

# Grenfell Response News

## Changes to Grenfell immigration policy to support survivors and relatives

The Home Office has announced changes to the immigration policy for survivors of the Grenfell Tower tragedy.

If you are a non-UK national affected by the Grenfell Tower tragedy, you now have an extra two months to ask to stay in the UK.

The Home Office policy allows those who are eligible to stay in the UK. After staying in the UK for five years under the policy, they can obtain permanent residence with full access to support and assistance. To access the scheme, residents' have until 31 January 2018 to speak to the Home Office in person.

The Home Office has widened the policy so that if you are a survivor of the Grenfell Tower tragedy and have permission to stay in the UK under a different immigration policy, you can switch into the dedicated Grenfell policy before 31 January 2018.

Finally, if you have permission to stay in the UK under any other category, such as family or work, and qualify under the Grenfell immigration policy to access public funds and permission to work, you will continue to have access to these in any further periods of limited leave granted under the Immigration Rules.

If you believe you are eligible and have not yet come forward, you can do so before 31 January 2018 by calling **020 8196 4531** and arranging an appointment with the Home Office team at the Curve Community Assistance Centre, 10 Bard Road. Alternatively, we are operating a drop-in service at the Community Assistance centre every Thursday 2 to 6pm.

## Site Updates

Work to reduce the size of the Grenfell Tower site has now been completed. Residents' now have access between Silchester Road and Bomore Road, however there is 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 (note that no visits will be possible between 20 December and 3 January).

The Grenfell Tower site will be closed from 12pm on 22 December 2017 until 7am 2 January 2018.

There will be a 24-hour security presence while the site is closed

## IN THIS EDITION

- 1 Changes to Grenfell immigration policy to support survivors and relatives
- 1 Site Updates
- 2 Care for Grenfell
- 2 The Curve at Christmas
- 2 Specialist respiratory clinics: fast track route
- 2 Your newsletter is changing
- 2 Housing information service at The Curve
- 3 How to get help
- 3 Events at The Curve
- 3 We need your views – Walkways Rehousing Policy Consultation
- 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 sixty second 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**

## 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
- 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.

## Your newsletter is changing

From next week we will be relaunching the Grenfell response newsletter. Over the past few weeks we have been talking to you about how you would like to see the newsletter improved.

Your feedback has helped shape the new look and feel of the newsletter and will see improved content focusing on information that is important to you. Your new newsletter will be called Grenfell Support.

## 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. The new operating hours are now Monday to Friday from 12 noon until 6pm. Outside of these hours, residents can call Housingline on **020 7361 3008**.

## 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**

## 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 Tragedy.

### 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 Tragedy.
- 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

### Therapeutic Arts

Every Thursday –  
5 to 7pm @ The Curve

Art workshops with different arts project each week to stimulate your creative senses. Open to everyone all ages, including children

### Flourish: Arts & Wellbeing Mosaics for All:

Wednesday 13 December –  
10am to 12pm and 1 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.

### Homework Club for children of all ages

**11 to 16 years' old**  
Every Monday  
5 to 7pm @ The Curve

### 5 to 11 years' old

Every Wednesday  
5 to 7pm @ The Curve

Come to along with your homework and an experienced tutor will be on hand to support you and make it fun.

### Children's Yoga

**5 to 8 years' old**  
Every Tuesday  
4 to 4:45pm @ The Curve

**9 to 12 years' old**  
Every Tuesday  
5 to 7pm @ The Curve

Come and join in for a healthy, relaxing fun activity, which is open to girls and boys

### Adult Yoga

Every Tuesday  
6 to 7pm @ The Curve

A one-hour Slow Adult Yoga session, open to men and women. The classes are slow paced and are constructed to improve: mind-body relationship and emotional wellbeing, the physical body such as posture, flexibility, balance and coordination. everyone welcome.

## We need your views – Walkways Rehousing Policy Consultation

We have recently launched a consultation on our draft rehousing policy for residents of Barandon, Hurstway and Testerton Walks. The policy covers the long-term housing options for those residents who do not wish to continue living on the Walkways. We've received some valuable feedback but we are keen to hear the views of more Walkways residents.

If you are a Walkways resident, we have two consultation events coming up. These will give you a chance to find out more about the draft policy and to tell us what you think. Details of the two events are as follows:

- Tuesday 12 December – 12.30 to 2.30pm – Millennium Gloucester Hotel, 4-18 Harrington Gardens, London, SW7 4LH
- Tuesday 12 December – 6.30 to 8.30pm – Al Manaar, Muslim Cultural Heritage Centre, 244 Acklam Rd, London W10 5YG

Please let us know if you are interested in attending by emailing: **consult@rbkc.gov.uk**

You can read more about the policy and give us your views by filling in the online feedback form at **www.rbkc.gov.uk/walkwaysconsult**. We're interested in hearing the views of everyone, not just Walkways residents.

## 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](mailto: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](http://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](mailto: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**

Facebook  
[facebook.com/grenfellsupport](https://www.facebook.com/grenfellsupport)  
or visit  
[www.grenfellresponse.org.uk](http://www.grenfellresponse.org.uk)

## Housing update

Finding housing solutions that work for everyone directly affected by the Grenfell Tower Tragedy 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
- 49 have moved into temporary accommodation
- 82 households have accepted offers of permanent accommodation
- 39 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](http://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](mailto:Michael.Clarke@rbkc.gov.uk) or WhatsApp us on **07814 247 909**.