



# Grenfell Support News

## Extra help and support for those struggling with drugs and alcohol

Two new 'Navigators' have been funded by the Council for six months to work as part of the Drug and Alcohol Wellbeing Service (DAWS) run by the charities Blenheim and Turning Point.

The two Navigators are specialist drug and alcohol workers who have been in post since December last year, to work specifically with the Grenfell community at locations convenient to them, including at The Curve Community Centre and Notting Hill Methodist Church.

So far they have helped 14 people that were directly affected by the Grenfell tragedy access drug and alcohol treatment. They complete an initial assessment and signpost people to the best service for them be that a detox, a rehab or counselling and support.

The Navigators also support people with their general health and wellbeing needs, including help looking after their mental health, support getting food and access to stopping smoking services. They co-ordinate with other professionals across the borough to provide help for people in these and other areas.

As part of the Navigator service, DAWS and charity Change, Grow, Live (also funded by the Council) also provide drug and alcohol awareness training for other health professionals working with individuals who have been affected in North Kensington. For example, those working in mental health and domestic violence.

Jane Palmer, Blenheim Senior Navigator, said:

"I have been working locally for seven years and love the community spirit and people. We are here to help you, even if

you just want to ask a question or need information about something, call or pop in for a chat. We won't judge you and will provide free and confidential support to whoever needs it."

Jas, who has recently started accessing the local drug and alcohol service through the Navigators, said:

"From the minute I told the social worker I needed support it was there. The team were really responsive and my assessment was done at Notting Hill Methodist Church, just over the road from my house. Within a week I was in treatment and although it is early days I am doing better and really appreciate the support."

Navigators are here for anyone affected by the Grenfell tragedy, if you need support, advice or information about your or someone else's drug or alcohol use.

Available each week at these locations:

- **Mondays** from **3.30pm to 7.30pm** – **Notting Hill Methodist Church, 240 Lancaster Road, London W11 4AH**
- **Wednesdays** from **1pm to 5pm** – **The Curve Community Centre, 10 Bard Road, London W10 6TP**

The Navigators are part of DAWS (Drug and Alcohol Wellbeing Service) which is open seven days a week at **Acorn Hall, 1 East Row, W10 5AR**. DAWS has supported over 1,800 people in Kensington and Chelsea since it began in 2016.

Call **Jane** on **07850 773696 (available until 8pm Monday to Friday)** or email, **northken@DAWSlondon.org**

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### Council to hold Mayor's Community Awards for North Kensington

Kensington and Chelsea Council will be holding a Mayor's Community Awards ceremony for North Kensington in autumn 2018.

Members of the North Kensington community are encouraged to come forward and nominate their fellow residents who helped support the community in a tremendously difficult time following the Grenfell tragedy.

Thousands volunteered, helped and donated right across North Kensington and their reaction to the tragedy inspired many more across the country to do the same. That is why we are holding these one-off awards which will recognise both individuals and organisations who showed incredible courage, generosity, and community action following the tragedy.

## Financial guidance offer from Citizens Advice Kensington & Chelsea

Kensington & Chelsea Citizens Advice Bureau has set up a specialist team to support all residents affected by the Grenfell tragedy, who have since received charitable payments or may receive payments in the future.

They are able to offer advice on the following;

- Money Management (budgeting and maximising income)
- Long term investment and saving options
- Managing housing costs (rent or mortgage payments and Council Tax charges)
- Setting up new utility contracts when moving into new accommodation
- Money advice
- Advice on benefits
- Help to identify potential financial abuse and strategies for dealing with this
- Specialist advice including housing, debt, benefit and employment advice

Appointments can be arranged at times to suit residents, including visiting you in your home, at the Friends and Family Assistance Centre (FFAC), The Curve Community Centre, 10 Bard Road, W11 6TP and other community venues.

You can contact specialists Bella Campbell or Angela Sheeran directly for help or ask anyone supporting you such as your Key Worker to contact them on your behalf. Your details will be kept confidential to Citizens Advice and will not be shared with other agencies.

