

Walkways, Treadgold and Bramley House tenants can now apply to be rehoused



Tenants living in the Walkways, Treadgold and Bramley House prior to the Grenfell tragedy, who no longer feel able to live in or return to their homes, can now apply to be rehoused.

The Council has written to all of these tenants to let them know that should they wish to move, they will be given a high priority to move to another Council or housing association home.

High priority means that under the Wider Grenfell Rehousing Policy, residents who wish to move can apply for 900 points to join the Housing Register. Nine hundred points gives tenants the priority equivalent to someone on the Housing Register who needs to be rehoused because of a serious medical issue.

Tenants currently living in emergency housing who do not feel able to return home will be moved into self-contained temporary housing until they are rehoused through the new policy.

The Choice-Based Lettings website, known as Home Connections, will reopen on **Monday 12 March** after being closed following the Grenfell tragedy to allow the Council to prioritise finding a home for former Grenfell Tower and Grenfell Walk residents.

To view and express an interest in available properties on Home Connections on **Monday 12 March**, residents must return their application form to the Council or Lancaster West Estate Office by **Tuesday 6 March**.

Available Council and housing association properties are advertised on the Home Connections website every week www.homeconnections.org.uk

There is, however, no time limit on when residents can apply for priority status.

Once residents have registered, we will send more information about the rehousing process.

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We are holding four drop-in sessions for tenants who would like to know more about their options.

Monday 26 February 10am to 2pm

Unit 38 Baseline Studios,
Whitchurch Road

Tuesday 27 February 12 midday to 5pm

St Mary Abbots Centre,
Vicarage Gate

Wednesday 28 February 4pm to 8pm

Unit 38 Baseline Studios,
Whitchurch Road

Friday 2 March 10am to 2pm

Unit 38 Baseline Studios,
Whitchurch Road

A copy of the Wider Grenfell Rehousing Policy and the application form can be picked up from the Lancaster West Estate Office, Unit 38, Baseline Studios or downloaded at: <https://grenfellsupport.org.uk/housing>

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.

Care for Grenfell phone line update

From March this year, residents' calls to the Care for Grenfell line: **020 7745 6414 / 6400** may be monitored for training and quality purposes.

To make sure we are in line with the upcoming changes to data protection laws, callers will be asked for their consent to be recorded at the beginning of every call. They have the right to refuse the recording if they wish. Phone staff will also have the ability to pause or stop the recording at any point during the call, at the caller's request.

We will be using the recordings to ensure that staff are delivering the best possible customer care and they will also be used to help train our phone staff. Any callers' personal data will be anonymised before training use and only Team Managers of phone staff will have access to the recordings. Recording calls with customers is now common practice. The Council's Contact Centre already records incoming calls and we want to make sure all our customer care lines are providing the same high quality service to residents.

Council Job Opportunities

Join us as the Head of Community Engagement

Kensington and Chelsea Council is seeking a Head of Community Engagement to lead on developing its relationships with residents and community groups across the borough.

If you are interested or know someone who is, please visit jobs.westminster.gov.uk/vacancy/head-of-community-engagement-342435.html

Join us as a Business Support Apprentice

An exciting apprenticeship opportunity has arisen for a Business Support Apprentice to join the busy Learning and Development (L&D) team at the Kensington and Chelsea Council.

For more information, please email Fabiola.Palermo@rbkc.gov.uk or visit jobs.westminster.gov.uk/vacancy/business-support-apprentice-learning-and-development-341929.html

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.

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

Working group set up to protect Grenfell memorials

A community-led group has met twice to discuss the preservation and protection of the memorials at the Latymer Community Church, Notting Hill Methodist Church and other locations in the local community dedicated to Grenfell Tower.

The Grenfell Cultural Heritage Working Group is led by the community with the Council providing support and resources as decided by bereaved families, survivors and the local community.

Attendees so far have included bereaved families, survivors, Latymer Community Church, Grenfell Speaks, The Clement James Centre, Notting Hill Methodist Church, 24 Hearts, Westway Trust, Met Police, V&A (Rapid Response

Team), the Science Museum, and the Museum of London. The Working Group invites as many people from the local community as possible to get involved so please feel free to come to the next meeting which will take place in early March.

The date of the meeting will be advertised soon through Grenfell Speaks, Grenfell United, The Family and Friends Assistance Centre as well as by the Council and other local organisations. You can also write to NKengagement@rbkc.gov.uk who will pass your comments on to the group. You can read the minutes of these meetings and see videos about them by visiting grenfellsupport.org.uk/community-working-groups

Young People's Support Group at The Curve

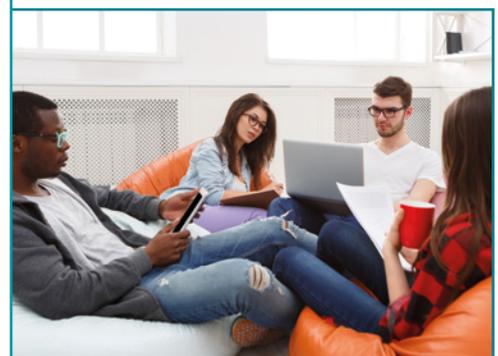
A new group for young people affected by the death of someone close to them as a result of the Grenfell Tower tragedy has been set up at The Curve Community Centre. It's a chance for young people aged between 11 and 18 years to get together and meet others who have been through a similar experience. It is not therapy and it's not 'counselling' – it's a group of like-minded young people meeting up and doing something positive to help each other. There are no expectations of you when you join the group. You

don't have to talk about anything you don't want to, and participation is always voluntary.

