

## Grenfell Fire - Humanitarian Assistance Guidance Pack

Updated on 10.07.17

18:00

Firstly, thank you for being part of this vital response.

Together, we can help those affected by this terrible crisis get the help and support they need. Even if you have already been involved in the Grenfell Response, please familiarize yourself with this document at the start of your shift as information will be updated each day.

This pack is intended to provide guidance to anyone who may be approached by a member of the public who has been affected by the tragic fire at Grenfell Tower.

It has been designed to be publicly circulated to: Key Workers dealing with affected families, British Red Cross staff answering the telephone helpline, staff and volunteers at the Westway Assistance Centre, Community groups, Local Councillors, and any other groups who might be asked for advice by someone who has been affected. **Please share it widely.**

**This document will be updated weekly.** If there is advice that is not currently included within this guide that you think could be of use to others, please email it to [hasg@grenfellresponse.org](mailto:hasg@grenfellresponse.org) – so that we can include it within the next version.

**We recognise that this guidance document does not cover all of the valuable support which is currently being provided, or has been offered, by the wider community and voluntary sector. The response has been vast and truly overwhelming, and we have tried to ensure that as offers are made they have been sent on to the relevant operational contacts in order to access that support directly.**

**As yet we haven't been able to compile a full list of services that we are able to refer to, and we will ensure that this document is regularly updated to try to include the many sources of help that is available.**

## Alphabetised directory of topics / FAQs

The key thing to remember is that anyone who has a Key Worker should be accessing all forms of support through them – please read the section below for clarity on how to reach someone’s key worker if they do not know how to contact them.

### **AIR QUALITY, WATER AND DEBRIS:**

**Air quality:** Latest readings show the air pollution level near the site of Grenfell Tower continues to be low. PHE ensured that three new air quality monitors were installed in the immediate area of Grenfell Tower by an independent environment company on Saturday 24 June.

PHE is carrying out air quality tests in the area and is continuing to monitor readings to ensure the best advice is given. PHE’s advice is that the wider risk to people’s health as a result of the fire, beyond those directly affected, is low.

**Water quality:** Drinking water quality has not been impacted by the fire and tap water is safe to use as normal. Drinking water for the area around Grenfell Tower is supplied by Thames Water and the source of this water supply is not local to Kensington. Water run-off from the Grenfell Tower site would have entered the drainage and sewage system and would be processed as normal, so would not present a risk to physical health.

**Waste materials and debris:** If you have waste material or debris from the fire at your property, please contact the Royal Borough of Kensington and Chelsea Council on 020 7361 3001 to make arrangements for them to collect it. The majority of debris in surrounding areas consists of charred foam insulation and this material is unlikely to present a risk to people’s physical health. However as a precaution, residents are advised not to handle any burnt material. Dust on windowsills or outside areas of homes can be safely removed by damp dusting or wiping with a wet cloth.

More advice from Public Health England can be found on their website.

People who have concerns about any symptoms should seek medical advice or call NHS 111.

### **BEREAVED FAMILIES:**

**Family Liaison Officer (FLO)** is a specially trained police officer who will support the next of kin of each person who lost their lives or who is missing. Each of these people will also get a dedicated Key Worker who will help them to get the help they need and also consider the needs of the wider network of relatives and friends.

**Cruse Bereavement Care** offers support to adults, young people and children when someone dies, whatever the circumstances. They offer face-to-face, telephone, email and website support. Their free phone helpline is 0808 808 1677 and is open Monday to Friday 9:30am to 5pm (excluding bank holidays), with extended hours to 8pm on Tuesdays, Wednesdays and Thursdays. You can also email them on [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

**The Samaritans** offer emotional support round the clock. Anyone can contact the Samaritans in confidence at any time for free from any phone on 116 123 (even if you don’t have credit on your

mobile). Or you can text 07725 90 90 90 or email [jo@samaritans.org](mailto:jo@samaritans.org) or go to [www.samaritans.org](http://www.samaritans.org) to find your nearest branch to talk to someone face to face.

