

# Grenfell Fire Response News

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## Bereavement support session today for families and young people

Child Bereavement UK is offering a free drop-in session today, Tuesday 15 August, 1pm to 5pm at The Holiday Inn Earls Court, 295 North End Road, W14 9NS, to offer help, support and information for local people who have been affected by the Grenfell Tower fire.

### The sessions can offer help for:

- Young people who have been bereaved of someone important to them
- Parents and carers supporting bereaved children
- Young people or parents or family members bereaved of a child of any age

For more information please call the Child Bereavement helpline on **0800 028 8840**. The line is open Monday to Friday, 9am to 5pm.

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### What is this newsletter for?

This is the thirty-eighth 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**

## Free summer drop-in sessions

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 and people can ask to see a counsellor privately.

Refreshments and lunch will be provided and interpreters can be provided if required.

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

## Drop-in sessions on retrieving possessions

Kenyon, a specialist recovery company, has been employed to remove possessions in flats that were less extensively damaged by the fire where it's appropriate to do so.

Kenyon are hosting drop-in sessions this week at The Curve to answer questions families may have about how possessions are removed, stored and returned. Sessions are taking place on:

- Tuesday 15 August, 2pm to 4pm
- Thursday 17 August, 2pm to 4pm

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.

## 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](http://www.westway.org/summerfun)

### Nova's fun activities

Nova's Summer Programme includes lots more fun activities that parents and young people can enjoy. This week includes interactive visits to both the V&A and Design Museums, art workshops English conversation classes and creative writing workshops.

There will also be a coach trip to Southend-on-Sea on Thursday 31 August. Details on how to book for this trip will be made in the near future.

Find out more online by visiting [www.novanew.org.uk](http://www.novanew.org.uk), call **020 8960 2488** or email [admin@novanew.org.uk](mailto:admin@novanew.org.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, so people can enjoy activities, surfing and days out to The Eden Project and St Michael's Mount.

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](http://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 [www.northkensingtonyouth.org](http://www.northkensingtonyouth.org)

### 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.

You can pick up a leaflet at locations across the borough or find out more at [www.mysummerinthecity.org.uk](http://www.mysummerinthecity.org.uk)

## 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](http://bit.ly/2vMwxBh)

## Consultation with residents of Barandon, Hurstway and Testerton walks

Thank you to everyone who responded to Kensington and Chelsea council's letter sent on 10 July. The council has been considering the responses received and will be writing to people next week with information about how payments will be made.

A new estate-based office will be opening at Unit 2, Baseline Studios, Barandon Walk. The office will be open for people to report repairs, issues or concerns from 9am to 5pm, Monday to Friday.

The council will also start to contact people about redecorating properties where people are now living, and can provide information about the rehousing process for people who haven't yet found a property suitable for them.

## Public health advice available at the Curve

Members of Public Health England (PHE) will be at the Grenfell Assistance Centre at The Curve tomorrow, Wednesday 16 August, from 12 midday to 2pm to provide you with public health information and advice. 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](http://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 are published online every week. More advice from PHE can be found online: [www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire](http://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](mailto: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](http://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](http://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](http://www.fulloflifekc.com) for more information.

### Online support

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

## Emotional support at The Curve from the NHS

The NHS are hosting a drop-in service at The Curve from 10am to 8pm every day so that families and children can talk to a specialist about health issues and mental health support.

All services are free and confidential for people to use.

- Mondays, at the Rugby Portobello Trust, 221 Walmer Road, W11 4EY
- Tuesdays, 3pm to 7pm at The Clement James Centre, 95 Sirdar Road, W11 4EQ
- Wednesdays, 4pm to 8pm at Kensington Leisure Centre, Silchester Road, W10 6EX
- Thursdays, 4pm to 8pm at Latymer Community Church, 116 Bramley Road, W10 6SU
- Fridays, 4pm to 8pm at The Muslim Cultural Heritage Centre, 244 Acklam Road, W10 5YG
- Saturdays, 4pm to 8pm at Maxilla Community Space, 4 Maxilla Walk, W10 6NQ
- Sundays, 4pm to 8pm at Westway Sports Centre, 1 Walmer Road, W10 6RP

Find out more about upcoming events online on [www.cnwl.nhs.uk/wp-content/uploads/Grenfell-flyer.pdf](http://www.cnwl.nhs.uk/wp-content/uploads/Grenfell-flyer.pdf)

For further information people can call **0800 0234 650** or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net). The line is open 24 hours a day.

## 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, 178 offers of accommodation have been made, 55 offers have been accepted and 23 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**

## What help is on offer?

### Bereavement support

Call the Freephone helpline on **0808 808 1677** or email [helpline@cruse.org.uk](mailto: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.

### 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](http://victimsupport.org.uk). The line is open 24 hours a day.

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://facebook.com/grenfellsupport), or visit [www.grenfellresponse.org.uk](http://www.grenfellresponse.org.uk)