### Bella Campbell

Telephone: **020 8962 3493**

Mobile: **07588 706343**

Email: [bella.campbell@kensingtoncab.org.uk](mailto:bella.campbell@kensingtoncab.org.uk)

### Angela Sheeran

Telephone: **020 8962 3491**

Mobile: **07588 755560**

Email: [angela.sheeran@kensingtoncab.org.uk](mailto:angela.sheeran@kensingtoncab.org.uk)

Kensington & Chelsea Citizens Advice has also been working with the Department for Work and Pensions (DWP) to make the process of claiming Employment Support Allowance (ESA) and Personal Independence Payment (PIP) as simple as possible for people affected by Grenfell.

For further advice and support with making a claim visit the **Citizens Advice office 2 Acklam Road, W10 5QZ, Monday, Wednesday and Friday 9.30am to 12pm** or see a specialist at **The Curve Community Centre, 10 Bard Road, W11 6TP, Monday to Friday, 10am to 11am and 5pm to 8pm**. There is also an outreach session held at **Rugby Portobello Lunch Club, 221 Walmer Rd, W11 4EY, Monday and Friday, 12pm to 2pm term time only**.



## Resident discuss the future of Lancaster West with top architects

Earlier this month, over 150 residents from the Lancaster West Estate attended the latest Ideas Day event at Kensington Leisure Centre to discuss the refurbishment of the Estate. They met with top architects who had previously taken residents' ideas and created initial plans for improving the Estate. The event, co-organised with the Lancaster West Residents' Association, is part of the resident-led design process that's aiming to involve everyone on the Estate in making decisions about the future of the Estate.

There were clear calls for urgent work including improving the Estate's heating systems and increasing community safety by installing more CCTV and door entry systems. Plans for improving rubbish and recycling services around the Estate were also prioritised as an early project. Another call was for a local lettings policy to help residents move within the Estate. Many residents demanded a general improvement in

the repair work taking place around the Estate. The Council is already working hard to speed up the repairs work and make it more convenient for residents.

The multi-million refurbishment of the Estate aims to create a model social housing estate. Every block on Lancaster West had individual plans made for it to improve both residents' flats and to the common areas around the Estate. For more information, please visit:

[lanctestrefurb.com](http://lanctestrefurb.com)



## Grenfell Health and Wellbeing services

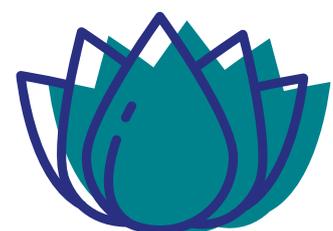
The Grenfell Health and Wellbeing Service is a free and confidential NHS service for children and adults who were affected by the Grenfell Tower tragedy. The Service provides a range of psychological therapies and support to help you feel better if you are feeling traumatised, unable to sleep, having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

Website:

[www.grenfellwellbeing.com](http://www.grenfellwellbeing.com)

Email: [grenfell.wellbeingservice@nhs.net](mailto:grenfell.wellbeingservice@nhs.net)

Telephone: **020 8637 6279**



## Compensation period extended until 30 April 2018

The Council has agreed to extend the rent and service charge compensation period from **1 April 2018 to 30 April 2018** to residents who are living at home on The Walkways, Bramley House, Treadgold House and Verity Close.

We previously agreed to pay compensation to residents living on the Walkways, Bramley and Treadgold House, and Verity Close due to problems with services on the Estate since the Grenfell tragedy. The compensation was set at 50 per cent of rent and service charges to tenants, and 50 per cent of service charges to leaseholders living at home on the Walkways.

The compensation also paid 15 per cent of rent and service charges for tenants and 15 per cent of service charges for leaseholders living at home in Bramley House and Treadgold House and Verity Close.

We have made some good progress on services on the Estate. However we are aware there is still work that needs to be done. This includes opening up the rubbish chutes, which is due to be completed during April while a working door intercom system is expected to be up and running by the Summer.