## **BRITISH RED CROSS**

A Red Cross helpline is in action to help give practical or emotional support to anyone who needs it. The number is 0800 458 9472. This line is open from 8am to 8pm.

British Red Cross volunteers are on the ground offering emotional support and connecting people to the help they need. They are going out into the community to try and identify those who are still in need and help them to access support. Trained psychosocial support workers, who are experienced in extremely traumatic situations, are also on hand to provide more in-depth support. The BRC family tracing service can help people to contact relatives overseas - [tracing@redcross.org.uk](mailto:tracing@redcross.org.uk). Independent Living volunteers are attending the Assistance Centre and we can also help to provide mobility aids. British Red Cross can support refugees and asylum seekers who may have been affected by the fire.

## **BRITISH MUSLIM EMERGENCY RESPONSE UNIT:**

The British Muslim Emergency Taskforce is a coalition of British Muslim charities providing immediate relief and support to families affected. Helplines Available to Victims & Families affected:

03333 123123 (National Zakat Foundation)

07951152786 (Muslim Counsellors/Therapists/imams)

0203 670 6004 (General Support Line)

## **BUSINESSES**

Portobello Business Centre has made temporary office accommodation available (without charge) to businesses displaced by the fire. The accommodation includes secure entry, desks, chairs and free Wifi, kitchen facilities and access to their business support team.

Portobello Business Centre is also acting as a primary point of contact to assess the impact the Grenfell Fire may have had on businesses. Once established they are providing bespoke solutions on a case by case basis. They are also working with Local and pan London authorities to look at reparations for business disruption to all self-employed individuals and business within the cordoned area. Please contact them on 020 7460 5050 for more information.

## **COMMUNITY ENGAGEMENT**

There is now a single point of contact for voluntary and community sector organisations that wish to discuss community engagement issues and concerns. The dedicated email address for the Community Engagement team is now live and please do forward it on to all relevant contacts, including those that may like to sign up to the regular email bulletin:

[Communityengagement@grenfellresponse.org](mailto:Communityengagement@grenfellresponse.org)

## **CORDON AREA**

The outer Police cordon was lifted at 10pm on Thursday 23<sup>rd</sup> June, though families have been able to return to their homes since Wednesday 22<sup>nd</sup> June. Those families that are unable to return to their homes are already aware of this.

KCTMO has provided all properties within the area with a leaflet explaining the support available to them. Out of hours support is available, and can be accessed by calling the normal out of hours contractor, Pinnacle PSG, on 0800 137 111, who will contact the duty officer for any non-repairs issues that need resolving. In addition, KCTMO staff will also be on site at the Westway centre over the weekend for drop-in queries.

Road closures have been in place which has limited normal refuse collection, so we are aware that the outer cordon site needs cleansing. We are putting cleaning resources in as of 23<sup>rd</sup> June. Public Health England will be moving Air Quality Monitoring equipment closer to the site on Sunday.

## **CORONERS AND BURIALS**

A [guide](#) to coroner services and coroner investigations is available online ([https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/283937/coroner-investigations-a-short-guide.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/283937/coroner-investigations-a-short-guide.pdf)), which will help families to understand how long they may have to wait before they hear news of identified bodies.

The Department for Work and Pensions has agreed that Funeral Grants will be available to all victims of the Grenfell fire, irrespective of any of the usual eligibility criteria. They will also cover the costs of repatriation if required.

There will be a leaflet and a dedicated helpline, but these will be issued directly to the Family Liaison workers and Key Workers, not to the general public. Please refer those affected to their Key Workers for details.

## **COUNSELLING**

Those affected by the Grenfell Tower fire, either directly or indirectly, and in need of mental health support or psychological therapy can call a dedicated NHS response service number where people can get access to mental health support services as well as information and advice 24/7. The number is 0800 0234 650 or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net).

