

Grenfell Fire Response News

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Mental health support for pupils returning to school

Mental health support is available to young people affected by the Grenfell Tower tragedy who are returning to school.

Headteachers will continue to run parent meetings and provide specialist support and advice for students, as well as providing other support resources for schools.

Place2Be are working with local schools who have identified a need for some additional counselling and will be providing one-to-one support for students, teachers and families when pupils return to school.

The Council's online counselling service, **Kooth.com**, is also available to provide further support to pupils affected by the disaster.

Further support is available through the Screen and Treat programme run by the NHS. This programme can be accessed by calling **0800 0234 650**.

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Drop-in session on retrieving possessions at The Curve

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

Kenyon is hosting another session this week at The Curve to answer questions families may have about how possessions are removed, stored and returned.

The session is taking place on:

- **Friday 8 September**, 2pm to 4pm

Further sessions can be arranged by appointment. To make an appointment people can fill out an application form at The Curve, by calling Kenyon on **01344 316 662** or email **Grenfell@kenyoninternational.com**. The line is open from 9am to 5pm.

What is this newsletter for?

This is the forty-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**

‘Screen and Treat’ programme to help people with trauma

The NHS are running a specialised ‘Screen and Treat’ programme to talk and provide support to people who might be traumatised and suffering from post-traumatic stress disorder (PTSD) after the Grenfell Tower fire.

The programme will aim to reach up to 23,000 people over a one-year period to help people who need it. The programme involves:

- GPs carrying out a physical and mental health assessment to people and helping them to find the most appropriate treatment for them
- Talking with local people from the Lancaster West estate and the local community to provide support
- Providing further support for people who may have lost someone in the fire
- Organising visits to hotels where people are temporarily living

Find out more about the programme by calling **0800 0234 650**.

Further mental health support is available online by visiting **www.cnwl.nhs.uk/news/grenfell-emotional-wellbeing-support**

Overnight support at the Baseline Studios

People affected by the Grenfell Tower fire who are feeling depressed, anxious or struggling to sleep, are invited to come to the Baseline Studios, Whitchurch Road, W11 4AT, from 8pm to 3am on Thursdays, Fridays and Saturdays 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** or email **info@totalfamilycoaching.co.uk**

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**. The line is open from Monday to Friday, 9am to 5pm.

If people are calling outside of opening hours, they can provide their name and contact details and a member of the team will respond as soon as possible.

If people need to speak to someone urgently about housing or need to get in touch with social services, they can call the housing line on **020 7361 3008** or the social services line on **020 7361 3013**.

Leaflet advice on working with a lawyer

Citizens Advice Kensington & Chelsea has been working with the Law Society to produce two leaflets to explain issues around working with a lawyer. The information will help people answer some of the questions around choosing and changing a lawyer as well as paying for one. The advice is free, independent, confidential and impartial.

For more information or if you have any issues to discuss contact Citizens Advice Kensington & Chelsea at The Curve, Monday to Friday, 10am to 5pm or at its main offices, 2 Acklam Road, W10 5QZ. You can also call **020 8962 3492** or email **Grenfell@kensingtoncab.org.uk**

Free holidays for families to Cornwall

Cornwall Hugs Grenfell is offering free holidays for families affected by the Grenfell Tower fire to Cornwall so people can enjoy activities, surfing and days out to The Eden Project and St Michael's Mount.

Bookings are now being taken for the October half-term and for Summer 2018.

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

Pop-up clinics for mental health support

The NHS is offering daily pop-up clinics for families and children, seven days a week, so people can talk to a specialist about health issues and mental health support. All services are free and confidential for people to use.

The sessions take place each day at the following locations:

- **Mondays**, 3pm to 5pm
at The Harrow Club,
187 Freston Road, W10 6TH
- **Tuesdays**, 3pm to 7pm
at The Clement James Centre,
95 Sirdar Road, W11 4EQ
- **Wednesdays**, 4pm to 7.30pm
at Kensington Leisure Centre,
Silchester Road, W10 6EX
- **Thursdays**, 4pm to 7.30pm
at Latymer Community Church,
116 Bramley Road, W10 6SU
- **Fridays**, 2pm to 4pm
at The Muslim Cultural Heritage
Centre, 244 Acklam Road,
W10 5YG
- **Saturdays**, 4pm to 7.30pm
at Maxilla Community Space,
4 Maxilla Walk, W10 6NQ
- **Sundays**, 4pm to 7.30pm
at Westway Sports Centre,
1 Crowthorne Road, W10 6RP

People can find out more information on these clinics at
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. The line is open 24 hours a day.

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 on 31 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

Further 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

- People who need an urgent mental health response 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.
- 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** to talk to a trained counsellor any time, day or night.
- CALM offers support to men, on **0808 802 58 58** or visit www.thecalmzone.net. The line is open every day from 5pm to 12 midnight.

Support for children with disabilities and learning difficulties

- Full of Life Kensington and Chelsea is providing outreach counselling to parents of children with disabilities.

Visit 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.

New NHS website to help you get the support you need

The NHS has launched a dedicated website to help people affected by the Grenfell Tower fire get the support they need. This includes physical health services, mental health support and emotional wellbeing.

Find out more by visiting www.grenfell.nhs.uk

If people have any further feedback on what they would like to see, or for more information, they can email Grenfell.response@nhs.net

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**.

For regular updates please follow us on Twitter **@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, 180 offers of accommodation have been made 63 offers have been accepted and 29 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 Housingline on **020 7361 3008**

Extended deadline for people to access immigration scheme

The Home Office has extended the deadline for people to access the immigration scheme, to allow people who have lost their homes in the fire to stay in the UK for up to 12 months.

If people do not apply for this scheme, we will make sure that they will still be able to access the services they need, including accommodation and healthcare. We will not use this tragedy as a reason to carry out immigration checks.

To access the scheme, you do not need to submit an application but you do need to come and talk to us in person. You will need to bring

any evidence you have to show you lived at Grenfell Tower on the date of the fire or close to it. If you have lost your evidence in the fire we can still help you.

You can speak face-to-face about the new scheme to our specialist Home Office team at The Curve, 10 Bard Road, from 10am to 8pm. You are welcome to bring someone with you to help. Translators are available if needed.

To learn more about the scheme call our helpline on **0300 222 0000** to arrange for a call back by our specialist visa and passport teams. The line is open 24 hours a day.