

Grenfell Community Assembly

Held at The Curve Community Centre, Bard Road, W10 6TP
Thursday 9 September 2021, 5:30pm to 7:45pm

Notes and Q&A from the meeting

Theme: Emotional Health and Wellbeing



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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Royal Borough of Kensington and Chelsea
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What is the Grenfell Community Assembly?

The Grenfell Community Assembly was established in 2019 to ensure that Grenfell related matters are openly discussed and provide the place for statutory and non-statutory partners to respond to local concerns. The Assembly is a forum that gives the opportunity to bring people together to:

- Engage in productive dialogue (Community with Council and Partners, and Community with each other)
- Bring, receive, and refine ideas that lead to practical change that helps to improve environmental issues for local people
- Create a safe and constructive space in which the Council and Partners can engage with residents.

On the evening of Thursday 9 September 2021, the Grenfell Assembly focussed on emotional health and wellbeing. It was the sixth Grenfell Community Assembly (GCA) run to date. The last GCA event focused on employment and skills and took place in March 2021. The previous three GCA events had been online because of Covid-19 restrictions.

As per suggestions made at the last Grenfell Community Assembly event in March 2021:

- about 'zoom fatigue', September's event was held in-person following Covid guidelines
- following feedback Mondays and Fridays were not good days for the community, September's event was held on a Thursday.

Why emotional health and wellbeing as a theme?

This theme was voted for via the most recent GCA participant survey run in June-July 2021. Emotional health and wellbeing is a significant area of local concern for the borough's recovery, not only resulting from the Grenfell Fire, but also from the Covid-19 pandemic. Grenfell recovery funding remains until 2024 for emotional health and wellbeing services delivered by the NHS, Council, and local partners. It's also been two years since health was examined as a theme at a GCA event.

Ground rules for the event

At the meeting's start, the facilitator welcomed attendees and asked participants to engage in:

- Open conversations, respectful dialogue – give everyone a chance to speak
- Active and reflective listening – to develop a better understanding amongst all participants about what is going on in the area, including how people feel and what is happening
- An embracing of different points of view (even though there may be disagreement)
- Contribute towards the development of solutions to problems (or making the most of opportunities)
- Focussed attention, with mobile devices turned off to avoid disruption.

Assembly Agenda

Time	Item
6.00pm	Welcome speech: Councillors Anne Cyron, Cem Kemahli and Josh Rendall, Lead Members at Kensington and Chelsea Council
6:05pm	Welcome from facilitator for this evening: Kevin Ramsey, Grenfell Community Manager
6.10pm	Guest speaker: The Health Recovery Plan and engaging Grenfell's communities in improving emotional health and wellbeing - Krishna Sarda, Head of Engagement, North Kensington Recovery Team
6:20pm	<p>Round one table discussions:</p> <p>Table 1: Adults emotional health and wellbeing support available from Together 4 Grenfell Providers</p> <p>Table 2: Adults emotional health and wellbeing services available from the CNWL Grenfell service</p> <p>Table 3: Supporting children and young people's emotional health and wellbeing</p> <p>Table 4: Social prescribing and self-care programmes in North Kensington</p> <p>Table 5: Open Table - an opportunity to discuss other emotional health and wellbeing related suggestions participants want to discuss on the night</p>
7:00pm	Feedback from round one discussions
7:10pm	<p>The second round of discussions were adapted on the night following a vote by participants on their preference to discuss the impact on the Grenfell community from:</p> <ul style="list-style-type: none"> • the Channel 4 documentary aired on national television the previous evening, and • the leaked report on the future of the Grenfell Tower, published the weekend prior.
7:30pm	<p>Feedback from each table</p> <p>Three key points from each table</p>
7.40pm	<p>Next steps</p> <p>Including how intel will be gathered and collated and shared</p>
7:45pm	Closing remarks

Information stalls provided by:

Stall name	Purpose/covering
Notting Hill Therapy Clinic	Health and wellbeing services available to North Kensington residents through the Dedicated Service.
Grenfell Project Fund and Community Leadership Programme	Grenfell Community Team, to promote next round of Grenfell Projects Fund funding
The Curve Community Conversation	To promote the community conversation on the future of The Curve Community Centre
Community Living Well	Improving Access to Psychological Therapies Mental Health Services

Who was involved on the night?