Those affected can also contact Victim Support, for free emotional and practical support. The line is open 24 hours a day: 08 08 16 89 111 / [victimsupport.org.uk](http://victimsupport.org.uk)

## **DATA PROTECTION**

Please be aware that if you plan to try and speak to any agency on behalf of someone who has been affected, you will need to gain their consent to speaking on their behalf. Without this, government departments, agencies and other organisations will not discuss the details of their case, or share any personal data. Support workers doing this should record the names of the people they are taking personal data from.

## **DONATIONS**

The Donations Team have stocks of new clothing, food and toiletries and are distributing these from the Westway Community Assistance Centre to residents of Grenfell Tower. Food and second-hand clothing can be collected throughout the opening hours of the Westway centre and can be collected by anyone that needs.

New clothing and toiletries can be accessed at the Westway Community Assistance Centre by asking for a member of the Donations Team between 9AM and 6PM. The Donations Team and volunteers at the Westway will help the residents to identify what they need and collect these.

If we can't provide what the residents require from our stocks, residents can use their emergency grants (£500 cash, £5000 paid directly into bank accounts) which can be used to purchase further goods they need.

The British Red Cross charity has been asked by Kensington and Chelsea Council to help co-ordinate fundraising in an appeal to support the residents and neighbours of the Grenfell Tower fire. By [donating to their London Fire Relief Fund](https://beta.redcross.org.uk/appeal/London-fire-relief-fund) (<https://beta.redcross.org.uk/appeal/London-fire-relief-fund>), you can help those who have been left bereaved, injured, or homeless by this tragedy.

The Charity Commission has issued [advice for anyone donating to those affected by the Grenfell Tower fire](https://www.gov.uk/government/news/statement-on-charitable-giving-grenfell-tower-fire) (<https://www.gov.uk/government/news/statement-on-charitable-giving-grenfell-tower-fire>) to ensure that their donations go to legitimate charities.

Excess clothes are now being sorted and distributed and will be sold in British Red Cross shops across the country, to raise money for those affected through the London Fire Relief Fund

### **Community donations**

#### **Shop for Grenfell - turning excess donated clothes into cash**

An operation is now in place to ensure that the generous donations for those affected by the fire are helping them in the way they need it most. Grenfell families will continue to receive everything they need from the donations, and now excess clothes will be sorted, labelled and sold at British Red Cross shops across the country. Every penny raised in sales through the "Shop for Grenfell" initiative will go to the London Fire Relief Fund, which was set up to help those who have been left injured, bereaved, or homeless by this tragedy. We thank all the community organisations who are backing this plan and are working with us to ensure that all donations go to where they're needed most.

**Please also see: Financial support**

### **FAMILY AND FRIENDS ASSISTANCE CENTRE**

In addition to the Westway Assistance Centre, a separate facility called the Family and Friends Assistance Centre (FFAC) opened on Thursday 22<sup>nd</sup> June. The FFAC is intended to provide wrap around support to those that have lost loved ones in the Grenfell Tower fire. It is an invite only centre, and appointments are made by the Family Liaison Officers (from the Police) of families who have lost relatives.

The centre has capacity to accommodate five families at a time, in private rooms, where they are provided with specialist bereavement support, and access to other professionals who can help them resolve the practical issues they may be facing, which could be anything from support bringing overseas relatives to the UK to attend a funeral, to setting up a bank account for the first time, making an application for benefits, or discussing their rehousing needs and a vast range of topics in between.

### **FINANCIAL SUPPORT**

Each family who lost someone in the Grenfell fire is to receive £20,000, those injured and hospitalised will receive up to £10,000. Those injured and hospitalised for 6 hours or more, £3,500. These charitable funds have been made available after a joint approach was agreed to consolidate some of the funds raised for the victims of the tragedy.

Access to these funds is being administered by the London Emergencies Trust. Those directly impacted by the Grenfell fire can apply for grants by speaking to their Family Liaison Officer or Key worker, each of whom has been given application forms. They can also call the Red Cross helpline between 8am and 8pm on: [0800 458 9472](tel:08004589472) (free from landlines and mobiles).

