

You tell us - what should the Lancaster West refurbishment aim to achieve?



The Lancaster West Estate is going to receive a multi-million-pound refurbishment and we would like residents to help us design the upgrade with us.

If you are a Lancaster West resident, we want to invite you to a meeting organised with the Lancaster West Residents' Association. You can meet the architects who will plan the redesign and find out how you can tell them what you want. You will take the lead - it is your estate and you will be in control.

The 'Lancaster West Ideas Day' will be held on **Saturday 27 January** from **11am to 4pm** at the Kensington Leisure Centre, Silchester Road.

This event will bring together architects and residents and share some early ideas so that as a community we can start to think about how the improvements to the estate might look.

As well as the chance to have your say on what you like and don't like about the estate, you can take part in one of the free sessions at the leisure centre. Residents can try out a new sport, relax with a massage or exercise in the centre's excellent facilities. For more details please email steve.jacobs@rbkc.gov.uk

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For regular updates please follow us

 [@grenfellsupport](https://twitter.com/grenfellsupport)

 facebook.com/grenfellsupport

 www.grenfellresponse.org.uk

The newsletter is also available in Arabic and Farsi languages.

Nominations for the Mayor's Awards are now open

Nominations for the Mayor's Awards are now open, so make sure you don't miss out on the chance to nominate someone for this worthy award.

Every year the Mayor recognises local residents for their significant contribution to the community and Borough over a number of years.

The deadline for nominations is **Friday 16 February** so don't miss out. The Award Ceremony will take place on **Wednesday 21 March** at Kensington and Chelsea Town Hall.

The nominations are open to all and you can find more information here: www.rbkc.gov.uk/council-and-democracy/how-council-works/our-mayor/mayors-awards

Overnight NHS support

Hestia, Central and North West London NHS Foundation Trust, and the Drug and Alcohol Service are based overnight at the Notting Hill Methodist, Lancaster Road, from **10pm to 8am**.

As always, the NHS helpline is available all day, every day, on **0800 0234 650** or at cnw-tr.spa@nhs.net



Care for Grenfell

The Care for Grenfell team helps anyone who has been affected by the Grenfell tragedy and offers a single point of access 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.

Through Care for Grenfell the Council is providing long-term support for people from the tower, surrounding area and the wider community.

This phone line is open from 8am to 8pm and also provides an out-of-hours service which can be reached on the same number.

Call: **020 7745 6414**

Email: careforgrenfell@rbkc.gov.uk

Feedback on draft Walkways Rehousing Policy now published

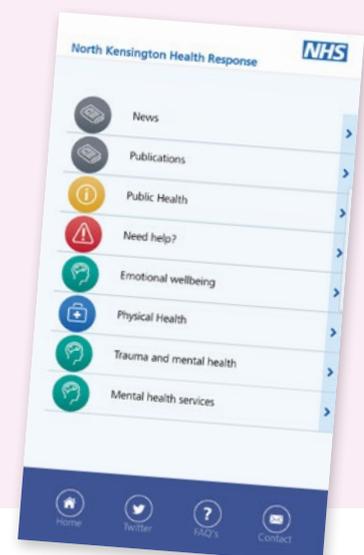
The feedback from the Walkways Rehousing Policy consultation has now been published on the Grenfell Support website.

The consultation period closed on 5 January 2018 and we received around 100 responses. We would like to thank everyone for their comments.

You can read a full report on the feedback we received from consultation events, online and in writing here www.grenfellsupport.org.uk/rehousing-residents-from-the-walkways

New NHS Grenfell App

The NHS has produced an app for those affected by the tragedy. The app, called '**North Kensington Health response**' contains all of the information published on the response website in a format that's easy to access on the go or when you want to find health information quickly. To download the app, search for North Kensington NHS Response in the Apple and Google play stores. If you have any feedback on the app, email grenfell.response@nhs.net



Time to Talk changes to Grenfell health and wellbeing services

The Take Time to Talk therapy service for adults affected by the Grenfell tragedy will now be known as the Grenfell Health and Wellbeing Service.

