

Response of the Royal Borough of Kensington & Chelsea Council to Questions and Concerns Submitted in Week Six, 8th September 2017

Emotional Support

Question	Response
<p>Why are there no peer support workers assigned to the Grenfell Mental Health Team?</p>	<p>Peer support is an important part of any integrated support offer – not just for mental health but also for emotional health. In practice we have found peer support especially effective when delivered by people with relevant experience so agree that this is helpful.</p> <p>As well as specialist mental health workers employed by Central North West London NHS Foundation Trust (CNWL), we have a much wider range of services, working with local organisations who bring local people into the workforce.</p> <p>CNWL teams work very closely with local organisations providing peer support roles – for example, our outreach teams have been visiting hotels and other locations with other organisations who bring those skills. Likewise Hestia is providing support for emotional health and has employed a number of local people who fulfil a peer support/navigation role.</p>
<p>Are therapists and support workers reporting back on their experiences and will this be collated for research and organisational learning?</p>	<p>Currently this information is collected informally and on an ad-hoc basis, however, it is proposed that this be formalised through the use of reflected practice, group supervision, quality measures and specific action learning sets to help develop the quality and shape of the service. This is only in relation to keyworkers and support workers.</p> <p>Key providers offering therapeutic support have also engaged with internal boards and steering groups to feedback on their experiences of providing therapeutic support to residents.</p>
<p>Is emotional support being extended to individuals who were affected by the Grenfell Tower fire, but who do not live in Kensington & Chelsea? For example, visitors to Grenfell Tower on</p>	<p>Care for Grenfell is available for all those who are affected and we work with services in other areas to make sure anyone who needs support is receiving this. Care for Grenfell can be contacted by:</p> <p>Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p> <p>There are also a number of online services, including Elefriends and Kooth for young people, and Qwell for adults.</p> <p>Elefriends: https://www.elefriends.org.uk/</p>

<p>the night of the fire.</p>	<p>Kooth: https://kooth.com/</p> <p>Qwell: https://xenzone.com/qwell/</p> <p>Mental health services are working with relevant mental health teams in other boroughs to make sure people get the support they need.</p>
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The Tower

Question	Response
<p>At what point are you going to be talking to the whole community about plans for the space where Grenfell Tower stands?</p>	<p>The Grenfell Tower site is a crime scene and as such under the management of the Metropolitan Police. Therefore, the building cannot be dismantled until the police investigation has concluded.</p> <p>We will also be working with members of the local community, leaseholders and residents affected to take in a range of views on the future of the Grenfell Tower to ensure it is of benefit to the whole community.</p>
<p>Is the building going to be demolished, and if so when?</p>	<p>Until the police investigation has concluded, we cannot begin to discuss proposals for the future of the site. However, once this has taken place, we will ensure that we continue to take the views of members of the local community, leaseholders and residents affected on the future of the Grenfell Tower to ensure it is of benefit to the whole community.</p>