The monthly sessions take place on **Monday evenings** from **5pm to 7pm**.

Location: The Curve Community Centre, 10 Bard Road W10 6TP

Call **07825 260065** or email: grenfellsupport@childbereavementuk.org to book a space.



Activities and events at The Curve Community Centre

This Sunday The Curve Community Centre will be hosting a Lancaster West Residents' Day so come along and take part!

Sunday 25 February

- Lancaster West Residents' Day at The Curve – **1pm-5pm**

The Residents' Association family event is an opportunity for residents to get to know each other, their neighbours and the community. Come and spend time at The Curve to meet your Residents' Association representatives.

Wednesday 28 February

- Weekly Coffee Morning – **10am-12pm**

Friday 2 March

- English Communication and Conversation Class with Midday – **9.30am-11.30am**



Other Activities at The Curve Community Centre

Saturday 24 February

- Community Mosaic Workshop with Emily and community lunch (please book) – **2pm-5pm**

Monday 26 February

- 5-week Textile course (please book) – **10am-1pm**
- Safari Adventures family fun (drop in) – **12pm-3pm**
- CV and Job Search Workshops (please book) – **3pm-5pm**
- Homework Club (ages 11-16) – **5pm-7pm**
- English for Beginners classes (pre-ESOL) (please book) – **6pm-8pm**

Tuesday 27 February

- ESOL English classes (need to book) – **9.30am-12pm**
- Fouzias Sewing Club: Sew, Stitch and Knit – **10am-3pm**
- ESOL English classes (need to book) – **12.30pm-2pm**
- Helping children deal with loss (need to book) – **10.30am-12.30pm**
- Children's yoga (ages five-12) – **5pm-6pm**
- Adult yoga – **6pm-7pm**



Wednesday 28 February

- Print Making with Heather: bags, cushions and more – **10am-1pm**
- Life Coaching (need to book) – **1pm-3pm**
- Healthy snack time for kids (12 places available) – **4pm-4.45pm**
- Homework Club (ages five-11) – **5pm-7pm**
- English for Beginners classes (pre-ESOL) (please book) – **6pm-8pm**

Thursday 1 March

- Helping Children Deal with Loss – **10.30am-12.30pm**
- Baby Massage with Semira (Stay and Play with your Child) – **11am-12pm**
- Family First Aid – **1pm-3pm**
- Chair yoga (drop-in) – **2pm-3pm**
- CV and Job Search Workshop (please book) – **2pm-4pm**
- MEND Family Activity – **4pm-4.45pm**
- Healthy snack time for kids (12 places) – **4pm-4.45pm**
- Therapeutic Arts with Emily (ages five-11) – **4pm-6pm**

Friday 2 March

- Parent Support drop-in – **1pm-3pm**
- Healthy snack time for kids (12 places) – **4pm-4.45pm**



The Crèche is open 10am to 12pm and 1 to 3pm on Monday, Tuesday, Wednesday and Friday and is for parents attending appointments or courses at The Curve. To book, please email: Semira.Hassen@rbkc.gov.uk



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, 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**. Call **077 1223 1133**.

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

Housing update

Grenfell Tower and Grenfell Walk



We have committed £235 million to finding new homes for residents and have now secured 307 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

Temporary 63
Permanent 60



Accommodation offers accepted

Temporary 5
Permanent 62

These numbers are accurate as of 22 February 2018

Successful first drop-in day with the North Kensington Community Engagement team

The first drop-in day with the North Kensington Community Engagement team was a busy, informative session which helped the team to better understand what the local community need from the Council.

Held at The Curve Community Centre (7 February) a lot of regular Curve users attended and people were keen to talk with the team and share ideas on what events and activities they would like to see the Council provide, and ways they could be provided better.

A key take away was that the community were supportive of the approach to the Community Working

Groups which bring together members from both established and emerging community groups to work on themes of shared interest that the community have said they want to address.

Dionne Buckman, who leads the North Kensington Community Engagement Outreach Team said: **“People need to feel and be listened to and they rightfully want to know that their concerns are taken seriously by the Council. My team is here to help, we’re here to stay and are committed to helping to make things better for the community we serve.”**

How can we improve Grenfell Support newsletter?

The newsletter has taken on board feedback from residents to improve content and design.

If you have any ideas for articles for this newsletter, email us on **CommsTeam@rbkc.gov.uk**

You can now subscribe to receive this newsletter via email, use this link to sign up **grenfellsupport.org.uk/newsletters**