For families who have lost someone, payment would usually be made to a spouse or recognised partner. Payment could also be made to a child, parent, sibling or the estate of the deceased instead. Payment to any other individual would need to be considered by the trustees responsible for the distribution of funds.

In addition, each family from Grenfell Tower is eligible for a 'fresh start' grant of £10,000, to provide extra help as they move into new permanent accommodation. These grants are now available to those in new, permanent accommodation.

Access to these funds is through the Rugby Portobello Trust. People should call 0207 229 2928 and ask to speak to the New Homes Team, email [newhomesteam@rpt.org.uk](mailto:newhomesteam@rpt.org.uk) or visit their offices at 221 Walmer Road, W11 4EY. They deal with funding requests Monday to Friday, from 10am to midday.

The Government has created a £5 million emergency **Grenfell Tower Residents' Discretionary Fund**. Every household whose home has been destroyed as a result of the fire will receive a guaranteed £5,500 minimum down-payment from the fund. This will be made up of a £500 cash payment and £5,000 delivered through the Department of Work and Pensions into bank accounts or similar in a single payment. DWP support workers will assist households in accessing the £5,000 including helping them to set up a Post Office Card Account if they do not have a bank account.

Discretionary funding: The Council also has additional discretionary funding, in addition to the base £500, to help large families or families with complex needs.

These payments will not affect other benefits.

## **BENEFITS**

The Government has set up a dedicated benefit enquiry line for people affected by the fire at Grenfell Tower. The following numbers will be manned between 8am and 6.30pm, Monday to Friday: 020 7941 6661, 020 7941 6634, 020 7941 6671. If people affected have a key worker, they can support them to resolve any benefits issues.

DWP have implemented a block on any enforcement action being taken on benefit claimants within affected postcodes (W11 1TQ/1TG/1WA/1WB). They are also working across all benefits to identify cases where medical evidence is due to expire or where a Work Capability Assessment (WCA) is due. DWP will take action to extend medical evidence and postpone WCAs to make sure that people's benefits won't be affected.

## **BANKS**

The banking industry is ready to help people who have lost their homes in the fire at Grenfell Tower and lost all access to their bank cards, accounts and ID documents. Banks have been contacting customers to provide assistance and arrange emergency access to funds.

Those who do not have a bank account can get support at the Westway Assistance Centre to set one up.

Bank of Scotland: 0345 721 3141

Barclays: 0345 734 5345  
Co-op: 03457 212212  
Halifax: 0345 720 3040  
HSBC: dedicated support line on 03456 092527  
Lloyds: 0345 300 0000  
NatWest: 0161 451 0217  
Nationwide: 0800 917 23 93  
Royal Bank of Scotland: 0161 451 0218  
Santander: 0800 0156 382

## **FOREIGN NATIONALS:**

Foreign nationals may wish to contact their embassy, high commission or consulate. People directly affected by the fire who are seeking guidance on UK passports, visas, or immigration can call the Home Office advice line (0300 222 0000) 24 hours a day, to arrange for a call back by specialist teams. Any calls from outside the UK should include the UK dialing code: +44(0)300 222 0000. Please note calls are in English. Immigration officers are also available at the Assistance Centre, along with those able to help with Consular assistance. The British Red Cross family tracing service can also help people who wish to contact relatives overseas and have no means of doing so. Call the Red Cross support line between 8am and 8pm support line and ask for the tracing service or email [tracing@redcross.org.uk](mailto:tracing@redcross.org.uk).

## **HOT WATER AROUND THE TOWER**

Hot water has been restored as of 5th July 2017 but other issues (e.g. fire exits) mean that not all residents should return yet.

The hot water boiler which serves Grenfell Tower and surrounding properties – covering a total of 394 homes – was located under the Tower and was completely destroyed by the fire. Military specialists supported a local authority engineering assessment on site and a temporary boiler installed.

## **HOUSING**

Residents who are displaced due to the fire should call the Kensington and Chelsea Council housing line on 020 7361 3008. Help and advice for those directly affected and in the surrounding area is available.

