

Grenfell Fire Response News

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Travel support for parents at the beginning of the school term

Families and carers may be facing challenges or disruption in getting children to and from school at the beginning of the school term, including:

- Travelling from a different location
- The school route may be disrupted
- The school may have been relocated

If people require support on travel arrangements, they should contact their Key Worker or Support Worker.

For further support, people can get in touch with the Care for Grenfell Team on **020 7745 6414** to register your need for support with transport.

To request a Key Worker, change a Key Worker, or if anyone is unable to reach their Key Worker, people can ring the helpline on **020 7745 6400**. The line is open Monday to Friday, 9am to 5pm. The team can be contacted out-of-hours on **020 7373 2227**.

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Things you should know about working with a lawyer

The Law Society has produced two leaflets for people affected by the Grenfell Tower fire to help explain issues around working with a lawyer. The information hopes to help answer questions people have asked about choosing and changing a lawyer as well as how you may be able to get free legal advice.

The leaflets are being given out locally and are at The Curve or online at: www.lawsociety.org.uk/for-the-public/getting-expert-help/grenfell

For more information, people can get free, impartial, independent advice in the following ways:

North Kensington Law Centre

Unit 13, Baseline Studios, Whitchurch Road, W11 4AT

Tel: **0208 969 7473**
(emergency: **07375 920 460**)

Email: info@nklc.co.uk

Kensington Citizens Advice

2 Acklam Road, London, W10 5QZ

Tel: **020 8962 3492**
(emergency: **07389 184 723**)

Inquest (particularly for the public inquiry)

3rd floor, 89-93 Fonthill Road, London, N4 3JH

Tel: **020 7263 1111**

Email: inquest@inquest.org.uk

What is this newsletter for?

This is the forty-seventh edition of the Grenfell Fire 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

Mental health support for pupils returning to school

Mental health support is available to young people affected by the Grenfell Tower tragedy who are returning to school.

Headteachers will continue to run parent meetings and provide specialist support and advice for students, as well as providing other support resources for schools.

Place2Be are working with local schools who have identified a need for some additional counselling and will be providing one-to-one support for students, teachers and families when pupils return to school.

The Council's online counselling service, **Kooth.com**, is also available to provide further support to pupils affected by the disaster.

Further support is available through the Screen and Treat programme run by the NHS. More information can be found by calling **0800 0234 650**.

Free holidays to Cornwall

Cornwall Hugs Grenfell is offering free holidays to Cornwall, and more holidays are being made available online in the coming months.

Families can register their interest online at **www.cornwallhugsgrenfell.org**

Shuttle bus for students of Kensington Aldridge Academy

Kensington Aldridge Academy has had to re-locate to a site at Wormwood Scrubs following the Grenfell Tower fire, and parents of pupils have been notified.

The school will be based at new premises for the next academic year. To help pupils get to the new premises at Wormwood Scrubs, a shuttle bus service will be in place at 8.15am each day from Freston Road (near the Grenfell Assistance Centre) to arrive in time for school start.

The shuttle service will also take pupils back at 3.55pm each afternoon to Freston Road.

If parents would like to book a place on the shuttle bus for their children, please call the Care for Grenfell Team on **020 7745 6414** before Wednesday 13 September.

Grenfell Community Day at Kensal Library

Residents and the local community are invited to come to Kensal Library, 20 Golborne Road, W10 5PF, on Wednesday 27 September from 12 midday to 4pm to enjoy a community day. People can enjoy refreshments, catch up with new and old friends and take part in fun activities for the whole family. People can also try something new with health trainers and some therapy sessions will also be available. No booking is required, so please just come and enjoy the day.

New NHS website to help you get the support you need

The NHS has launched a dedicated website to help people affected by the Grenfell Tower fire get the support they need. This includes physical health services, mental health support and emotional wellbeing.

Find out more by visiting **www.grenfell.nhs.uk**

If people have any further feedback on what they would like to see, or for more information, they can email **Grenfell.response@nhs.net**

Public health advice

Public Health England (PHE) publishes weekly air quality reports online, which collect data from around the site of Grenfell Tower. These reports continue to show low levels of air pollution. The most recent report, published on 7 September, can be found online along with further public health advice at **www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire**

Pop-up clinics for mental health support

The NHS is offering daily pop-up clinics for families and children, seven days a week, so people can talk to a specialist about health issues and mental health support. All services are free and confidential for people to use.

The sessions take place each day at the following locations:

- **Mondays**, 3pm to 5pm
at The Harrow Club,
187 Freston Road, W10 6TH
- **Tuesdays**, 3pm to 7pm
at The Clement James Centre,
95 Sirdar Road, W11 4EQ
- **Wednesdays**, 4pm to 7.30pm
at Kensington Leisure Centre,
Silchester Road, W10 6EX
- **Thursdays**, 4pm to 7.30pm
at Lатыmer Community
Church, 116 Bramley Road,
W10 6SU
- **Fridays**, 2pm to 4pm
at The Muslim Cultural Heritage
Centre, 244 Acklam Road,
W10 5YG
- **Saturdays**, 4pm to 7.30pm
at Maxilla Community Space,
4 Maxilla Walk, W10 6NQ
- **Sundays**, 4pm to 7.30pm
at Westway Sports Centre,
1 Crowthorne Road, W10 6RP

People can find out more information on these clinics at www.cnwl.nhs.uk/wp-content/uploads/Grenfell-flyer.pdf

For further information people can call **0800 0234 650** or email cnw-tr.spa@nhs.net.
The line is open 24 hours a day.

Further emotional support

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 any time 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

- **Kooth.com** is a free online counselling service for children aged 11 to 19.
- **NHSGo.uk** provides health information for young people under the age of 25, including advice on coping with stress after a major incident.

'Screen and Treat' programme to help people with trauma

The NHS are running a specialised 'Screen and Treat' programme to talk and provide support to people who might be traumatised and suffering from post-traumatic stress disorder (PTSD) after the Grenfell Tower fire.

The programme will aim to reach up to 23,000 people over a one-year period to help people who need it. The programme involves:

- GPs carrying out a physical and mental health assessment to people and helping them to find the most appropriate treatment for them
- Talking with local people from the Lancaster West estate and the local community to provide support
- Providing further support for people who may have lost someone in the fire
- Organising visits to hotels where people are temporarily living

Find out more about the programme by calling **0800 0234 650**.

Further mental health support is available online by visiting www.cnwl.nhs.uk/news/grenfell-emotional-wellbeing-support

What help is on offer?

Anyone who would like to speak to the police in relation to the investigation into the fire are 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 222 0000**. 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.

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](https://twitter.com/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.

Offers of temporary accommodation are being made on a daily basis, but we know that families will have concerns around this process and the idea of accepting a temporary home. So far, 181 offers of accommodation have been made 64 offers have been accepted and 29 households rehoused.

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 Housingline on **020 7361 3008**

Care for Grenfell team set up to support residents

The Care for Grenfell team has been set up to talk to any residents that have been affected by the Grenfell Tower fire who feel that their concerns or requests have not been fully answered.

If people do have any questions or concerns that they feel haven't been met, please call **020 7745 6414** or email careforgrenfell@rbkc.gov.uk. The line is open from Monday to Friday, 9am to 5pm.

If people are calling outside of opening hours, they can provide their name and contact details and a member of the team will respond as soon as possible.

If people need to speak to someone urgently about housing or need to get in touch with social services, they can call the housing line on **020 7361 3008** or the social services line on **020 7361 3013**.