

Grenfell Response News

27 October 2017
Issue No: 56

Come and give your views about the Curve

We want to welcome the community into the Curve for two special afternoons of conversation and consultation: over tea and a cake, share with us your views about how the Curve centre should be used, meet the team, and find out more about ways to get involved to shape the future of your community centre.

Saturday 28 October, 2 to 6pm

Thursday 2 November, 2 to 6pm

At the Curve, 10 Bard Road, W10. Refreshments provided and children welcome.

Care for Grenfell

The Care for Grenfell team has been set up for anyone who has been affected by the Grenfell Tower fire and offers a single front door to all council services and support.

The team works to resolve and direct enquiries to the most appropriate teams and ensure residents and their families are provided with the care and support they need.

Call: **020 7745 6414**

Email: **careforgrenfell@rbkc.gov.uk**

Through Care for Grenfell the council is providing 24/7 long-term support for people from the tower, surrounding area and the wider community.

The team's core hours are 8am to 8pm every day, but an out of hours service also runs seven days a week for emergencies.

How Care for Grenfell can help

- Information and advice for those affected and those working with the affected
- Referrals to a range of support including support workers or key workers
- Problem solving
- Help if there is any issue with the support you are receiving

Care for Grenfell provides a responsive and flexible service. If the help you need isn't listed above, please ring the team.

If you require urgent emotional wellbeing or mental health support please phone the NHS on **0800 0234 650**, this line is available 24/7.

IN THIS EDITION

- 1 Come and give your views about the Curve
- 1 Care for Grenfell
- 2 Council committed to securing hundreds more homes
- 2 Overnight NHS support at Notting Hill Methodist Church
- 2 Grenfell Recovery Scrutiny Committee details
- 3 How to get help
- 3 Specialist respiratory clinics
- 3 Royal Mail help and support
- 3 The Curve opening hours
- 3 Legal advice
- 4 What help is on offer?
- 4 Housing update
- 4 Somebody to speak to online
- 4 How can we improve Grenfell News?

This is the fifty-sixth edition of the Grenfell Response Team newsletter.

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**

Council committed to securing hundreds more homes for families in hotel accommodation

The Council is committed to finding a home for families who are in hotel accommodation and want to move out before Christmas.

We are buying properties mostly in W10 and W11, but also across the Borough, to make this possible. As our buying programme gathers pace, there will be more properties available each week via our Choice Based Lettings website.

We have identified and we are securing over 100 homes to achieve our target of enabling anyone who chooses to move by Christmas.

We know that it is not feasible or comfortable for residents to live in hotels for a long period and that is why we are trying to find everyone a permanent home and enable them to move in.

The 105 new-build properties across three developments – Hortensia Road, Kensington Row and Tavistock Crescent are available and are being offered to residents.

While our priority is to find properties as quickly as we can for those families who were affected by the fire,

we want to ensure we are providing a choice of accommodation and to do this we are listening carefully to what people want.

To ensure we are buying the right properties, our housing officers are listening to your feedback about your needs, requirements and where you'd like to be located. We are however unable to buy specific properties for specific families but we will do our best to match the properties to your needs.

Most of the properties we are buying are similar in quality and standard to the new-build properties in Hortensia Road and Kensington Row. We inspect each one carefully and are confident the quality is consistent with those properties that have already been offered to residents.

The homes we buy need to be fit for purpose and good value for money. This means that they are easy to maintain and don't carry high costs such as service charges.

Overnight NHS support at Notting Hill Methodist Church

Hestia, Central and North West London NHS Foundation Trust, and the Drug and Alcohol Service are based at the Notting Hill Methodist Church overnight, from 10pm to 8am. Hestia staff have also been based in hotels with displaced residents overnight to help with any urgent issues that arise, contacting Central and North West London NHS Foundation Trust if needed.

The NHS will be very happy to respond to requests for us to provide pop-up clinics, or for us to focus our work in particular settings. To request a pop-up clinic, residents should contact **grenfell.response@nhs.net** or call **0208 9624393**.

