

Response of the Royal Borough of Kensington & Chelsea Council to Questions and Concerns Submitted in Week Three, 11th August 2017

Children, Young People and Families

Question	Response
<p>Will there be a consultation with local families to hear what support children and young people need? Is there a strategy in place?</p>	<p>The Council supports a vision of community-led recovery in shaping public service design and delivery by working together with many different agencies including voluntary organisations and members of the community.</p> <p>Engagement with the community is fundamental. The Council is currently considering a strategy of how to achieve this so as to ensure a multi-agency approach with clear governance, shared vision and common language.</p> <p>We will achieve this by establishing community-led governance arrangements which are representative of all communities. This will involve setting up platforms for two way communication and feedback to increase transparency and inform plans.</p> <p>This will support the development of a sustainable long-term model that is adaptable over time and responds to the changing needs of the community. Supporting this will be Subject Matter Experts relating to trauma and shared governance arrangements that ensure clear lines of accountability and community led arrangements. This work will include the involvement of local stakeholder groups formed in response to the Grenfell fire.</p>
<p>Young people often act as translators for family members. This is a considerable responsibility are there options of translators to support young people with this.</p>	<p>All Council departments and voluntary organisation can access Translation and Interpreting Service via DA Languages Limited:</p> <p>For telephone interpreting call: 0330 088 2443 Using PIN: 8888.</p> <p>For face to face interpreting, please call 0161 928 2533 extension 231 or email: telephoneinterpreting@dalanguages.co.uk</p> <p>For all booking, please quote 'Grenfell Response'.</p>
<p>How are you going to make sure that the support offered to young people is tailored to their needs?</p>	<p>Our focus immediately following the fire was to put in place additional support for children and young people at schools and as part of the summer offer of activities. We also set-up a child and young person's online support offer, called Kooth that is tailored to young people and their needs.</p>

<p>Have you spoken to young people to find out what support they want and need?</p>	<p>Our next steps are to work closely with schools to continue to provide the right support to help the children and young people who attend them. This support will be continually reviewed based on feedback from school staff and the children and young people who are receiving it.</p>
<p>Is there going to be more support available for young people going to the Curve?</p>	<p>We will be making sure that support for all people affected by the Grenfell Tower fire continues to be available at the Curve by working with the council and community and voluntary organisations. There is a crèche facility available to look after children of parents who are accessing the centre, and the inclusive theatre company, Chicken Shed, have been providing workshops for children aged 5 and under.</p>
<p>Are all local young people impacted being offered a Key Worker? Is this something they are having to organise themselves?</p>	<p>All children will have access to support in local schools and children's centres. We have ensured that all school staff have been supported via our Educational Psychology and NHS Child Mental Health Services and we have secured additional counselling support for every school that has asked for more support, which will continue to be available when schools return in September.</p>
<p>People have suggested that young people need to get away and have a break. What is being done to help them?</p>	<p>There is an extended programme for children and families over the summer period. Activities include play, sports and leisure, art, media and culture and family events. A number of the activities include counselling support.</p> <p>More information about the range of provision available for children and young people aged 0-19 can be found in the Summer in the City brochure or online</p> <p>Website: www.mysummerinthecity.org.uk</p> <p>Families that have been affected and need additional support to help them access the activities should speak to the organisation providing the activity or their keyworker.</p> <p>In addition to the extended summer programme there have been a number of donated short breaks and day trips for children and families affected by the fire, these are being delivered by local and community organisations. If you are interested in these opportunities please speak to your keyworker.</p> <p>Nova's Summer Programme includes lots more fun activities that parents and young people can enjoy.</p> <p>People can find out more online by visiting the website, calling or emailing.</p>

	<p>Website: www.novanew.org.uk Telephone: 020 8960 2488 Email: admin@novanew.org.uk</p>
<p>Why do some families still not have a Family Liaison Officer?</p>	<p>The Police Family Liaison Officers (FLOs) are only being deployed to families of the deceased and have been deployed to individuals who were so critically injured that it was believed that their conditions were life threatening. The role of Family Liaison Officers is purely investigative and to maintain a two-way channel of communication between families and the investigation team.</p> <p>For wider support, Key Workers are the first point of contact for affected residents and their families. Support offered by Key Workers ranges from help to obtain documents such as passports and driving licences, through to psychological support, as well as housing, education and health assistance.</p> <p>To request a Key Worker, change a Key Worker, or if anyone is unable to reach their Key Worker:</p> <p>Telephone (helpline): 020 7745 6400 Email: GrenfellTowerKeyWorkerHub@rbkc.gov.uk</p> <p>The line is open Monday to Friday, 9am to 5pm.</p> <p>The team can be contacted out-of-hours on 020 7373 2227.</p>
<p>What help and resources will be available to support children and young people to go to school?</p>	<p>We will make sure that support is available for children and staff when they return to school in September. All schools have an allocated Educational Psychologist and NHS Child Mental Health specialist who have provided advice and guidance to school staff and direct support to children and families where required.</p> <p>There will also be books and materials to support teachers and school staff with having conversations with the pupils at their schools, as recommended by the Education Psychology Service, and additional counselling support has been made available for every school that has requested it from organisations such as Place2Be and Mind.</p> <p>Website: https://www.place2be.org.uk/ Website: http://www.kcmind.org.uk/</p>
<p>What emotional support will be</p>	<p>All schools have an allocated Educational Psychologist and NHS Child Mental Health specialist who have provided advice and guidance to school staff and provided direct support children and</p>