### **Housing Legal Advice – Shelter**

Shelter are offering free legal housing advice for Grenfell residents:

Call 0344 515 1540, 8am – 8pm Monday to Friday  
Information on website [www.shelter.org.uk/grenfell](http://www.shelter.org.uk/grenfell)

## **IMMIGRATION**

The Government has been clear that its priority is to ensure that victims of this tragedy get the access they need to vital services, irrespective of immigration status. The Home Office will not conduct immigration checks on survivors and those coming forward to provide information to assist the authorities in their enquiries. However, we recognise that some foreign nationals directly affected by the fire may not wish to engage with the authorities due to concerns about their unresolved immigration status, or if their status is about to expire. Those individuals directly affected



by the Grenfell Tower fire who contact the Home Office via a specified process will be given a period of limited leave to remain in the UK with full access to relevant support and assistance. This will be done by using discretionary powers to grant leave to remain outside the Immigration Rules for a temporary period of 12 months and without a condition precluding recourse to public funds.

Individuals directly affected by the fire who wish to speak directly to Home Office staff can do so by visiting the Westway Assistance Centre, or can call 0300 222 0000 in order to arrange a call back from specialist immigration staff concerning passport, visa and immigration queries. Any calls from outside the UK should include the UK dialing code: +44(0)300 222 0000. Please note calls are in English and the line is available 24 hours a day.

## **INTERPRETERS**

Staff at the Westway Assistance Centre and via the Red Cross Helpline will be able to arrange interpreting services.

## **KEY WORKERS**

Key Workers are currently allocated to those in Grenfell Tower and Grenfell Walk. If you do not have a Key Worker and you need practical support and advice, please visit the Westway Community Assistance Centre or call the British Red Cross Helpline on 0800 458 9472.

Key workers are the first point of contact within the Hub for residents and their family they will be responsible for coordinating the involvement of specialist services. They will be the 'wraparound' professional coordinating all physical and emotional support as identified by the family or resident. They will work closely with the Family Liaison Officer (FLO), housing, Red Cross and other identified agencies. They will be the main point of contact for support to the family until their immediate needs have been met and longer term support services are in place.

If you are contacted by a resident of the Tower who believes that they haven't been allocated a Key Worker, or who is unsure who their Key Worker is, you or they should get in touch with the Keyworker Hub (details below)

Keyworker Hub

Phone 24 hours, 7 days a week 0207 745 6400

[GrenfellTowerKeyworkerHub@rbkc.gov.uk](mailto:GrenfellTowerKeyworkerHub@rbkc.gov.uk) - responses 8.30am -5.30 pm 7 days a week

Outside of these hours, please call the Kensington and Chelsea out of hours service on 0207 373 2227 who will direct your query appropriately.

## **MEDIA**

If you are approached by someone from the media please refer them to the Grenfell Fire Response Team 24 hour media centre on: 020 7641 3677 / 020 7641 3678 / 020 7641 3679. Their email address is: [grenfellcomms@westminster.gov.uk](mailto:grenfellcomms@westminster.gov.uk)

## **MISSING PEOPLE**

If people are concerned about a family member they should call the Incident Room number – 0800 032 4539. This is open 24 hours a day. If someone was reported as missing and has been found safe, please call the Incident Room with an update.



## NHS OUTREACH

In response to the needs of the patients, NHS partners in West London have set up a multi-disciplinary health outreach team to support patients, families and neighbours affected by the tragedy. The team is currently located at the Westway Centre and will be in place for as long as needed. As time moves on the team located at the Westway is likely to become smaller as the immediate urgent needs of Grenfell Tower residents and their neighbours change and we move to more long-term support and provision of services. Current guidance for those seeing local residents and how they access services is as follows:

### First port of call for residents is their own GP

The first port of call physical, emotional or mental health needs for any resident should be their own GP. The GP will provide the all-important continuity of care for the patient and is able to signpost to more specialist services. Local GP practices are well placed to support people with emotional and mental health needs with an enhanced service in place.

