

Grenfell Response News

Grants deadline looms for those affected by Grenfell and London Terror attacks

London Emergencies Trust is a charity set up to get public donations to those injured or bereaved by the fire at Grenfell Tower, or one of the four terrorist attacks in London this year.

The Trust will wind down its operations in Spring 2018, and will by then have distributed over 10million pounds to hundreds of people.

If you were hurt or bereaved in the London terror attacks or the Grenfell Tower tragedy you may still be entitled to a cash grant.

Please get in touch by 15 January 2018 if you were affected by the attacks in Westminster, London Bridge/Borough Market, Finsbury Park, Parsons Green or by the Grenfell Tower fire.

<http://londonemergenciestrust.org.uk/contact-us>

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This is the sixty first 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**

Walkways Consultation

The Council recently launched a consultation on our draft rehousing policy for residents of Barandon, Hurstway and Testerton Walks. We know that many families have already returned to their homes on the Walkways and want to continue to live there, but we recognise this is not the case for everyone.

As part of this consultation, we are holding four events for residents of Lancaster West Estate and those residents who are currently in hotel accommodation. The events will allow residents to share their views about the draft rehousing policy. There will be a presentation about the draft policy at the start of each session, followed by small group discussions, led by independent researchers from outside the council. The feedback we get through these events and through the online consultation will help us to finalise the rehousing policy for residents of Barandon, Hurstway and Testerton Walks.

The events will take place on:

- Monday 4th December – 12.30 – 2.30pm Notting Hill Methodist Church, 240 Lancaster Road, Notting Hill London W11 4AH
- Monday 4th December – 6.30 – 8.30pm Millennium Gloucester Hotel 4-18 Harrington Gardens London, SW7 4LH
- Tuesday 12th December – 12.30 – 2.30pm Millennium Gloucester Hotel 4-18 Harrington Gardens London, SW7 4LH
- Tuesday 12th December – 6.30 – 8.30pm Al Manaar, Muslim Cultural Heritage Centre, 244 Acklam Rd, London W10 5YG

Please let us know if you plan to attend so that we can arrange for the appropriate number of facilitators to support the group discussions. You can register by emailing **consult@rbkc.gov.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 people 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.

Help shape your Curve 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 help families and the community to recover and rebuild. Share your views using the online survey: **www.rbkc.gov.uk/futurecurve**

The deadline for responses is Monday 4 December.

The Curve at Christmas

In December and through to the new year, the Curve will be offering a range of activities for children and families, as well as adult learning. From arts and crafts to yoga, creative writing and music, the Curve is offering free activities for all. To find out more, ask your Key Worker for a copy of the Curve timetable, or email **thecurve@rbkc.gov.uk**

Curve Christmas Tree

Friday 8 Dec –
5pm to 7pm @ the Curve

Christmas at the Curve, come along and join us to decorate the Curve Christmas tree.

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

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**

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.

Changes to Home Office Presence at the Grenfell Tower Community Advise Centre

The Home Office remains committed to providing a service to former Grenfell Tower residents', their family members and members of the local community.

Following a decrease in Immigration related customer queries at The Curve, the Home Office will reduce its presence at the centre.

With effect from 4 December 2017, Home Office staff will be available to speak to the local community on a weekly basis, every Thursday 2-6pm, on a drop-in basis, or you can book an appointment.

Those who wish to book an appointment, can speak to a Home Office member of staff, or is you have a query on days when the Home Office are not present, you can call the Home Office Grenfell team on **0208 196 4531**.

The Home Office will continue to work with partners to review its service provision after Christmas.

Events at the Curve

Chickenshed theatre show

Monday 4 December - 10:30am to 11:30am @ the Curve
Big Stories from the Little Box is back. Come and enjoy Chickenshed's interactive performance involving puppetry, storytelling, dancing and music.

Therapeutic Arts

Every Thursday - 5pm to 7pm @ the Curve
Art workshops with different arts project each week to stimulate your creative senses. Open to everyone all ages, including children

Poetry Writing for adults

Tuesday 5 December - 10:30am to 12:30pm @ the Curve
Come and get creative and play with words, no experience needed.

Coffee Morning

Wednesday 6 December - 10am to 12pm @ the Curve

Benvenuto! Italian Coffee Morning for i nostri amici.

Please come and join us for hot steamy Italian coffee and tasty Mediterranean treats on Wednesday rom 10-12pm. Ciao for now!

Coffee Evening

Thursday 7 December - 5.30pm to 7.30pm @ the Curve

Flourish: Arts & Wellbeing Mosaics for All:

Thursday 7 Dec & Wednesday 13 Dec - 10am to 12pm and 1pm to 3pm @ the Curve

A free arts programme running for anyone affected by Grenfell. ACAVA are holding taster arts and well-being workshops for parents accessing services at the Curve over December. In each workshop you will be able to explore a different art medium: Textiles and Mosaics. All are welcome and no experience is necessary.

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**.

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 emailing **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:

- 150 households have been made offers for temporary accommodation
- 54 households have accepted offers of temporary accommodation
- 48 have moved into temporary accommodation
- 79 households have accepted offers of permanent accommodation
- 37 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 offers 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, you can 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**.