

Grenfell Response News

Support during bonfire night

Extra outreach staff from the NHS and Hestia are available in North Kensington over the weekend of 4th November due to Bonfire Night.

We appreciate that this could be a particularly traumatic time for people and so have brought in additional help. These staff will operate on a roaming basis around the local area, to offer support to any residents that are struggling with trauma.

The NHS 24/7 emotional support line is also available on **0800 0234 650** and overnight counselling services continue to be available in hotels.

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 Support during bonfire night
- 1 Care for Grenfell
- 2 Family and Friends Assistance Centre moves
- 2 The Support for Grenfell Community Hub
- 2 How well are Grenfell survivors needs being met?
- 2 Overnight NHS support at Notting Hill Methodist Church
- 2 Housing information desk at the Curve
- 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-seventh 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**

Family and Friends Assistance Centre moves

The Family and Friends Assistance Centre (FFAC) has been relocated to a venue close to Kensington High Street. It is envisaged that the centre will be open and fully operational on the 6th November 2017.

The existing procedures for bereaved families and friends booking via their Key Worker or Family Liaison Officers (FLOs) to use services will not change.

The Support for Grenfell Community Hub

The hub is a partnership of four charities offering a range of support, counselling and advice for children, young people, parents and families affected by the Grenfell Tower Fire.

They offer:

- Bereavement Support and advice, including individual, couple, family and group sessions
- Parenting support and drop in sessions

For Schools and those that work with children and young people in any setting

- Support and advice for anyone concerned about a child or young person
- Training and support
- Programmes in schools including art and play based creative therapy

The hub is based in Bramley Road at the Phoenix Brewery and can be contacted between 0900-1730 on **07964 560175**. For further information please visit **www.support4grenfell.com**

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**

How well are Grenfell survivors needs being met?

The next meeting of the Grenfell Recovery Scrutiny Committee is on Monday 20th November. It is the third in a series of such meetings taking place up to March 2018. The committee will look at how the council and others are addressing the needs of survivors and families. It will make suggestions as to how the council can do more and what it can do better.

We're looking at how we can make our recovery work more suited to your needs, so we want to hear your thoughts and experiences. After public feedback at the October 30th meeting, the agenda for discussion at the next meeting has been amended as we would like to be responsive to suggestions from the community.

The next committee meeting will focus on the Rehousing Programme (including the management of the Lancaster West estate) and the key worker service. Those who have a direct experience of these services will be given an opportunity to address the meeting. 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**

Housing information desk at the Curve

From Monday 6 November, the housing desk at the Curve will have new opening hours for a trial period of two weeks.

The housing desk will be open daily from 12 noon to 6pm.

The reduced opening hours reflect a reduction in the number of residents attending the Curve for Housing advice. The housing desk will continue to provide housing advice and residents can also call Housingline on **020 7361 3008**.

At the end of the trial period we will review the opening hours again and let you know about the future.

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 303 2832**. 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. 52 households have accepted offers of temporary accommodation and 47 have moved in. 70 households have accepted offers of permanent accommodation and 26 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**.