If a resident does not have a GP they should be encouraged to register. To find a GP local to where they are currently living, they should use the NHS Choices website [www.nhs.uk](http://www.nhs.uk) and put their postcode in the local services search and it will bring up GP practices close to their location. If they do not have access to the internet they can call 020 8962 4600 (Monday to Friday 9am to 5pm).

All practices are open and accepting patients and have been asked to prioritise Grenfell residents. Practices have been reminded that patients should not be refused registration or appointments because they don't have a proof of address or personal identification at hand. It is not considered a reasonable ground to refuse registration. This also applies if you are an asylum seeker, refugee, a homeless patient or an overseas visitor, whether lawfully in the UK or not.

### About the multi-disciplinary health outreach team

The team includes mental health and physical health professionals working closely with local GPs and the voluntary sector. It is made up of experienced health professionals from different health care organisations working in West London, including:

- Central and North West London NHS Foundation Trust (CNWL)
- Child and Adolescent Mental Health Services (CAMHS)
- West London Mental Health Trust (WLMHT)
- Central London Community Healthcare Trust (CLCH)
- my Care My Way (<http://mycaremyway.co.uk/>)

### The outreach team service and how to refer to it

As well as receiving walk-ins at the Westway centre, the team is providing visits for residents affected by the incident.

The health outreach service is for residents affected by the Grenfell incident only, and is for patients with a NON-URGENT physical and/or emotional need. The health outreach team is able to visit patients in their place of residence or at another place of their choosing (e.g. a local community centre).

**NON-URGENT REFERRALS** can be made to the Outreach Team by calling 07712 231 133. This is a direct line to the team at the Westway centre, who will organise a NON-URGENT visit. At the time of writing, the health outreach team can visit the patient on the day of the referral or the following

day. Alternatively, referrals for the health outreach team can be emailed to [cnw-tr.westway@nhs.net](mailto:cnw-tr.westway@nhs.net)

Please note anyone who needs an **URGENT** mental health response should call the CNWL single point of access (SPA): 0800 0234 650.

CLCH Health Visitors are also contacting all displaced families with young children to ensure a Health Visiting contact.

## **OFFICIAL INFORMATION**

You can also check [www.gov.uk/grenfell-tower](http://www.gov.uk/grenfell-tower) for the latest official information about support and services.

## **OVERSEAS RELATIVES**

People who wish to contact relatives overseas and have no means of doing so can call the Red Cross support line and ask for the tracing service or email [tracing@redcross.org.uk](mailto:tracing@redcross.org.uk).

## **PASSPORTS AND VISAS**

### **Visa and passport support**

If your passport, British Residence Permits, nationality, birth and marriage certificates or visas have been destroyed as a result of the Grenfell Tower Fire, then help is still available to you.

Advisors are available help you at the Westway Sports and Fitness Centre, Crowthorne Road, W10 6RP from 10am to 8pm.

You can also call the 24 hour advice line on 0300 222 0000 to arrange for a call back by a member of the visa and passport team.

## **PETS**

Anyone affected by the fire in London and needing temporary accommodation for their dogs or cats can contact Battersea Dogs and Cats Home on 020 7627 9217. If pets need treatment or fostering, [Blue Cross animal hospitals \(https://www.bluecross.org.uk/find-us\)](https://www.bluecross.org.uk/find-us) could be able to help. Call 0300 777 1890 for Victoria (central London), 0300 777 1800 for Hammersmith (west London) or 0300 777 1810 for Merton (south London).

## **POLICE FAMILY LIAISON OFFICERS**

If someone has lost a relative but doesn't know who their Police Family Liaison Officer is how to contact them, please put them in touch with the Police Family Liaison office on 0208 358 9360.

A Family Liaison Officer role is primarily that of an investigator. In this particular instance, due to the unusual circumstances, the FLOS have been using the training they have received in terms of disaster victim identification (DVI) in order to identify whether persons are deceased, missing, hospitalised or in fact safe and well.

