



**Supporting
you in your
permanent
home**

Supporting you in your permanent home

This leaflet sets out the support that will be available to you after you have moved into your permanent new home.

You may be returning to live in an area you are already very familiar with, or you may be moving to a new neighbourhood.

We recognise this will be an emotional time for you and your family. We will support you every step of the way. Your moving arrangements and your support needs are going to be unique to your individual circumstances – so we'll work closely with you to create a seamless support package that is tailored to you, whatever your needs are.

Our support to help you move is completely joined up with all of the different people involved working closely together around you – that's your Key Worker, Resettlement Worker, Allocations Officer,

and anyone else who you need to work with from the Council. Where we need to, we'll work with partners like the NHS and emotional support providers to create specific teams working with one person or family, to make sure the transition to your permanent home is as straightforward as it can be.

We will also make sure you have the necessary links and information to get the most out of the area you are moving to.

If things aren't going as smoothly as they should with your move, we have a dedicated management group to identify issues, and get things back on track.

A reminder that all online information about Grenfell Support can be found at:
www.grenfellsupport.org.uk

Our support to help you settle in

Resettlement Support

After you have moved into your new home, your current Key Worker will stay with you and join up with colleagues who are resettlement specialists to ensure you continue to receive the right support and information you need to settle in.

Before you move in, we will meet you to discuss the help you will need to prepare for your move.

Your Key Worker and Resettlement Worker will work together to assist you with the practical elements of moving to your home like furniture and utilities, finding your way in a new neighbourhood, and accessing local services – as well as everything they currently support you to do. Your Key Worker will always be the best way to locate any additional support you might need.

An officer will meet you to fully plan your move and help you with all the necessary tasks such as packing, removals and transport from hotels to your permanent home. This includes providing you with furniture, furnishings and household items as necessary, and arranging removals and minor repairs.

Once you have moved in you'll also be able to work with our newly created Community Contact Team, a specialist part of the Key Worker service based in different locations around the borough. They're here to help you settle in to your new home and neighbourhood, with knowledge of the local area and the time to help you with anything from registering with a GP to finding work. You can talk to them about what they've got planned and what you would like to try out.

Useful drop-in sessions

Key Workers

Key Workers host a drop-in service at Malton Road Hub, 2-4 Malton Road, W10 5UP. You can visit Monday to Friday between 9.30-11.30am and 2-5pm. Please ask to speak to a Key Worker when you arrive at reception.

They are also located at the Curve Community Centre, and you can drop in to see them any time the centre is open.

Community Contact Team

The Community Contact Team have regular weekly drop-ins across the borough. If you want to contact the team directly or find out more about the support they can offer, including their drop-in sessions, please call **07523 507279** or email CCT@grenfellsupportservice.co.uk. The team can meet to support you at times that work best for you, including weekends and evenings, or you can visit them at:

- The Curve Community Centre, 10 Bard Road, W10 6TP (Mondays, 2pm to 4pm)
- Malton Road Hub, 2-4 Malton Road, W10 5UP (Tuesdays, 10am to 12pm)
- Westminster College, W2 1NB (Thursdays, 5pm to 7pm)
- Kensington and Chelsea College, SW10 0QS (Fridays, 10am to 12pm)

The Community Contact Team will be in touch to see how things are going.

Ongoing support from Government

The Prime Minister has made clear that the Government has made a lasting commitment to support the families affected, long after the television cameras have gone. On this basis, the Minister for Grenfell Victims, Rt.Hon Nick Hurd MP, will continue to be available to discuss the support you are receiving, in particular from Government services. He will be available alongside the Community Contact Team at times to be advertised.

The Curve Community Centre

The Curve Community Centre is open to all and provides a safe, welcoming space where families and individuals affected by the tragedy can access the services they need, no matter what stage of their journey they are at. This includes information and advice on Key Workers or housing, emotional and wellbeing support and community-based activities. The full programme is available in the weekly Grenfell Support newsletter which is sent out to you.

The Curve will remain a central part of the North Kensington community for as long as it's needed, helping and supporting residents to rebuild their lives. There is also comprehensive NHS support available at The Curve. It is a free and confidential service for children and adults who were affected by the Grenfell tragedy.

The Curve has ten confidential rooms where people can access the support they need, whether for meetings or talking and complimentary therapies. It has a ground floor comfort area with a kitchen.