- The Grenfell Community Manager chaired the Assembly, with introductions from the Lead Members for Children and Families, Public Health and Adult Social Care, and Communities from Kensington and Chelsea Council.
- Breakout room discussions were facilitated by:
 - Central and North West London NHS Foundation Trust
 - North West London Clinical Commissioning Group
 - Council mental health services
 - Local voluntary and community sector providers including; Kids on the Green and Latimer Community Art Therapy

This document contains a summary of participants feedback from the Assembly, as well as answers to key questions posed. This report does not include personal identifiable data, and we have not published information that is sensitive or names of individuals that were put forward during the table discussions.

We have included the detailed feedback notes of the comments and views expressed by individual residents contributing to roundtable discussions, it does not necessarily mean that each comment is endorsed by majority of attendees or the many residents who were not present for those discussions.

Attendance

A total of 68 people attended on the night based on records from Eventbrite bookings and drop-in attendance forms completed.

Who attended the GCA	Total number of people who attended
Residents (not counting any other group listed here)	25
Kensington and Chelsea Council Staff (who may or may not be residents of the borough)	16
NHS staff (who may or may not be residents of the borough)	9
Voluntary and community sector staff (who may or may be residents of the borough)	8
Kensington and Chelsea Council Councillors (also residents, not counted above)	7
Those manning community stalls (who may or may not be residents of the borough)	3

Summary of discussions

This section of the report captures the key points of the discussions held at each round table. As a part of the agenda, participants had the opportunity to discuss emotional health and wellbeing issues generally, including identifying gaps in current provision as part of the Grenfell Recovery Strategy. To address language as a key barrier to participation translation was provided on the evening for community languages; used by two residents speaking in Arabic.

Table One: Adults emotional health and wellbeing support available from Together 4 Grenfell Providers

Awareness and usage

- There was some awareness of the emotional health and wellbeing services available under the Together 4 Grenfell umbrella, but not by all.
- One attendee indicated that they had been using services at The Curve, but services had stopped due to Covid-19. She had previously been using services at The Curve, including services run by Nova.
- Due to Covid-19, at some locations you can no longer just walk in – you have to book ahead which creates barriers to access.
- Some attendees indicated that they did not know where to go for emotional health and wellbeing support, particularly when there are language barriers.
- Two attendees shared they had used services delivered by ‘Midaye’ for support which they found useful.
- One attendee shared she worked as a counsellor previously with Al Manaar.
- Participants were made aware that the Together 4 Grenfell offer has remained in place over Covid-19 and the summer period although many services delivered virtually.

Community needs

- Attendees on this table identified the need for more 1:1 support for children, outside of school, to address trauma and emotional difficulties connected to Grenfell and Covid-19 e.g. missing school, pressure of exams.
- It was felt that there remains the need for professional advice and counselling for those affected by Grenfell tragedy who are not yet receiving this care.

- There is a need and ongoing want for counselling to be delivered in community languages, e.g. Arabic. (A discussion took place about the range of support services available at and through Midaye and other VCS providers in the borough).

Promotion

- Letters and emails were suggested as a means to promote the services on offer.
- Direct contact (face to face or telephone) was requested in Arabic, as letters and emails are less helpful to those whose first language is not English.

Gaps or anything missing?

- It was suggested that there be services and support for men, as there is currently a gap.
- It was also suggested that there be more community services for older people, including those with dementia.
- Two attendees who identified themselves as bereaved from the Grenfell Fire also reached out directly for further support and were connected with Midaye who will follow up with the residents directly.
- Providers of local services at the meeting also promoted their services and indicated they were looking for referrals.
- One attendee would like to see The Curve community services resuming for elderly and children – at least three times a week.
- Other support for those whose first language is not English was also requested, e.g. to attend GP.

