

Grenfell Response News

Housing support for former residents' of Grenfell Tower and Grenfell Walk

We wrote in the last edition about the housing support available for former residents' of Grenfell Tower and Grenfell Walk to start to rebuild their lives. If you missed it, it can all be found on grenfellresponse.org.uk.

Walkways Consultation

Don't forget to have your say on the draft 'Walkways Rehousing Policy'. More details of how to take part in the consultation are available on www.rbkc.gov.uk/walkwaysconsult

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Housing information service at The Curve

We have been trialling reduced opening hours for the housing information service at The Curve, following a drop in the number of residents attending for housing advice. From Monday 4 December, the new operating hours will be Monday to Friday from 12 noon until 6pm. Outside of these hours, residents can call Housingline on **020 7361 3008**.

Housing advice for Walkway residents'

Citizens Advice can help you with advice and support on housing issues such as housing suitability assessments, offers of interim and permanent accommodation and how you might be affected by the Walkways Rehousing Policy.

Advice and support for residents receiving charitable payments

We can have a chat with you about any concerns you may have around receiving charitable donations such as saving plans, setting up a trust, managing your money or any other matters.

We also offer advice and support on welfare benefits, employment, debt, consumer and education issues.

We can offer this advice by visiting you in your hotel or home, meeting you at The Curve, your local community organisation or at our offices, at a time that suits you.

Opening times at The Curve
Monday to Friday, 10am to 11am
and 5pm to 8pm

Opening time at 2 Acklam Road
Monday, Tuesday, Wednesday
and Friday, 10am to 5pm

Outreach
Rugby Portobello Trust
Mondays 12 noon to 2pm

Ways to contact:
Telephone/Text/Whats app:
07588683500

Email: Grenfell@kensingtoncab.org.uk

This is the sixtieth 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
- 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.

Site Updates

As work on different parts of the Grenfell Tower site is completed, the size of the site is being reduced and the security hoardings around certain parts of the Lancaster West Estate will be removed. Reducing the size of the site will help cut down on the disruption for local residents.

This work will begin this week and it will be completed by 4th December 2017. The alterations will restore pedestrian access between Silchester Road and Bomore Road. The Kensington Aldridge Academy will no longer be inside the cordon but will remain closed until next year.

There will be no change to the access arrangements for

- Grenfell Walk – access for former residents is by appointment only – contact Kenyons on **01344 316662**.
- Garages – contact London Resilience on **07920 534 378** to arrange an appointment.

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-advicefollowing-the-grenfell-tower-fire**

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

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.

NHS Support

Your local NHS is holding the next in its series of events to support those affected by the Grenfell Tower fire. Drop in with your neighbours and friends for a chat, and some hot food and drink.

They are providing a safe, protected space for you to receive support and information from NHS professionals and other local community organisations. You can take part in breathing exercises, enjoy a relaxing chair massage, learn everyday coping skills and find out more about your local health services. Your free flu jab will also be on offer throughout.

- **Monday 27 November, 11.30am to 2pm**
Notting Hill Methodist Church, 240 Lancaster Road, London W11 4AY
- **Thursday 30 November, 5.30 to 8pm**
Henry Dickens Centre 104 St. Anns Rd, London W11 4BU

For more information, visit **www.grenfell.nhs.uk**

Register to Vote

Every Thursday from Thursday 23 November until the local elections in May 2018, there will be a member from the Electoral Services team based at The Curve from midday and 7pm.

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**

Grenfell Community Day

The Library Service in RBKC has been hosting monthly community days at Kensal Library for those affected by the Grenfell tragedy. We are hosting one more event this month at Brompton Library on the 30 November. Come Along!!!

Thursday 30 November, 1 to 5pm,
Brompton Library, 210 Old Brompton Road,
London, SW5 0BS

Join us at Brompton Library for a day full of community love and support. Enjoy some refreshments, catch up with new and old friends and give something different a try. There will be plenty activities to keep the entire family entertained.

No booking is required.

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
- 51 households have accepted offers of temporary accommodation
- 47 have moved into temporary accommodation
- 74 households have accepted offers of permanent accommodation
- 36 households have moved into permanent accommodation.

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**.