Additional fire safety works are due to be completed by **April/May 2018**. The ongoing fire safety work so far includes the installation of fire curtains and fire doors. The bulk of this work has been completed. Fire Marshals are still on site, and overall site access has improved.

The wrapping of the Tower, which is managed by the independent site team, will be completed on **10 June 2018**.

We have written to affected tenants and leaseholders with more information. If you require any more information, you can call **020 8206 7525**.

## Activities Programme at The Curve Community Centre

### Monday 26 March

- **10am-1pm** – Five-week textile course (please book)
- **12pm-3pm** – More learning and play (please book)
- **3pm-5pm** – ESOL CV and job search workshops (please book)
- **5pm-7pm** – Homework Club (ages 11-16)
- **5pm-7pm** – Young people's support
- **6pm-8pm** – ESOL – English for beginners classes (please book)



The Crèche's opening hours are:

Monday and Tuesday:

**10am-12pm, 1pm-3pm**

Wednesday and Friday: **10am-5pm**

Thursday: **No crèche provision.**

Stay and Play: **1pm-3pm**

The Crèche is for parents attending appointments or courses at the Curve. Other Curve users are also able to use the crèche space when attending an event or activities. To book, please email: [Semira.Hassen@rbkc.gov.uk](mailto:Semira.Hassen@rbkc.gov.uk)

### Tuesday 27 March

- **9.30am-12pm** – ESOL – English for Beginners (please book)
- **10am-3pm** – Fouzia's Sewing Club: Sew, Stitch and Knit
- **10.30am-12.30pm** – Helping children deal with loss
- **12pm-2pm** – Money management
- **12pm-2pm** – ESOL – English for beginners classes (please book)
- **2pm-4pm** – How to manage stress
- **5pm-6pm** – Children's yoga (ages five-12)
- **6pm-7pm** – Adult yoga

### Wednesday 28 March

- **10am-12pm** – Coffee morning
- **1pm-3pm** – Life coaching (please book)
- **4pm-4.45pm** – Healthy snack time
- **5pm-7pm** – Homework Club (ages five-11)
- **6pm-8pm** – ESOL - English for beginners classes (please book)

### Thursday 29 March

- **10.30am-12.30pm** – Helping children deal with loss
- **11am-12pm** – Baby massage with Semira
- **1pm-3pm** – Messy Play with Linda
- **2pm-3pm** – Chair yoga (drop-in)
- **2pm-4p** – ESOL CV and job search workshops (please book)
- **4pm-4.45pm** – Healthy snack time (12 places available – drop-in)
- **4pm-6pm** – Therapeutic arts with Emily (ages five-11)

### Friday 30 March

- **9.30am-11.30am** – English communication and conversation class with Midaye
- **1pm-3pm** – Parent support drop-in
- **4pm-4.45pm** – Healthy snack time (12 places available - drop-in)



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](mailto:thecurve@rbkc.gov.uk) and they will confirm your reservation by return.



For a full list of events visit [grenfellsupport.org.uk/thecurve/events](http://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

### Cruse Bereavement Care

Call the Freephone helpline on **0808 808 1677** or email [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk).

The helpline is open **Monday-Friday** from **9.30am-5pm**. Extended hours Tuesday, Wednesday and Thursday evenings, until 8pm.

### 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 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.



These numbers are accurate as of 22 March 2018

## Help with moving

The Westway CT Van is now available to all former residents of Grenfell Tower and Grenfell Walk to help them move.

The Westway CT Van can be used, free of charge, to move your belongings from one address to another or to collect goods purchased and donations offered.



To find out more information or make an enquiry visit: [westwayct.org.uk/services/transport/westway-ct-van](http://westwayct.org.uk/services/transport/westway-ct-van)

## 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](mailto:careforgrenfell@rbkc.gov.uk)

## 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](mailto:CommsTeam@rbkc.gov.uk)

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