Table Two: Adults Emotional Health and Wellbeing Services available from the CNWL Grenfell Service

- A need for more therapeutic arts in North Kensington
- Better marketing and advertising of the NHS Grenfell Health and Wellbeing Service in order to raise visibility of the service.
- Confidentiality
 - Reassurance that notes are only shared with the full consent of the client/patient
 - Notes are shared with the GP when patient visits mental health services

Table Three: Supporting the emotional health and wellbeing of children and young people

- Lots of desire to centralise and better promote information about emotional health and wellbeing services available to children and young people (CYP) in one simple website and phone App. There currently doesn't appear to be a pathway for CYP or their parents/carers/advocates to get help.
- Some on the table felt the NHS 24 hour Grenfell support number wasn't used and represented poor value for money when it operated.
- Participants on the table felt that better resourcing is needed of existing support organisations that can de-escalate CYP's emotional health and wellbeing needs before they are admitted to CAMHs/hospital.
- Participants differentiated between not needing more external 'professionals' who don't know the local communities being parachuted in. What was needed in participants views was more funded hours at the youth clubs, more art therapist hours, more supervision, and more skilling up of young people to respond to their own EHW needs. Examples of CYP self referring to art therapy services which was seen as a positive in terms of individual's empowerment and awareness of services to help.
- Some voiced concerns about the amount of NHS staff turnover which could potentially undermine continuity of care with CYP. This was contrasted by participants who talked

about the stability of local voluntary and community services organisations like Latimer Community Art Therapy (LCAT) who had maintained a stable workforce since set up so residents had community therapist they knew and trusted.

Table four: Comments made on the Grenfell Community Assembly

- People won't come to this assembly until it is not being used as a substitute for the Grenfell Scrutiny Committee.
- How many actual residents are here?
- Why is it dominated/run by Conservative Councillors?
- There should be a partnership meeting and it should be more of an action meeting.
- It just feels like we're just being spoken to, and our questions aren't being answered. Just fobbing us off.
- Strategic leads, heads of all relevant departments should be here, if you are serious about Grenfell recovery.
- This just feels like a box ticking exercise.
- Bring back Grenfell Scrutiny, tonight just shows how much this is needed.

Round two – All table discussions were on how residents felt after seeing the Channel 4 documentary on Wednesday evening and the leak on the future of the Grenfell Tower

Table One:

- Some attendees had seen the documentary, others had not. Some indicated they would not wish to see it as it brings back too many painful memories.
- It was acknowledged that documentaries of this nature are triggering. It has raised a lot of emotions and stress in the community.
- It highlights the need for the importance of support and counselling services for trigger events like this and the anniversary.
- Some felt it was important to create a space to talk about these issues, like the one here tonight.
- One attendee mentioned that it is right that those taking part have the right to do so and express their feelings. However, this should be balanced with other people's feelings and being respectful to how difficult discussions like this can be.
- It was noted that Together 4 Grenfell services had been aware of the documentary aired.

Table Two:

- The article in the newspaper sent fear around residents because some of them thought the tower was unstable and that it might collapse and local residents felt they might have to be evacuated again.
- If we know there is trauma is going to be triggered within the community when multimedia stories about the Grenfell tragedy are either leaked, shared or shown – what are we doing to actually build sustainable community resilience?
- Community leaders and connectors are currently inundated with other residents seeking help from them. There are a number of ways in which the NHS and the Council can support them. This includes:
 - Clinical supervision with a local practitioner
 - Mental Health First Aid Course
 - Community Trauma Informed Course

Table Three:

- Participants questions how they as a community had been so poorly prepared for the Channel 4 documentary in terms of a trigger point for the emotional health and wellbeing of our Children and Young People?
- Participants felt there was a need for additional NHS/VCS therapeutic services being made available on a 24/7 basis during trigger points like this to meet the additional need.
- Concerns were also voiced about the quality of advice and compassion being offered over the phone when North Kensington residents call this number.
- There are already competent, skilled VCS organisations like 'Kids on the Green' and 'LCAT' who are known to our children and young people delivering excellent emotional health and wellbeing services including operating an out of hours service when individuals are in crisis. There was a lot of anger from participants about cuts to these grass-roots organisations when arguably the need is going up to respond to the EHW impacts of Grenfell, Covid-recovery and these organisations are often delivering outside of their contracts to meet expanding need.

