

Information on where to find emotional support for those affected by the Grenfell Tower disaster

Support for Grenfell: community support resources

Grenfell Fire Response team

The Grenfell Fire Response team are currently responding to what the community are telling them they need. If you come to the Assistance Centre at Westway Sports Centre, Crowthorne Road, W10 6RP you will be able to access services and support provided by the team 24 hours a day.

There are a range of support services available in the Assistance Centre. This includes housing needs, emergency funds, health, social care services, experienced volunteers from the Red Cross and other organisations, food and above all, a kind and sympathetic team of people ready to provide advice on anything.

Al Manaar - Muslim Cultural Heritage Centre

- Al Manaar, in partnership with [Inspired Minds](#), are providing help, support and counselling. Text Leyla 07535 895 470
- Muslim Counsellors/ Therapists and Imams available on 07951 152 786. They are providing immediate relief and support to families affected (Muslims and non-Muslims)
- Gardens of Peace Muslim Cemetery provide professional bereavement support for families – 0203 468 7333 or info@mbss.org.uk

The Grenfell Muslim Response Unit

The Grenfell Muslim Response Unit is a coalition of 4 registered British Muslim charities (Muslim Aid, Human Appeal, National Zakat Foundation and Islamic Relief) providing relief and support to Muslim and non-Muslims for victims and families of the Grenfell Tower fire and the surrounding estates:

- Provision of cash grants for families after a needs assessment
- Provision of supplies
- Provision of therapists/doctors/translators when needed
- Provision of legal representation
- Provision of meals

Support hotline number: 0203 670 6004

Red Cross

A Red Cross helpline is in action to help give practical or emotional support to anyone who needs it and the capacity of this is being expanded to give people a central point of contact. The number is 0800 458 9472 - available 24 hours.

Samaritans

[Samaritans](#) offers emotional support round the clock. Anyone can contact Samaritans in confidence at any time for free from any phone on 116 123 (even if you don't have credit on your mobile). This number will not show up on your phone bill.

Or you can text 07725 90 90 90 or email jo@samaritans.org or go to www.samaritans.org to find your nearest branch where you can talk to someone face to face.

Cruse Bereavement Care

Cruse Bereavement Care is a national charity for bereaved people in England, Wales and Northern Ireland. [Cruse](#) 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.

SMART: St Mary Abbots Rehabilitation and Training

SMART are open for anyone requiring emotional support. Drop in hours are Monday to Sunday 10am to 4pm, and Monday, Wednesday and Thursday 6pm to 9pm. Visit the website for more information.

Phone: 0207 376 4568

Email: info@smartlondon.org.uk

Web: <http://www.smartlondon.org.uk/>

Acklam Village Healing Zone

Acklam Village Healing Zone – open to survivors and all the community, providing relaxation, yoga, meditation, reiki, art therapy, creative writing, sound therapy and more.

Email: info@leneaherew.com to find out more.

Address: 4-8 Acklam Road, W10 5TY

Children's Respite and Healing

Kids on the Green - everyday until Friday 23rd June 13.00 – 19.00

A calm space for families, children and teens to come for free food, drink and arts and crafts at Norland Open Space, W11 4TQ. All staff DBS checked, contact Zoe on 07904 808 347

SANE

SANE works to improve the lives of everyone affected by mental illness. It has a helpline which offers support and information to callers throughout the UK. The site offers extensive literature on mental health subjects.

SANEline: 0845 767 8000

Website: www.sane.org.uk

Listening support for staff and service users at local organisations

Kensington and Chelsea Mind

Kensington and Chelsea Mind have met with local community providers to draw up a list of resources to provide emotional support for our community. We are able to broker support to organisations offering:

- Group work
- Individual supervision
- Counselling
- Working alongside Wandsworth and Westminster Mind (<http://www.wwmind.org.uk/>) to provide Arabic speaking support to residents of Kensington through the Mother Tongue service.

To access any of this support contact the Kensington and Chelsea advice line: 020 8964 1333 and check the website for updates <http://www.kcmind.org.uk/>

NHS: Single Point of Access (SPA)

If you are affected by the Grenfell Tower fire, either directly or indirectly, and are in need of mental health support or psychological therapy you can call a dedicated NHS response service number where you can get access to mental health support services as well as information and advice 24 hours a day. Please let the operator know you are calling as a result of the fire at Grenfell Tower.

The number to call is 0800 0234 650 or email cnw-tr.spa@nhs.net.

Help Counselling

If you work for a local organisation and would like to access free support, please call the Help office on 020 7221 9974 or email info@helpcounsellingcentre.com to discuss.

We can offer listening support in groups or for individuals – whether for staff or service users, group supervision for staff/support workers and group information sessions about how to look after your emotional and mental health following a major incident.

<http://www.helpcounselling.com/2017/06/16/emotional-support-following-grenfell-fire/>

Support Tools and other useful info

1. NHS: Trauma Leaflet

If you are worried about your mental health as a result of this event please see this [NHS trauma leaflet](http://bit.ly/2sbZoxE) (<http://bit.ly/2sbZoxE>). It outlines common reactions, simple suggestions for how to cope and ways in which children may be supported to cope during the next few days.

2. NHS: Choices

Many symptoms may be a normal response to a terrible experience and will reduce over time. If your symptoms are severe and you are in distress or they last longer than 4 weeks, this may indicate the need for support from a mental health professional. The information on the [NHS Choices website](http://www.nhs.uk/pages/home.aspx) (<http://www.nhs.uk/pages/home.aspx>) will outline possible symptoms and describe how to seek help. Please visit your GP who will be able to provide advice and refer you on to the appropriate local NHS mental health service for assessment and treatment.

If you are under 18, or are concerned about someone who is under 18, please look on [NHS Choices](#) for your local children and young people's mental health service. Children and young people may also access NHS help by visiting their GP, and schools may be able to provide support or refer them to local services.

3. Casualty Bureau

Any family and friends concerned about their loved ones please contact the Casualty Bureau on 0800 0961 233. If someone was reported as missing and has been found safe, please call the Casualty Bureau with an update.

4. Kensington and Chelsea Council Housing Line

Residents who are displaced due to the fire please call the Kensington and Chelsea Council housing line on 020 7361 3008.

5. Kensington and Chelsea Council - Volunteer

If you would like to volunteer to help with the support effort please register your interest by emailing Grenfellvolunteers@rbkc.gov.uk including your name, contact number and availability. Please also let us know if you have any specialist skills.

6. NHS 111

The NHS encourages Londoners to use NHS services wisely and seek advice from NHS 111 in the first instance.

7. UK Government Website

<https://www.gov.uk/guidance/grenfell-tower-fire-june-2017-support-for-people-affected>

For information on:

- Government benefits
- Banks
- If you are a foreign national
- Passport, visa and immigration services

8. North Kensington Law Centre

North Kensington Law Centre are running daily legal clinics to help local residents affected by the disaster to Learn about your legal rights, get access to legal support, and how the North Kensington Law Centre can help.

Phone: 020 8969 7473

Email: info@nklc.co.uk

Web: <http://www.nklc.co.uk/>