

## Grenfell Fire - Humanitarian Assistance Guidance Pack

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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.**

It is comprised of three sections: An overall update from the Grenfell Fire Response Team; An overall update from the Humanitarian Assistance Group; An Alphabetised directory of topics / FAQs which should help those affected to find the support that they need, including contact details of where to refer them.

**This document will be updated daily.** 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.**

## **Grenfell Fire Response Team update – 27 June**

The Grenfell Fire Response Team has been set up to support residents affected by the fire. This includes London-wide local and regional government, central government, British Red Cross,

### **HRH The Prince of Wales meets volunteers at Grenfell**

The Prince of Wales visited the site of Grenfell Tower and the Westway Assistance Centre this afternoon to see the work of the British Red Cross and other charities and community groups. He met volunteers who for the past two weeks have been providing support to those affected by the fire and thanked them repeatedly for their "fantastic" and "amazing" work.

As part of the visit, The Prince of Wales, who is president of the British Red Cross, met with volunteers from the charity to hear about the work they have been doing to support local residents. He looked at the thousands of tributes laid in memory of victims of the fire and met some of the survivors, holding the hand of a man who said he had lost his family in the blaze.

### **Communities Secretary Sajid Javid appoints Fire Safety Panel**

Communities Secretary Sajid Javid has appointed a new independent expert advisory panel. The panel will be responsible for advising on any immediate action to be taken so the public can be confident everything is being done to make all public and private buildings safe as quickly as possible.

The panel will be made up of a range of building and fire safety experts, and will be chaired by Sir Ken Knight, former London Fire Commissioner and former Government Chief Fire and Rescue Adviser.

Other core members of the panel will be Dr Peter Bonfield, Chief Executive of the Building Research Establishment, Roy Wilsher, Chair of the National Fire Chiefs Council and Amanda Clack, EY partner and President of the Royal Institution of Chartered Surveyors. The panel have a wealth of experience in fire and building safety, including testing processes. They will also draw in wider technical expertise as necessary to inform their advice to the Communities Secretary. It is intended that a first meeting of the Panel will take place this week.

A separate independent Public Inquiry will investigate what happened and who was responsible for the disaster.

### **Housing update**

We are working to make sure that every family affected by the fire in need of longer-term housing receives an offer within three weeks. So far 163 housing assessments have been made and 59 families have been matched with properties.

This involves working around the clock to identify a range of high quality furnished properties in the Royal Borough of Kensington and Chelsea across registered providers and the private rented sector, while we are also buying properties.

Each and every family has been allocated a key worker to provide support. This ranges from help to obtain documents like passports and driving licenses through to psychological support, as well as education and health assistance.

We do not in any way underestimate the complexity of the task and we want to give people the space they need to make decisions that are right for them and their family, while understanding that

in some case these needs are changing on a daily basis. We will not force people to accept a home that isn't right for them.

### **Westway Assistance Centre update**

The Westway Sports Centre remains the place to go for anyone affected by the Grenfell Tower fire. The Centre is open between 8am-11pm and over 100 people are here providing help services including immediate and long term NHS emotional support, financial support, benefits advice and travel support. Residents are also able to pick up newly printed documents, get a new passport photo, collect their post and access donated food and clothes.

Liz Bruce, Rest Centre Manager, said: "We want to welcome people affected by the Grenfell Tower fire, we are ready to help regardless of their personal circumstances. If you know anybody who needs help but is yet to come here, please call the Red Cross helpline on 0800 4589472."

You can find all services at the Westway Sports Centre, 1 Crowthorne Road, W10 6RP.

### **Support line**

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 is available 24 hours a day but we are looking at reviewing these hours based on need. If you have any feedback please email support @grenfellresponse.org.

### **Community donations**

Following valuable feedback from local voluntary and community organisations, we now have a plan in place for managing the generous donations of clothes and other items that are being stored locally. Our number one priority is to make sure these gifts go towards helping all those affected by the fire. More details on the plan will follow tomorrow. We thank everyone for their input so far and invite any further comment to [Communityengagement@grenfellresponse.org](mailto:Communityengagement@grenfellresponse.org)

### **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)

### **Transport update**

From 26th June, TFL will be operating a free shuttle bus service between the Community Assistance Centre, at the Westway Sports Centre, and the hotels where large numbers of families have been temporarily housed. Timetables for the bus routes will be available at hotels.

Services are now running normally between Wood Lane and Edgware Road as the part-suspension of the Circle and Hammersmith and City lines has now been lifted.

Taken as a safety measure following the Grenfell Tower incident, the part-suspension was lifted by Transport for London on Sunday, in consultation with London Fire Bridge and the Office of Rail and Road, after tests concluded trains nearby do not disturb the building or present a risk to the public.

Commuters can expect a full return to services on these lines.

Rail and air travel assistance is available to people affected by the fire who need to travel for humanitarian purposes. This could, for example, include people who need to visit family in hospital.

The request 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 and [nick.orwin@ltn.aero](mailto:nick.orwin@ltn.aero) for air.

