

Grenfell Response News

10 November 2017
Issue No: 58

Update on housing support & Draft Walkways Rehousing Policy consultation announced

Housing support for former residents of Grenfell Tower and Grenfell Walk

The Council has announced a broader package of housing support to help the former residents of Grenfell Tower and Grenfell Walk start to rebuild their lives. Residents won't pay rent or service charges until 1 July 2019. This will be the case whether they move into interim or permanent accommodation from their hotel. The same offer will be extended to council tax as well as core utilities - electricity, gas and water. Also every adult resident will also be provided with a £300 per week allowance and every child with £150 per week for the first three months.

This will then be followed by three months support of £150 per adult per week and £75 per child per week.

In the meantime, the Council is securing 300 homes for former residents of Grenfell Tower and Grenfell Walk.

Walkways Consultation

We will do everything we can to help residents across the Lancaster West Estate to rebuild their lives. We will be writing to Walkways residents next week with details of the support we are offering and are also launching a consultation on a draft 'Walkways Rehousing Policy' and are inviting all residents of Lancaster West to have their say. More details of how to take part in the consultation will shortly appear on the Grenfell Response and RBKC websites.

Register to Vote

From Monday 13 to Friday 17 November members of the Electoral Services team will be based at the Curve between 10am and 6pm. From then on there will be a member of the team based at the Curve every Thursday, between midday and 7pm, until the local elections in May 2018. In addition to advice and help with registering, visitors will also be able to arrange postal or proxy votes.

New electors can also register online at www.gov.uk/register-to-vote. It takes around five minutes and you will need your date of birth and National Insurance number (if you don't have one you will be asked to provide documentary evidence to prove your identity).

If you have any questions or would like more information email elect@rbkc.gov.uk

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This is the fifty-eighth 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](https://twitter.com/grenfellsupport) and on Facebook at [facebook.com/grenfellsupport](https://www.facebook.com/grenfellsupport) or visit www.grenfellresponse.org.uk

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 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
- Problem solving
- Referrals to a range of support including support workers or key workers
- 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.

How well are former Grenfell resident's 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**

Christmas concert in Aid of former Grenfell Tower residents

Help the former Grenfell residents by attending a Classical Christmas concert to be performed by the London Moonlight Symphony Orchestra (LMSO) in collaboration with St James Church in Paddington and Kensington and Chelsea foundation trust, to raise funds for the victims of the Grenfell fire tower fire.

This an evening concert comprising of Choral vocal performances and Orchestral performances featuring works by two most loved composers in the worlds of classical music, F.Handel, and W.A.Mozart.

Performers:

- **London Moonlight Symphony Orchestra (LMSO)**
- **St Dominic's Sixth Form College Chamber Choir**
- **Isolda Da Costa Soares (Soprano)**
- **Tze-Tien Huang (Piano)**
- **Matthew Hardy (Conductor)**

Location: St James's Church, Sussex Gardens, Paddington, London, W2 3UD

5 December 2017 at 7.30pm

Your support will make a massive difference to the lives of those affected.

The Curve Grenfell Assistance Centre

The Centre is open to everyone affected, the opening hours are:

Monday to Friday – 10am to 8pm	Saturday and Sunday – 11am to 6pm
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Address: 10 Bard Road, London, W10 6TP

Email: **thecurve@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.

Events at The Curve

Caribbean Coffee morning

In collaboration with the Pepper Pot, everyone is welcome to join us at the Curve for a Caribbean coffee morning with cakes on Wednesday 15 November between 10am to 12noon.

Gardening at the Curve

Residents are welcome to come and join us down at the Curve to help us plant our garden on Tuesday 14 November between 1pm and 3pm.

Help shape your assistance centre

We want to work with you, and be led by you in creating the future of the Curve. Your centre should provide services that you want, and that helps families and the community to recover and rebuild.

Share your views using the online survey:

www.rbkc.gov.uk/futurecurve

Or come along to one of our drop-in sessions in the borough:

- **Friday 10 November**, 3 to 6pm, The Curve, 10 Bard Road, London, W10 6TP
- **Wednesday 15 November**, 12 to 3pm, The Curve, 10 Bard Road, London, W10 6TP
- **Friday 17 November**, 11am to 2pm, Al Manaar Mosque, 244 Acklam Road, London, W10 5YG
- **Monday 20 November**, 10am to 1pm, Baseline Studios, Lancaster West Estate Whitchurch Road, London, W11 4AT
- **Friday 24 November**, 3 to 6pm, The Clement James Centre, 95 Sirdar Road, London, W11 4E
- **Saturday 25 November**, 1 to 4pm, The Curve, 10 Bard Road, London, W10 6TP

The deadline for responses is Monday 4 December

Local MP calls for those affected by the Grenfell Tower Fire to get their free flu vaccination

Kensington MP Emma Dent Coad is calling on those affected by the Grenfell Tower fire to take the opportunity to get the free flu vaccination, now on offer. It follows the NHS's decision to extend the free annual flu vaccination to all former Grenfell Tower residents and those from the surrounding neighbourhood.

All local surgeries or pharmacies can provide the vaccination. Housebound or hotel-based patients can contact their GP surgery or outreach worker to assist in arranging it.

In addition to your local GP surgery the free flu vaccination will be available to residents at two events being held by the local NHS at the

end of November. As well as the vaccination you can meet other healthcare professionals who are delivering services in the area in response to the Grenfell Tower fire.

The NHS is holding an event for those affected by the Grenfell Tower at Notting Hill Methodist Church, 240 Lancaster Road, London W11 4AY on Monday 27 November from 11.30am to 2pm and another at Henry Dickens Centre 104 St. Anns Rd, London W11 4BU on Thursday 30 November from 5.30pm to 8pm. Details at: **www.grenfell.nhs.uk/news-and-publications/news-come-and-meet-your-local-nhs-november**

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, 149 offers have been made for temporary accommodation. 52 households have accepted offers of temporary accommodation and 50 have moved in. 72 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**.