As always, the NHS helpline is available all day, every day, on **0800 0234 650** or at **cnw-tr.spa@nhs.net**

Let us have your thoughts on the Grenfell Recovery Programme

The next meeting of the Grenfell Recovery Scrutiny Committee is on Monday 30 October. It is the second in a series of such meetings between now and March. The Committee will look at the Grenfell Recovery Programme and how the Council and others are addressing the needs of survivors and families. It will make suggestions as to how we can do more and what we can do better.

The Committee would value your input. We're looking at how we can make our recovery work more

suited to your needs, so it would be useful to hear your thoughts and experiences. At the next meeting we will be looking at Volunteering and the Curve. We will also be looking at plans for a consultation on housing allocations policy for residents from the Walkways who have been displaced by the fire. We would also welcome any comments you have on other issues which we will consider at future meetings. If you can't come in person, you can email us your ideas, concerns or questions.

Emails should be 150 words or fewer and should not contain personal information or identify an individual's circumstances.

We'll need your emails at least two working days before the meeting of the Grenfell Recovery Scrutiny Committee.

Please email **scrutiny@rbkc.gov.uk**

How to get help

There are lots of services available if you or someone 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 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

- **NHSGo.uk** provides health information for young people under the age of 25, including advice on coping with stress after a major incident.

Specialist respiratory clinics: fast track route

Anybody affected by the fire who is having problems with their breathing, whether from an existing physical condition, or from stress or anxiety, will have fast-track access to a new specialist respiratory clinic at St Mary's Hospital in Paddington. Patients can be referred into the service by their GP.

The risk to people's health from air pollution around the Grenfell Tower site remains low but residents with any questions about their health following the fire should book an appointment with their GP.

Air quality advice

Public Health England (PHE) publishes weekly air quality reports online every Thursday, which collect data from around the site of Grenfell Tower. These reports continue to show low levels of air pollution. No asbestos has been detected, levels of particulate matter remain low, and monitoring results for dioxins, furans, PCBs, and PAHs are equivalent to background levels for London.

The air quality reports can be found online along with further public health advice at **www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire**

Royal Mail help and support for Grenfell

Call us on **01752 387055** to arrange a redirection or arrange to collect your mail from: The Curve 10 Bard Road W10 6TP.

Opening hours from 30 October:

Monday, Tuesday, Thursday and Friday: 10am to 5pm

Wednesday: 10am to 8pm

Alternatively you can collect your mail Monday to Saturday from 8am to 2pm from Unit 20–23 West London Delivery Office 7 Premier Park Road London NW10 7NZ. Please remember to take your ID if collecting mail from either location.

If you don't have ID, please call us on **01752 387055** before visiting so we can help.

The Curve opening hours

The Curve, Grenfell Assistance Centre is open:

Monday to Friday –
10am to 8pm

Saturday and Sunday –
11am to 6pm

Legal advice

The Law Society has useful information for anyone affected by the fire or its aftermath who needs help with legal issues such as choosing and changing a lawyer, housing, immigration, wills and probate or benefits.

You can find out more online at: **www.lawsociety.org.uk/for-the-public/getting-expert-help/grenfell**

What help is on offer?

Anyone who would like to speak to the police in relation to the investigation into the fire is 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.

The Grenfell Muslim Response Unit also offers additional support. Find out more by calling **020 3670 6004** or email **info@gmru.co.uk**

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**, 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, while making sure to work at the pace that each family or household feels comfortable with.

So far, 178 offers have been made for temporary accommodation. 53 households have accepted offers of temporary accommodation and 45 have moved in. 61 households have accepted offers of permanent accommodation and 18 households have moved in.

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**.

Somebody to speak to online

You may find it easier to talk about your experiences online, rather than meeting a counsellor face to face. If so, Qwell offer online counselling services that you can access via your phone or any other connected device. This is available to any adult aged 18 or over, and counsellors are online until 10pm, 365 days a year. To access this support visit **www.qwellcounselling.com**. There are also self-help articles, a supportive online community and live forums.

How can we improve Grenfell News?

We are also thinking about how the newsletter can better serve the needs of residents. If you have any feedback on the newsletter or ideas for extra information it can contain, the team will be at the Curve, at 10am on the 1 November to hear your thoughts. You can also give us your feedback on Twitter or Facebook. Search for **@GrenfellSupport**.

Alternatively, you can email us on **Michael.Clarke@rbkc.gov.uk** or WhatsApp us on **07814 247 909**.