Table Four:

Did not leave any feedback pertinent to the topic voted on by participants at the start of the meeting.

Q&A 1 – What are the scrutiny arrangements at the Council? Answer provided by the Scrutiny Team of Kensington and Chelsea Council.

The Agendas of the Council's scrutiny committees are published 7 days in advance of each meeting. They include information about the reports to be discussed, how to raise a question or speak at a meeting and the contact details and timescales. The Council's scrutiny arrangements consist of an Overview and Scrutiny Committee and four 'specialist' Select Committees with specific remits. Grenfell recovery and legacy is the Council's top priority and is included in the annual work programme of each of the committees. Committees can also set up time-limited working groups to review matters in greater depth than would be possible in a regular scrutiny committee meeting, and residents are encouraged to contribute to these reviews, for example by responding to a call for evidence or attending a meeting. Anyone interested in getting involved, either in the generality of this or in specific services or reviews, can get in touch with Scrutiny@rbkc.gov.uk and ask to be involved or alerted as they wish.

Q&A 2 – what is the NHS response regarding emotional health and wellbeing support to the Grenfell community during 'trigger' events like those discussed at the Assembly. Answer provided by the North West London CCG.

Where someone experiences a mental health crisis and needs an urgent response, triggered for example by the documentary that was aired in the days before the Assembly, they should call the CNWL Single point of access (0800 0234 650 or email cnw-tr.spa@nhs.net). The single point of access team are notified when an event that is likely to cause distress in the North Kensington community is upcoming (as was the case with the documentary); and all staff in the team are given training to help them provide support to those affected by the Grenfell Tower fire.

Trauma informed care is not a type of care that can be provided as an urgent or crisis response intervention – it is designed to be a planned-for and pre-prepared treatment that addresses the specific issues experienced by that person. Trauma informed care is provided by the Grenfell Health and Wellbeing service, which is open 8am to 8pm Monday to Thursday, and 9 to 8 pm Friday to Sunday.

The NHS North Kensington Recovery Programme has heard the points made at the Grenfell Assembly, and other feedback from the North Kensington community around access to help in a crisis situation and we will work with commissioners and providers of wider mental health services. We plan to engage further with community groups with other partners on this matter in the coming weeks and months.

Q&A 3: Primary Care e.g. GPs meeting local mental health needs. Answer provided by the North West London CCG.

In primary care, those experiencing Grenfell-related health concerns can request an Extended Appointment at their GP surgery to discuss those concerns in more depth than would be available in a standard 10 minute appointment slot.

Those who are survivors and bereaved from the Grenfell Fire are also eligible for an annual 'enhanced health check' from their GP. This is a service that provides a general assessment a person's physical and mental health and can arrange onward referral to more specialist services if the need for further treatment is indicated. The NHS has recently agreed to add an enhanced health check service to boost local capacity, provided by London Medical Associates, the Federation of West London GPs. This service will be providing enhanced health checks in community locations that can be booked by anyone in the North Kensington area.

The NHS is continually reviewing and refining these services to make them more specific to health needs associated with Grenfell and learning from other areas that have experienced recovery from a disaster. The comments from the Grenfell Assembly, and from engagement events carried out in May and June 2021 specifically focusing on the effectiveness of enhanced primary care services in North Kensington, will be used to review the clinical elements of enhanced health checks over the next few months.

It should also be noted that recent results from the GP Patient Survey, conducted nationally by IPSOS Mori, show that across GP practices in RBKC, 85 per cent of respondents said provision was good when asked about their "Healthcare professional's understanding of mental health needs", compared to an 82 per cent London-wide average. Any significant variation between practices is being addressed by the Clinical Commissioning Group and practices.

Acknowledgements

The Council would like to thank everyone that participated in the Grenfell Community Assembly particularly Grenfell residents who spoke passionately about emotional health and wellbeing issues affecting them, as well as feeding back key points from the roundtables on the evening.

We would also like to thank our partner organisations who fund and deliver local emotional health and wellbeing services for sharing their insights and facilitated discussions on the evening about emotional health and wellbeing.

We hope that this document aids an understanding of feedback from the meeting, as well as encourage more people to take part in future Grenfell Community Assemblies. Thank you.