### **Air Quality**

The air pollution level near the site of the Grenfell Tower tragedy continues to be low, latest readings show. Public Health England (PHE) ensured that three new air quality monitors were installed in the immediate area of Grenfell Tower by an independent environment company on Saturday.

Readings continue to show low levels of pollution. PHE is carrying out air quality tests in the area and is continuing to monitor readings to ensure the best advice is given. PHE is also advising on air quality, smoke exposure and asbestos and other potential risks. More information on air quality from Public Health England can be found on their website at <http://www.gov.uk/government/organisations/public-health-england>

### **Boilers**

We are working to restore hot water to surrounding properties after a boiler located under Grenfell Tower was destroyed in the fire.

We expect hot water to be restored by next Wednesday which will allow people in surrounding roads to return to their homes. Those affected have been offered accommodation in hotels.

### **Further support**

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.

Every household whose home has been destroyed as a result of the fire will receive a guaranteed £5,500 initial emergency payment from the £5m discretionary fund. This will be made up of a £500 cash payment and £5,000 delivered through DWP into bank accounts or similar in a single payment.

British Red Cross is coordinating and providing assistance. Red Cross personnel and volunteers have been on site since the day of the fire. They are undertaking outreach work to find people who need help and we have also asked them to be at airports to meet grieving relatives as they arrive. They can also help distribute donations that have poured in from the public.

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

### **Financial assistance update**

- As of 9am on 27th June, £1,686,012 has been distributed to affected families.
- This is made up of a £500 cash payments and £5,000 delivered through DWP into bank accounts or similar in a single payment, along with discretionary payments made by the Royal Borough of Kensington and Chelsea.
- 108 households have been given the £5,000 payments so far.

**New charitable grants**

Every family who lost someone in the Grenfell fire is to receive £20,000, those seriously injured will receive up to £10,000 and there will be a further £10,000 'fresh start' grant to every family who has been made homeless. These charitable funds have been made available, with more to follow, after a joint approach was agreed to consolidate some of the funds raised for the victims of the tragedy.

Three of the major funds for the people affected by the Grenfell fire - the British Red Cross, K&C Foundation and the London Community Foundation, are coming together with the London Emergencies Trust to make this money available immediately.

The DCLG has also announced that it will release £1million of funding to support organisations working with individuals and the communities most affected by the fire. The money will be distributed by a group of independent charitable funders who are part of the London Funders' membership network.

## **Background and update from the Humanitarian Assistance Group**

The Humanitarian Assistance group covers 5 key workstreams;

- Housing and temporary accommodation
- Health and Wellbeing
- Key Workers
- Family and Friends
- Community Assistance centre and helpline
- Donations and Gifts

### **Westway Community Assistance Centre**

The Westway Community Assistance Centre remains open from 9am to 11pm 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.

At present there are a wide range of people at the centre providing a range of advice:

- Housing Needs advice
- Family & Children Services
- Adult Social Care
- DWP – Benefits advice
- NHS GPs
- Mental Health referrals
- Passports
- Transport
- General advocacy from a variety of sources

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

A free shuttle bus service is in place between the Centre and the hotels where large numbers of families have been temporarily housed. Buses run from 10am to 7pm, and timetables for the bus routes will be available at your hotel if it is one of those included. A timetable is attached at the end of this document.

**It is very important to note that the Westway Assistance Centre is by no means the only way of accessing support.** All families who lived in Grenfell Tower have been allocated a Key Worker who has been in touch with them already. In addition, a number of families from within the cordon area have also been identified as needing this support and as such have also been given a Key Worker. This guide will tell you what to do if someone doesn't know how to contact their Key Worker, and how to refer them on if they need this support.

### **Family and Friends Assistance Centre (FFAC)**

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.

## **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 AND SMOKE EXPOSURE:**

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

### **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

### **BEREAVED FAMILIES:**

A specially trained police officer called a Police Family Liaison Officer 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.

### **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)

**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.

### **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. Department for Work and Pensions (DWP) staff are also available at the Westway Assistance Centre. 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.

### **BRITISH RED CROSS**

The Red Cross helpline is available 24/7 for anyone who has been affected by the Grenfell Tower fire and is in need of support – 0800 458 9472 (free from landlines and mobiles).

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.

### **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.

### **CHARITABLE FUNDS**

Each family who lost someone in the Grenfell fire is to receive £20,000, those seriously injured will receive up to £10,000. 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. People directly impacted by the Grenfell fire can apply for grants by calling the Red Cross helpline on: 0800 458 9472 (free from landlines and mobiles) or speaking to their Family Liaison Officer.

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 or email [newhomesteam@rpt.org.uk](mailto:newhomesteam@rpt.org.uk)

### **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**

We have received a flood of generous donations of food, clothing and other items from the community. We are in the process of sorting through clothes and other items, and have been strongly encouraging those who wish to donate to do so using cash.

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.

Following valuable feedback from local voluntary and community organisations, we now have a plan in place for managing the generous donations of clothes and other items that are being stored locally. Our number one priority is to make sure these gifts go towards helping all those affected by the fire. More details on the plan will follow tomorrow.