The Family Liaison Officer also explains and facilitates the investigative and coronial process to families involved. They sensitively access descriptive details, medical/dental records and take detailed statements from families to enhance both processes.

The family Liaison Officer then signposts families to the appropriate support services using multi agency contacts.

All families that have reported a loved one missing have been dual deployed FLOS. FLOs were also initially deployed to the critically injured in hospital.

## **POST**

Those affected by the fire are having their mail kept safe at the Royal Mail Delivery Centre: Royal Mail, Unit 20-23, West London Delivery Office, 7 Premier Park Road, London, NW10 7NZ. Opening times: 08:00 – 14:00 Monday to Saturday. Mail can be collected with ID. If anyone has lost their ID and needs to collect mail, please advise them to call 01752 387055 before they visit so arrangements can be made to collect it.

The Royal Mail is also offering a mobile service. Mail can be collected from their vehicle, which will be at the Westway Sports Centre car park. Please call 01752 387055 for details and to book a collection. A free Redirection service is also available for one year. Please call 01752 387055 to discuss this.

## **PUBLIC INQUIRY**

Victims and their families will receive funding for legal representation at the Public Inquiry, and victims will be fully consulted before the Inquiry begins, allowing them to say what they think it should cover. Details of how to access this legal funding and how the consultation is going to work will follow once the Inquiry has been set up.

## **RETURNING RESIDENTS**

The outer Police cordon was lifted at 10pm on Thursday 23<sup>rd</sup> June, though families have been able to return to their homes since Wednesday 22<sup>nd</sup> June. Those families that are unable to return to their homes are already aware of this.

KCTMO has provided all properties within the area with a leaflet explaining the support available to them. Out of hours support is available, and can be accessed by calling the normal out of hours contractor, Pinnacle PSG, on 0800 137 111, who will contact the duty officer. In addition, KCTMO staff will also be on site at the Westway centre over the weekend for drop-in queries.

Road closures have been in place which has limited normal refuse collection, so we are aware that the outer cordon site needs cleansing. We are putting cleaning resources in as of 23<sup>rd</sup> June, and will continue to clean the area over the weekend.

Public Health England will be moving Air Quality Monitoring equipment closer to the site on Sunday.

## **SCHOOLS**

Kensington Aldridge Academy is operating for Years 7-9 at Burlington Danes Academy, Wood Lane, and the sixth form is being accommodated at Latimer Upper School, King Street, Hammersmith. These arrangements will stay in place until the end of term.

Each school has a link Educational Psychologist as well as a link CAMHS worker who are providing targeted support to all affected schools. If you are concerned about a child's mental wellbeing,

please approach the school in the first instance. Senior contact for the EP services is [Helen.kerslake@rbkc.gov.uk](mailto:Helen.kerslake@rbkc.gov.uk) and the CAMHS manager is [David.bailey4@nhs.net](mailto:David.bailey4@nhs.net).

If school uniforms are required, schools will be able to assist as funding has been made available to support them to order spares including school shoes.

## **SHOWER FACILITIES**

The following local Leisure centres have offered to allow affected residents free access to their shower facilities until hot water is restored to the estate:

### **Virgin Active Notting Hill**

119-131 Lancaster Road, Notting Hill W11 1QT

### **Phoenix Fitness Centre and Janet Agedoke Swimming Pool**

Bloemfontein Road, Shepherds Bush, W12 7DB

## **SUMMER SUPPORT SERVICE**

Local charity Family Friends has launched a special programme for families affected by the Grenfell Tower fire, either directly or indirectly. The free programme will give extra support to families this summer.

Family Friends will match a reliable, trained, screened and supervised volunteer to a family, who will provide 3 months of practical and emotional support in the family's home. The programme offers 2 or 4 hours of support each week. There are two schemes:

### **Child Mentoring – for a child/siblings aged 5-16**

Gives children the chance to have fun and benefit from regular interaction from a calm and positive adult. The programme is tailor-made to the needs of children. They may go for outings out of the area, visit places of interest, receive academic support and discover new hobbies. Their parents may have respite from their caring responsibilities. The volunteer would also provide direct support to the parent if required and help link the family into relevant resources.

