

## **Grenfell Fire - Humanitarian Assistance Guidance Pack**

Updated on 21.06.17

18:30

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 [westbecc1@westminster.gov.uk](mailto:westbecc1@westminster.gov.uk) – 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 outstanding, 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 – 21 June 1pm**

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, Metropolitan Police and London Fire Brigade. We are working hard to put in place support and services for those affected by the fire. This update will provide you with our latest information on that operation.

### **Housing**

We have offered emergency hotel accommodation in the local area to everyone who needs it. Housing numbers across Grenfell Tower, Grenfell Walk and the Cordon area.

- In total there are 249 households in emergency accommodation.
- 140 hotel placements have been made for people living in Grenfell Tower and Grenfell Walk.
- There are also 109 additional households now in hotels from the wider affected area.
- 130 keyworkers are supporting people affected.

Work is now taking place to assess the housing needs of all Grenfell Tower and Grenfell Walk families to identify longer-term accommodation in the Royal Borough of Kensington and Chelsea and neighbouring boroughs.

- So far 110 assessments have been completed.
- 21 households from Grenfell Tower and Grenfell Walk have not had their housing needs assessed yet. These households have been contacted. We continue to work with the families using the assistance of volunteers to accurately assess their needs.
- 19 viewings are taking place for families to view properties we have offered to date.
- 68 new build flats as part of the Kensington Road development in the borough will be provided to re-house residents from Grenfell Tower. These will be ready by the end July 2017.

### **Financial assistance**

- As of 12pm on June 21 £675,200 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.
- 51 households have been given the £5,000 payments so far.

## Background and update from the Humanitarian Assistance Group

The Humanitarian Assistance group covers 5 key workstreams;

- Housing and temporary accommodation
- Key Workers
- Friends and Families assistance
- Community Assistance centre and helpline
- Donations and Gifts

The Westway Assistance Centre remains open as a source of advice, and supplies for affected families from the tower and the wider community. It is currently managed by colleagues from Ealing Council, and we are making longer term plans and coordinating support from both local and central government to continue to manage the centre as its purpose changes.

The centre itself is providing a wide 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.

**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.

In addition to the Westway Assistance Centre, a separate facility called the Family and Friends Centre will be open from 9am on Thursday 22nd June. This has been set up to provide holistic support to bereaved families – this is not a drop-in facility, and the alphabetised guide will provide more information on this service.

## **Alphabetised directory of topics / FAQs**

First of all, 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.

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

An alphabetical list of contacts is available below.

### **CONTACTS**

#### **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

#### **BEREAVEMENT SUPPORT:**

A specially trained police officer called a 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.

**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 where you can 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 staff are also available at the Westway Assistance Centre. If you have a key worker, they can support you to resolve any benefits issues.

### **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 find people who have been affected but have not yet visited the Westway Assistance Centre. Trained psychosocial support workers, who are experienced in extremely traumatic situations, are also on hand to provide more in-depth support. Our 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.

### **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.

### **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 support workers will need to secure verbal consent from those affected to permit us to share personal data with government departments, agencies and other organisations where necessary. Support workers 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 – enough to fill an entire Royal Mail distribution centre. 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.

### **FAMILY AND FRIENDS CENTRE**

This centre will provide wraparound support to those dealing with the possible or confirmed bereavement of relatives and friends. The centre will work on an appointment basis, to be arranged by the Family Liaison Officer. Those being supported will be accompanied to the centre where the Key Worker or Floating Support Workers from within the centre will provide a mixture of psychosocial care and practical support.

Services will be provided from social work teams, British Red Cross, Cruse, the Salvation Army, Housing and Benefits teams, DWP and a GP link, with additional support to be arranged as necessary. Interpreters will be secured to support the community language needs. The centre will be able to deal with five family groups concurrently and will be open from 9am to 5pm, Monday to Friday.

### **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 can collect their letter from their Key Worker. 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.

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.

The discretionary fund is intended to help households with their immediate costs - for example clothes, mobile phones, food. It is also available to provide support for funeral costs.

The Council will be able to make further cash payments from the £5 million discretionary fund to meet additional costs, for example for large families or families with complex needs. We will keep under review whether this is sufficient. These payments will not affect other benefits.

### **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).

## **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 020 7361 3013 between 8.30am -5.30pm.

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](mailto:grenfellcomms@westminster.gov.uk)

## **MISSING PEOPLE**

If people are concerned about a family member they should call the Casualty Bureau on 0800 0961 233. This is open 24 hours a day. If someone was reported as missing and has been found safe, please call the Casualty Bureau 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). For those who are unable to contact the Casualty Bureau but are concerned about missing relatives please also contact the family tracing service as above.

## **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 your pet needs 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).

## **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.

## **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. 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).

## **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.



**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.