**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.

## **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.

## **FINANCIAL SUPPORT**

Known residents of Grenfell Tower have been contacted by the Department for Work and Pensions and given a letter that explains how they can access the emergency cash grant of £500 and make arrangements for larger £5,000 grants to be paid into their bank account. Those who have received their letter can go directly to the Post Office on Portobello Road.

Those who have not had a letter, can collect one from their Key Worker (please see the key workers section for details of how to contact them).

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. The £500 cash payment is available immediately from the Council at the Assistance Centre or through the Post Office in Portobello Road. 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. It is also available to provide support for funeral costs.

These payments will not affect other benefits.

**Also see Charitable Funds on page 8.**

#### **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 and ask for the tracing service or email [tracing@redcross.org.uk](mailto:tracing@redcross.org.uk).

#### **HOT WATER AROUND THE TOWER**

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. As a result, plans are now progressing to install a temporary boiler as soon as possible.

#### **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.

#### **IMMIGRATION**

The Home Office have emphasised that they will not be using the tragedy as a reason to carry out immigration checks on those involved or those providing vital information to identify victims. They will also make sure that all victims, irrespective of their immigration status, will be able to access the services they need, including accommodation and healthcare.

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 WORKER CONTACTS**

Residents of Grenfell Tower have been all allocated a Key Worker. 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, please take their details and then call 020 7361 3013 between 8.30am -5.30pm.

Residents from within the cordon area will not necessarily have been allocated a Key Worker. If you are concerned or would like a referral, please call the Keyworker Hub on 0207 745 6400 **between 9.00am -5.00pm**. Outside of these hours, please call the Kensington and Chelsea out of hours service on 0207 373 2227 who will direct your query appropriately.

Please do not advise members of the public that the only place they can access this support is the Westway Assistance Centre. Home visits are available for all people who have been affected by the fire and allocated a Key Worker.

### **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

### **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.

### **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**

The Home Office has a 24 hour advice line on 0300 222 000 (+44(0)300 222 0000 outside the UK) for those needing passports, visas or immigration advice. Please note calls to this line are in English.

### **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).

## **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.

St Francis of Assisi Primary School is operating from the Sion-Manning School in St Charles Square in North Kensington. It is likely that St Francis will return to its permanent site on Monday 26th June.

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.

## **TRAVEL**

The DVLA has set up a dedicated enquiry line for residents affected by the tragedy who need to replace their driving licence 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.

Transport assistance may be available for the family members of survivors or the bereaved – all of these individuals will have a Key Worker and any queries on this should be referred to them.

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.

### **VOLUNTEERS**

If members of the public would like to volunteer to help with the support effort being co-ordinated by Kensington and Chelsea Council they can register their interest by emailing [grenfellvolunteers@rbkc.gov.uk](mailto:grenfellvolunteers@rbkc.gov.uk) including their name, contact number and availability.

### **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.

## Shuttle Bus Service to the Westway Assistance Centre

Transport for London is providing a Return Shuttle Bus Service to the Community Assistance Centre at the Westway Sports Centre, 1 Crowthorne Road, W10 6RP to a number of hotels that are housing displaced families.

The Buses are free to use.

Route	Hotel Pick up Locations	Pick Up Times
1	Radisson Blue Portman Thistle Kensington Hilton Kensington Ibis Shepards Bush Dorsett	<b>Bus departs from first hotel listed at</b> 10am, 12 noon, 2pm, 4pm, 6pm  <b>Bus returns</b> from the Westway centre at 11am, 1pm, 3pm, 5pm, 7pm
2	Milenium Gloucester Holiday Inn, Kensington Forum Premier Inn, Earls Court Mercure Kensington Premier Inn Olympia Hilton Olympia	<b>Bus departs from first hotel listed at</b> 10am, 12 noon, 2pm, 4pm, 6pm  <b>Bus returns</b> from the Westway centre at 11am, 1pm, 3pm, 5pm, 7pm
3	Premier Inn Hammersmith Novotel London West Holiday Inn Earls Court Chelsea FC Copthorne Premier Inn Olympia	<b>Bus departs from first hotel listed at</b> 10am, 1pm, 4pm  <b>Bus returns</b> from the Westway centre at 11.30am, 2.30pm, 5.30pm
4	Travel Lodge, Clapham Junction Park Plaza, Waterloo Park Plaza, County Hall The Grosvenor Copthorne Tara	<b>Bus departs from first hotel listed at</b> 10am, 12 noon, 2pm, 4pm, 6pm  <b>Bus returns</b> from the Westway centre at 11am, 1pm, 3pm, 5pm, 7pm
5	Premier Inn, Hanger Lane Park Plaza Park Royal Copthorne Tara	<b>Bus departs from first hotel listed at</b> 10am, 12 noon, 2pm, 4pm, 6pm  <b>Bus returns</b> from the Westway centre at 11am, 1pm, 3pm, 5pm, 7pm