### **Parent Befriending – for parents of a child aged 0-16 years**

Parents receive support with organisation around relocation, paperwork, applications for grants or accessing resources. Volunteers may also give support around parenting and could accompany family on outings outside of the local area. They do not provide an advice service.

For more information on this service call 020 8960 9099, email [info@familyfriends.uk.com](mailto:info@familyfriends.uk.com), or visit [www.familyfriends.uk.com](http://www.familyfriends.uk.com).

## **TRANSPORT**

The travel care and support team continue to provide transport to and from the hotels and Westway for residents of the tower. The team are available from 8am - 11pm (including over the weekend) and can be contacted via 0207 361 3623 or email [passengertransport@rbkc.gov.uk](mailto:passengertransport@rbkc.gov.uk).

## **TRAVEL**

The DVLA has set up a dedicated enquiry line for residents affected by the tragedy who need to replace their driving license or vehicle registration certificate. The number to call is 0300 083 0103 which will be staffed from 8am to 7pm between Monday and Friday, and from 8am to 2pm on

Saturday. Applications will be dealt with immediately and all fees that apply for issuing replacements will be waived.

For anyone affected by the fire and in need of rail and air travel for humanitarian purposes, such as visiting family in hospital, there is assistance, but requests must come from a recognised organisation rather than individuals.

To make a request contact [peter.lovegrove@raildeliverygroup.com](mailto:peter.lovegrove@raildeliverygroup.com) for rail or the British Red Cross for air on [familyreunion@redcross.org.uk](mailto:familyreunion@redcross.org.uk).

For passport queries please refer to the “passports” section above.

## UTILITIES

The Government and utility companies have announced a package of support for Grenfell victims across energy, water and telecommunications.

The energy companies will write off any outstanding debts for energy bills for people who lived in Grenfell Tower, while preserving prepayment and credit balances. They will not charge people for energy for the period after the fire, will not put former residents who have been resettled on a more expensive tariff and will put on hold any direct debit payments for Grenfell Tower residents.

This package is being offered by Utilita, E.ON, SSE, Ovo, Utility Warehouse, Flow Energy, Ecotricity, Npower, British Gas, Robin Hood and Edf Energy. If people are unsure who their suppliers are they can call **0800 029 4285** for electricity or **0870 608 1524** for gas.

## WATER

For people who lived in Grenfell Tower, Thames Water has cancelled any outstanding debts and will refund accounts where charges have been paid in advance once details of account holders are known. Thames Water will waive charges for those evacuated from neighbouring buildings. The Kensington and Chelsea Tenant Management Organisation will also waive water charges for former tenants of Grenfell Tower and those evacuated in the surrounding area.

## VOLUNTEERS

Volunteer Centre Kensington & Chelsea (VCKC) is the central resource for all voluntary sector and community groups for volunteer support related to the Grenfell Recovery.

VCKC can assist with the following:

- Identification of individual and/or team volunteer needs, recruitment and placement
- Volunteer deployment, training, management and supervision
- Advice on DBS checking and Safeguarding
- Guidance on Insurance Cover and Volunteer Expenses
- Good Practice in Volunteer Management

For further information contact Andrew Croxford on 020 8962 2212 or email [grenfellvolunteers@vckc.org.uk](mailto:grenfellvolunteers@vckc.org.uk)

## WESTWAY COMMUNITY ASSISTANCE CENTRE

The Westway Community Assistance Centre remains open from 10am to 8pm as a source of advice, and supplies for affected families from the tower and the wider community, and it will continue to evolve to provide services as the needs of the community change.

There are a wide range of people at the centre providing a range of advice from NHS, Home Office, Benefits, Post Office, TfL, Adults' and Children's Social Care, Housing, HMRC, Passports, DVLA and Immigration.

In addition, donated food and supplies such as nappies continue to be distributed.