Each week in your Grenfell Support newsletter you can find a full programme of what's going on at The Curve – there's everything on offer including parenting classes, Zumba, art and sewing. You can find employment support and language classes, or just drop in for a chat with other residents. Total Family Coaching also provide services at The Curve including a homework club and drop-in support.

Other services include:

- Royal Mail
- Key Workers and Grenfell Enquiries
- The Home Office (for passports and immigration)
- NHS outreach team
- Citizens Advice - offering financial advice and other help
- A crèche facility
- A communal area with a newly installed kitchen for socialising with other members of the community
- A place to meet with volunteers and others to hold key meetings
- Family and group activities/events
- Coffee mornings
- A reading group

The Curve is located at 10 Bard Road, London, W10 6TP.

Visit

www.grenfellsupport.org.uk

to find out more.

NHS Support

The NHS team run a free and confidential service. You can use the NHS support team whenever you need to - both in their fixed locations and through their outreach team at community locations that work best for you.

- If your new home means that you need to change GP practice, your Key Worker or Resettlement Officer will help you register at a new GP.
- For urgent health and wellbeing support, you can call 0800 0234 650, 24 hours a day, seven days a week.
- The team also run a walk-in service at The Curve Community Centre, weekdays 10am to 8pm and weekends 11am to 6pm.

The NHS Grenfell Health and Wellbeing Service offers support to help people if they feel traumatised, anxious, stressed, worried or are unable to sleep. You can self-refer online at www.grenfellwellbeing.com, call for more information on 020 8637 6279, or email grenfell.wellbeing@nhs.net

Other Support

If you need further information on other types of support available, please contact your Key Worker.

Some of these might include:

Training & Employment

For some people, the move to a permanent home will be the right time to begin thinking about getting into education or finding work. There are a number of different services to help you with this, even if you just want to explore your options:

The Clement James Centre are working with Grenfell United to provide specialist support for people looking to get into work, and this is available through the Grenfell United Centre. If you'd like to find out more or book an appointment, call Clement James on 020 7221 8810 or email chris@clementjames.org

You can also access employment support through the main Clement James Centre at 95 Sirdar Road, W11 4EQ (you can call first on 020 7221 8810); or speak to your Key Worker about the other support services in the Borough.

Emotional Support from Hestia, a local support provider

Hestia offer a support service to anyone affected by the tragedy. They run a recovery café, which offers a safe, welcoming space for people who are struggling to cope. There is no need to make an appointment, just turn up. As well as food and chat, Hestia offer therapeutic support and 1 to 1 counselling.

For more information, current activities and opening hours, please call 0203 879 3605 or 0208 964 0033, or drop into the recovery café at:

The Oremi Centre, Unit 3, Trellick Tower, Golborne Road, London W10 5PA

Or the drop-in at The Grove Resource Centre, 1-9 St Mark's Road, London W11 1RG.

Bereavement Support

Winston's Wish and Child Bereavement UK are providing one-to-one and group counselling for anyone bereaved by the tragedy, and you can access this support through your Key Worker. If you use the Friends and Family Assistance Centre, you can also access specialist bereavement support through your Victim Support caseworker.

Parenting Support

Your Key Worker can help you find specialist parenting support to help you as you move into your new home. One of the organisations providing this is Total Family Coaching, who operate many activities from the Curve Community Centre. You can check the Curve timetable, visit totalfamilycoaching.co.uk or just call into the centre to find out about their support.

Full of Life

Full of Life are a local charity who support families living in Kensington and Chelsea. They hold sessions with families who have been affected by the Grenfell tragedy. They are located in Kensal House, Ladbrooke Grove, London W10 5BQ.

Their number is 020 8962 9994 or you can visit www.fulloflifekc.com

Wider support services

The Samaritans

The Samaritans provide free, confidential support 24 hours a day, 7 days a week.
Call: 116 123 or email jo@samaritans.org

The Listening Place

Face to face support for people who feel life is no longer worth living.
Call: 020 3906 7676 or visit www.listeningplace.org.uk

Drugs and alcohol wellbeing service

The Drugs and Alcohol wellbeing service is a substance misuse treatment service for Kensington and Chelsea.
Call: 07850 773 969 or visit blenheimcdp.org.uk/services/daws/

English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.



Grenfell Enquiries

Telephone: 020 7745 6414

Email: Grenfell.enquiries@rbkc.gov.uk

www.grenfellsupport.org.uk