The service has its own website, email and contact number:

Web:

www.grenfellwellbeing.com

Email:

grenfell.wellbeingservice@nhs.net

Tel: **020 8637 6279**

The Grenfell Health and Wellbeing Service is a free and confidential NHS service for children and adults who were affected by the Grenfell Tower tragedy. So far, the Grenfell Health and Wellbeing Service has received 1,071 referrals with 679 having entered treatment. It provides a range of psychological therapies and support to help people feel better if you are feeling traumatised, unable to sleep, having memories or pictures of the event unexpectedly popping into your mind, or feeling anxious, stressed or worried.

Housing information service at The Curve

The housing service at The Curve Community Centre has been reduced to two drop-in sessions.

The drop-in sessions will be held on a weekly basis.

Tuesday: 2pm to 4pm

Thursday: 5pm to 7pm

If you wish to make an appointment for either drop-in session you can call **07803 442202** or **07803 442186**.

Activities and events at The Curve Community Centre

Events in the next week include:

Monday 22 January

- Family picnic - 12pm to 3pm
- Homework Club – 5pm to 6.30pm
11 to 16 year olds

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

Tuesday 23 January

- Sewing club – 10am to 4pm
- English as a second language (ESOL) – 9.30am to 12pm and 12.30pm to 2.30pm
- Money management – 1pm to 3pm – please book as places are limited
- How to manage stress – 2pm to 4pm (session one of three)
- Children's yoga – 5pm to 6:30pm
5 to 12 years' old

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

Wednesday 24 January

- A Taste of Brazil Coffee Morning – 10am to 12pm
- Introduction to volunteering – 1pm to 3pm – please book as places are limited
- Dry January: Alcohol awareness, advice & information – 2pm to 4pm
- Book your children's healthy snack time after school – 4pm to 4.45pm (maximum 12 children)
- Homework Club – 5pm to 6.30pm
5 to 11 year olds

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



Thursday 25 January

- Baby massage in the crèche (please book in advance) – 11am to 12pm
- Messy play for kids – 1pm to 3pm
- Chair yoga (drop in) – 2pm to 3pm
- Book your children's healthy snack time after school – 4pm to 4.45pm (Maximum 12 children)
- Therapeutic arts – 5pm to 6:30pm
5 to 11 years' old

Art workshops with different arts projects each week to stimulate your creative senses. Limited spaces, booking required.

- MEND family activity – 4pm to 4.45pm
- Coffee evening – 5pm to 7pm

Drop by on your way home from work for coffee and cake at The Curve Community Centre.

The Curve Community Centre opening hours are **10am to 8pm Monday to Friday** and **11am to 6pm on weekends**.

Some sessions need to be booked in advance to secure your place, so email thecurve@rbkc.gov.uk and they will confirm your reservation by return.



For a full list of events visit

grenfellsupport.org.uk/thecurve/events

Support services 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**.

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 Curve Community Centre**. Find out more by calling **07712 231 133**.

Housing update

Grenfell Tower and Grenfell Walk



We have committed £235 million to finding new homes for residents and have now secured 300 properties for families. We invite households to choose which properties they want to view from all those available on our Home Connections website. Households currently living in temporary accommodation provided by the Council or our partners, also have the option to make these properties their permanent home if they wish. For those households living in hotels and who wish to move into a temporary home, we will help to find private rented accommodation. We will help with furniture, bedding, crockery and cutlery, white goods and utilities.



Total number of households



Households in emergency accommodation



Households moved into accommodation



Accommodation offers accepted

Temporary 56
Permanent 54

Temporary 7
Permanent 36

These numbers are accurate as of **18 January 2018**



Give the Council feedback

Our aim is to provide high quality services in everything we do.

If you think we have let you down, please tell us so that we can put things right. This will also help us to ensure that people have fewer problems in future.

We welcome any suggestions on how we can improve services; we are interested in your views. You can send us your feedback online using our comments, complaints and compliments online form here:

www.rbkc.gov.uk/council/comments-complaints-feedback/making-complaint

How can we improve Grenfell Support newsletter?

The new-look newsletter has taken on board feedback from residents to improve content and design. If you have any feedback about what you would like the newsletter to feature, you can give us your feedback on twitter or Facebook. Search for **@GrenfellSupport**

Alternatively, you can email us on CommsTeam@rbkc.gov.uk