, a specialist recovery company, has been employed to remove possessions from 33 flats in Grenfell Tower and 22 flats in Grenfell Walk.

In support of this, Kenyon will host a drop-in session tomorrow, Friday 11 August, from 2pm to 4pm at The Curve to answer questions families may have about how possessions are removed, stored and returned.

If people have any questions, they can call Kenyon on **01344 316 662** or email **Grenfell@kenyoninternational.com**. The line is open from 9am to 5pm.

Free summer drop-in sessions from West London Action for Children

West London Action for Children will be offering free drop-in sessions on Wednesday 16 and 23 August, 10am to 12 midday, at 15 Gertrude Street, SW10 0JN for families and young people whose lives have been affected by the Grenfell Tower fire.

Counsellors will be there to listen and offer specialist counselling support for children, young people and their families, and people can ask to see a counsellor privately.

Refreshments and lunch will be provided, and interpreters can be also be provided if one is needed.

For more information, please call **020 7352 1155** or visit **www.wlac.org.uk**

Service charges suspended for Bramley House and Treadgold House

Rent and building-related service charges will be suspended at Bramley House and Treadgold House until 28 January 2018. There will also be no charges for water rates, digital television or parking facilities at these blocks until Sunday 10 September 2017.

For more information, residents of Bramley House and Treadgold House can call **0800 137 111**. Leaseholders can also call **020 7605 6464** to arrange refunds.

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What is this newsletter for?

This is the thirty-sixth 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** and on Facebook at **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 programme of activities

The Westway Sports centre has teamed up with arts group ACAVA and Everyone Active to offer a programme of free activities for local children and young people over the summer holidays.

Young people up to 12 years old can enjoy sports, activities, arts and crafts, wildlife adventures and playschemes. There is also a crèche and a centre for parents.

People can find out more on the activities available online at www.westway.org/summerfun

Outdoor summer holiday activities

The Ecology Centre in Holland Park, W8 6LU, is running outdoor summer holiday activities for young people aged 4 to 12 until 1 September so that children can have fun and learn about animals and nature. Please note that children under eight must be accompanied by an adult.

To book or for further information visit www.rbkc.gov.uk/ecology or call the Ecology Centre on **020 7938 8186** or email ecology.centre@rbkc.gov.uk

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 from the local community.

Sessions are taking place Monday to Friday, 10am to 4pm at the Westway Sports Centre and the programme is being delivered by professional DBS qualified staff.

Free holidays for families to Cornwall

Cornwall Hugs Grenfell is offering free holidays for families affected by the Grenfell Tower fire to Cornwall until 2019.

The first holiday available for families to sign up to is a week's free holiday in Falmouth at the end of August 2017, where families can enjoy activities, surfing and days out to The Eden Project and St Michael's Mount. Transport, accommodation and catering is being offered for guests, which is made possible by Falmouth University and the University of Exeter.

More holidays are being made available online for families to sign up to in the upcoming months.

Families can register their interest online at www.cornwallhugsgrenfell.org

North Kensington Community Youth Festival

A day of free activities and family fun will be taking place on Saturday 19 August, from 10am to 7pm, at the Westway Sports Centre. People can enjoy face-painting, raffles, inflatable rides, free music performances, a football competition, and much more.

There's no need to book, simply turn up on the day and enjoy the fun.

For more information, please call **020 8964 3149** or visit northkensingtonyouth.org

More information on events and activities throughout the summer can be found online at www.rbkc.gov.uk/fis

Directory of services available

Kensington and Chelsea Social Council has produced a directory of voluntary and community organisations providing services and offering support to all those affected by the Grenfell Tower fire.

The directory will be updated on a regular basis so that people can get the most up-to-date details on how to access the support they need.

The directory of services has been made in partnership with One Westminster and Sobus.

For more information, please visit bit.ly/2vMwxBh

Gas leak at Testerton Walk

A gas leak has been detected in the supply to Testerton Walk and has been isolated by the National Grid following an inspection in the area.

Work to fix the leak is now underway, and affected residents have been informed with a letter. Cooking facilities in Testerton Walk will be affected for a number of days, however hot water, electricity and heating are still working.

So far, 29 electric hobs have been given to households so that they can continue cooking. More electric hobs and microwaves are also available if needed.

If people living at Testerton Walk have had any issues as a result of the gas leak, please call **020 7361 3008** to speak to an advisor.

Public health advice available at The Curve tomorrow

Members of Public Health England (PHE) will be at the Grenfell Assistance Centre at The Curve tomorrow Friday 11 August, from 2pm to 4pm to provide health information and advice to those affected by the Grenfell Tower fire. The session will be an opportunity for you to ask questions and discuss any health concerns you may have.

Those who have been exposed to smoke from the fire may have experienced irritation to their air passages, skin and eyes, which can cause coughing and wheezing, breathlessness and chest pain.

PHE is unable to give personal medical advice, so if people continue to experience these symptoms they should seek medical advice from their own GP or by calling NHS **111**.

If people don't have a GP, they can register for one online at www.nhs.uk by entering their postcode, or call **020 8962 4600**. The line is open from 9am to 5pm, Monday to Friday.

People can also ring NHS **111** for health advice 24 hours a day, seven days a week.

If people have waste material or debris from the fire at their property, they can contact Kensington and Chelsea Council on **020 7361 3001** to make arrangements to collect it.

Air quality reports with data collected from around the site is published online every week.

More advice from PHE can be found online at:

www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire

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.

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 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](https://www.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, 176 offers of accommodation have been made, 48 offers have been accepted and 14 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).

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

Extra police officers appointed to support the local community

The Metropolitan Police have appointed six additional neighbourhood police officers that have been permanently stationed in the Notting Dale Ward to provide extra help to the local community.

The team is led by Sergeant Jason May and includes PC Fetahi, PC Vincent, PC Swain, PC Joyce, PC Chasikowska, PC Wall and PC Curtis.

The officers have been stationed to assist the existing officers, PC John Turner and PC Fred Pintaldi, to visit households, provide support and offer assistance to those who still need help or are not aware of services available to them.

The officers will be working seven days a week to help the community and make sure that the needs of people are met, so people are encouraged to talk to and contact the officers at any time.

For more information, please call **07407 491 610** or **020 8721 3028**. People can also find out more online at www.met.police.uk