

# Grenfell Fire Response News

## Public meeting at Al Manaar, the Muslim Cultural Heritage Centre tomorrow

The next community public meeting will take place tomorrow Wednesday 23 August, from 6pm to 7.30pm at Al Manaar, the Muslim Cultural Heritage Centre, 244 Acklam Road, W10 5YG.

The session will aim to provide:

- a personal introduction to the local policing team
- updates on guidance, information and support available to you.

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.

For further information, visit [www.grenfellresponse.org.uk](http://www.grenfellresponse.org.uk)

## #Game4Grenfell tickets for Grenfell Tower and Grenfell Walk residents

A charity football match, the #Game4Grenfell, will take place on Saturday 2 September at Queens Park Rangers' Loftus Road stadium to show support and raise money for the community affected by the Grenfell Tower fire.

The game will see two teams of ex-professionals and celebrities play each other, and the match is hosted by Queens Park Rangers and QPR in the Community Trust in partnership with Columbia Records and Toast Entertainment Group.

Queens Park Rangers are also inviting families and residents of Grenfell Tower and Grenfell Walk who lost their homes in the fire to be their guests at the game.

People can email [leone.buncombe@rpt.org.uk](mailto:leone.buncombe@rpt.org.uk) or call **020 7229 2928** to get a ticket, and the Rugby Portobello Trust will then arrange for tickets to be collected.

Free tickets are also available in a prize draw. To be a part of the draw, people should come to The Curve with proof of their address by Wednesday 23 August.

The draw will take place on Friday 25 August and winners will be notified from Saturday 26 August. Tickets to winners will be delivered to people from Tuesday 29 August.

People can find out more information at The Curve or go online at [www.game4grenfell.com](http://www.game4grenfell.com)

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## What is this newsletter for?

This is the forty-first 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://facebook.com/grenfellsupport) or visit [www.grenfellresponse.org.uk](http://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.

### 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.

### 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)

### Grenfell community day at Kensal Library

Families and local people are invited to Kensal Library, 20 Golborne Road, W10 5PF, on Wednesday 30 August, 10am to 4pm. People can enjoy refreshments, talk to new people and old friends, and take part in a wide range of fun activities for the whole family. No booking is required, just come and enjoy the day.

## Therapeutic centre open for adults

A therapeutic centre is open at Claire Gardens Children's Centre, 349 Westbourne Park Road, London, W11 1EG from 9.30am to 5.30pm from Monday to Friday.

Every weekday 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.

If someone would like to book a therapy session they should contact their Key Worker. Those who do not have a Key Worker can book a therapy session on a first-come-first-serve basis by contacting Emily Le Gros on [emily.le-gros@rbkc.gov.uk](mailto:emily.le-gros@rbkc.gov.uk).

If anyone booking a therapy session requires childcare, they should mention this when booking and a crèche place can be arranged at either St Quintin's Children's Centre or The Curve.

## Temporary move for The Curve over Notting Hill Carnival weekend

The community assistance centre at The Curve will temporarily move to The Millennium Gloucester Hotel, 4-18 Harrington Gardens, SW7 4LH during Notting Hill Carnival weekend, from Friday 25 to Monday 28 August, so that people from Grenfell Tower and Grenfell Walk can continue to access support and vital services.

The community assistance centre will be based in the Sentosa Suite of the Millennium Gloucester Hotel, which is fully accessible with a private courtyard patio.

The opening times of the Suite will be:

- Friday 25 August, 10am to 8pm
- Saturday 26 August, 10am to 8pm
- Sunday 27 August, 10am to 8pm
- Monday 28 August, 10am to 8pm

A shuttle bus will operate to take people from hotels to the Millennium Gloucester Hotel.

For more information about the shuttle bus service people can talk with their Key Worker or ask at the hotel reception desk.

## Care for Grenfell team set up to support residents

The Care for Grenfell team has been set up to talk to any residents that have been affected by the Grenfell Tower fire who feel that their concerns or requests have not been fully answered.

If people do have any questions or concerns that they feel haven't been met, please call **020 7745 6414** or email [careforgrenfell@rbkc.gov.uk](mailto:careforgrenfell@rbkc.gov.uk). The line is open from Monday to Friday, 9am to 5pm.

## Overnight support at the Harrow Club

People affected by the Grenfell Tower fire who are feeling depressed, anxious or struggling to sleep, are invited to come to the Harrow Club, 187 Freston Road, W10 6TH, from 8pm to 8am on Mondays, Tuesdays and Wednesdays to relax, have a cup of tea and talk to someone.

The free drop-in sessions are run in English however support is offered for a range of other languages including Arabic, Urdu, Somali, Farsi, Albanian, Hindi, Punjabi and Serbo-Croat.

For more information about overnight support, please call **07397 871 877**.

## Public health advice

Public Health England (PHE) publishes weekly air quality reports online, which collect data from around the site of Grenfell Tower. These reports continue to show low levels of air pollution. The most recent report (published 17 August) can be found online along with further public health advice at [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)

## Emotional 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.
- For practical or emotional support you can call the British Red Cross helpline on **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 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 and advice on explaining to a child what happened.

- 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.

### Walk in service at The Curve

NHS run a walk in service at The Curve, 4 Bard Road, W10 6TP from 10am until 8pm every day to help people that want to talk to someone about mental health support.

### Health outreach pop-up clinics

NHS are also offering regular pop-up clinics for adults and children. To stay up-to-date visit [www.cnwl.nhs.uk/news](http://www.cnwl.nhs.uk/news) and [www.facebook.com/CNWLNHSFT](https://www.facebook.com/CNWLNHSFT)

## 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** 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, 177 offers of accommodation have been made 58 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**

## Free summer drop-in session from West London Action for Children

West London Action for Children will be offering a free drop-in session tomorrow Wednesday 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. Transport costs can be covered as well if needed.

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