

Grenfell Response News

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Rehousing residents from the Walkways

The Council hopes that residents will want to return to their homes on Hurstway Walk, Testerton Walk and Barandon Walk (the Walkways), but recognises that this will not be the case for everyone. For those that need it, homes are being repaired and redecorated and the Council will help move belongings out of hotels.

For those that don't wish to return to the Walkways, the Council is providing interim accommodation options to support families out of hotels and into homes.

Further information, and a list of frequently asked questions, is available on the RBKC website at: www.rbkc.gov.uk/walkwaysconsult

Consultation on permanent rehousing for Walkways residents

The Council has launched a consultation on its rehousing policy for those residents not wishing to return to the Walkways. This will run until the end of December to give you a chance to have a say about your options.

Find out more at www.rbkc.gov.uk/walkwaysconsult

Register to Vote

Every Thursday from Thursday 23 November until the local elections in May 2018, there will be a member from the Electoral Services team based at the Curve from midday and 7pm.

New electors can also register online at www.gov.uk/register-to-vote. It takes around five minutes and you will need your date of birth and National Insurance number (if you don't have one you will be asked to provide documentary evidence to prove your identity).

If you have any questions or would like more information email elect@rbkc.gov.uk

Overnight NHS support at Notting Hill Methodist Church

Hestia, Central and North West London NHS Foundation Trust, and the Drug and Alcohol Service are based at the Notting Hill Methodist Church overnight, from 10pm to 8am. Hestia staff have also been based in hotels with displaced residents overnight to help with any urgent issues that arise, contacting Central and North West London NHS Foundation Trust if needed.

The NHS will be very happy to respond to requests for us to provide pop-up clinics, or for us to focus our work in particular settings. To request a pop-up clinic, residents should contact grenfell.response@nhs.net or call **0208 9624393**.

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

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This is the fifty-ninth 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](https://twitter.com/grenfellsupport) and on Facebook at [facebook.com/grenfellsupport](https://www.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 teams 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
- Problem solving
- 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.

How well are former Grenfell resident's needs being met?

The next meeting of the Grenfell Recovery Scrutiny Committee is on Monday 20th November. It is the third in a series of such meetings taking place up to March 2018. The committee will look at how the council and others are addressing the needs of survivors and families. It will make suggestions as to how the council can do more and what it can do better.

We're looking at how we can make our recovery work more suited to your needs, so we want to hear your thoughts and experiences. After public feedback at the October 30th meeting, the agenda for discussion at the next meeting has been amended as we would like to be responsive to suggestions from the community.

The next committee meeting will focus on the Rehousing Programme (including the management of the Lancaster West estate) and the key worker service. Those who have a direct experience of these services will be given an opportunity to address the meeting. If you can't come in person, you can email us your ideas, concerns or questions. Emails should be 150 words or fewer and should not contain personal information or identify an individual's circumstances. We'll need your emails at least two working days before the meeting of the Grenfell Recovery Scrutiny Committee.

Please email **scrutiny@rbkc.gov.uk**

Christmas concert in aid of former Grenfell Tower residents

Help the former Grenfell residents by attending a Classical Christmas concert to be performed by the London Moonlight Symphony Orchestra (LMSO) in collaboration with St James Church in Paddington and Kensington and Chelsea Foundation Trust, to raise funds for the victims of the Grenfell fire tower fire.

This an evening concert comprising of Choral vocal performances and Orchestral performances featuring works by two most loved composers in the worlds of classical music, F.Handel, and W.A.Mozart.

Performers:

- **London Moonlight Symphony Orchestra (LMSO)**
- **St Dominic's Sixth Form College Chamber Choir**
- **Isolda Da Costa Soares** (soprano)
- **Tze-Tien Huang** (piano)
- **Matthew Hardy** (conductor)

Location: St James's Church, Sussex Gardens, Paddington, London, W2 3UD

5 December 2017 at 7.30pm

Your support will make a massive difference to the lives of those affected.

The Curve Grenfell Assistance Centre

The Centre is open to everyone affected, the opening hours are:

Monday to Friday, 10am to 8pm	Saturday and Sunday, 11am to 6pm
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Address: 10 Bard Road, London, W10 6TP

Email: **thecurve@rbkc.gov.uk**

How to get help

There are lots of services available if you or someone you know is feeling traumatised by the Grenfell Tower fire.

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 fire.
- 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.

Help shape your assistance centre

Help shape your assistance centre

We want to work with you, and be led by you in creating the future of the Curve. Your centre should provide services that you want, and that helps families and the community to recover and rebuild.

Share your views using the online survey: **www.rbkc.gov.uk/futurecurve**

Or come along to one of our drop-in sessions in the borough:

- **Monday 20 November**, 10am to 1pm, Baseline Studios, Lancaster West Estate Whitchurch Road, London, W11 4AT
- **Friday 24 November**, 3 to 6pm, The Clement James Centre, 95 Sirdar Road, London, W11 4E
- **Saturday 25 November**, 1 to 4pm, The Curve, 10 Bard Road, London, W10 6TP

The deadline for responses is Monday 4 December

Legal advice protects your housing rights

When the local authority makes you an offer of rehousing, it's really important to know whether the offer is good enough, and to understand what you are agreeing to – legally – if you accept it. Accepting an offer could affect your housing rights at least for the next year, and possibly longer.

The Law Society strongly encourages you to take advice from a housing lawyer before accepting any housing offer. You are likely to be able to get free legal advice about this. The North Kensington Law Centre, Citizens Advice, Shelter or a housing solicitor will be able to tell you if you are able to get free advice, and if so where you can get it.

Find out more: **www.lawsociety.org.uk/for-the-public/getting-expert-help/grenfell**

Grenfell Community Day

The Library Service in RBKC have been hosting monthly community days at Kensal Library for those affected by the Grenfell tragedy. We are hosting two events this month one at Kensal Library on 22 November and another at Brompton Library on the 30 November. Come Along!!!

Wednesday 22 November, 12noon to 4pm, Kensal Library, 20 Golborne Road, London, W10 5PF

Join us at Kensal Library for a day full of community love and support. Enjoy some refreshments, catch up with new and old friends and give something different a try. There will be plenty activities to keep the entire family entertained.

No booking is required.

Thursday 30 November, 1 to 5pm, Brompton Library, 210 Old Brompton Road, London, SW5 0BS

Join us at Brompton Library for a day full of community love and support. Enjoy some refreshments, catch up with new and old friends and give something different a try. There will be plenty activities to keep the entire family entertained.

No booking is required.

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**. 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 calling **020 3670 6004** or email **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** and on Facebook at **facebook.com/grenfellsupport**, or visit **www.grenfellresponse.org.uk**

Housing update

Finding housing solutions that work for everyone directly affected by the Grenfell Tower fire 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, 149 offers have been made for temporary accommodation. 51 households have accepted offers of temporary accommodation and 57 have moved in. 74 households have accepted offers of permanent accommodation and 36 households have moved in.

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 offer 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**. 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, the team will be at the Curve, at 10am on the 1 November to hear your thoughts. You can also give us your feedback on Twitter or Facebook. Search for **@GrenfellSupport**.

Alternatively, you can email us on **Michael.Clarke@rbkc.gov.uk** or WhatsApp us on **07814 247 909**.