<p>available in schools to students?</p>	<p>families where required.</p> <p>We have secured additional counselling support from organisations such as Place2Be and Mind for every school that has asked for additional support, which will continue to be available next year.</p> <p>Website: https://www.place2be.org.uk/ Website: http://www.kcmind.org.uk/</p>
<p>Will staff in schools have additional training and resources?</p>	<p>Support for teachers and school staff is very important to us. All schools that have been affected by the fire have been provided with books and materials to support teachers and school staff with having conversations with the pupils at their schools. These were recommended by and provided by the Education Psychology Service, who will continue to work with schools in partnership with the Child and Adolescent Mental Health Service when they return in September to identify the needs of school staff and ensure that appropriate support is in place.</p>
<p>What emotional support will be available for teachers?</p>	<p>All school staff have access to support services that have been put in place by their school as well as Workplace Options, which is the employee assistance programme that is available to all local authority staff. Educational psychology support is also available to staff.</p>
<p>What information and support is available to staff working with children in the local area e.g. Nursery Practitioners? Will there be additional funding, training and specialist support in Children's settings?</p>	<p>Our Early Years Team provided immediate support children's centres and have specifically targeted those with most need following the incident</p> <p>Our children's centres and childcare providers have put specific sessions in place to support parents and practitioners and our Early Years Team are providing information to stay and play sessions to ensure that families are aware of the support that is available.</p> <p>Our Early Years Team are continuing to work with children's centres and other early years providers to understand their additional needs and will fund additional support as it is required.</p>
<p>What emotional support is available to staff working with children who may have been impacted by the fire?</p>	<p>In the first two weeks following the fire on 14 June 2017 Early Years sent out daily updates to PVI providers, this communication enabled us to identify those providers who had 'lost' children and or had staff who required additional support. Within week two an Early Years officer visited all PVI providers in the North of the borough. We also provided 2 support sessions facilitated by Dr Jai Adhyaru where over 30 providers attended. Feedback from this session prompted us to set up a weekly support group called Practitioners</p>

	<p>Place again facilitated by Clinical Therapists. Practitioner Place and the communication has been reduced due to the Summer break.</p> <p>We opened The Space@Clare Gardens in July 2017 primarily for survivors and affected families of the Grenfell fire. We have noticed that this service is increasingly being requested by keyworkers and staff from the Grenfell Hub.</p> <p>From September we will resume</p> <ol style="list-style-type: none"> 1. Weekly communication with PVI providers. 2. All settings will receive a visit within September to identify any issues that may arise. 3. Practitioner Place will begin again in the second week of September facilitated by Clinical therapists. 4. Space@Clare Gardens will continue and made available to staff from PVI settings as well as keyworkers 5. We have included a number of specialists training/workshops in our Early Years CPD programme to support staff to work with children following trauma
<p>Children are having difficulty sleeping. What support and advice is available for parents?</p>	<p>The Mental Health and Emotional Wellbeing packs that have been distributed widely contain detailed information and advice on how to support children after a frightening event. If parents would like support with understanding or implementing this advice, they are encouraged to speak with their local GP or staff from a local children's centre or their child's school. All of the leaflets are available online</p> <p>Website: www.rbkc.gov.uk/localoffer Website: https://grenfellresponse.org.uk/leaflets-and-posters/</p>

Information and Advice

Question	Response
<p>People were told that if they emailed their concerns and questions, they would be answered. Is there are timescale for people to get a response?</p>	<p>The Care for Grenfell team has been set up as a single point of contact to coordinate and oversee any enquiries and complaints relating to any persons affected by the Grenfell fire and to signpost people to the most appropriate support for them.</p> <p>Care for Grenfell can be contacted by: Telephone: 020 7745 6414 Email: careforgrenfell@rbkc.gov.uk Website: https://www.rbkc.gov.uk/newsroom/care-grenfell</p>

<p>Is all written information (guidance and legislative) being made available in a range of languages?</p>	<p>All Council departments and voluntary organisation can access Translation and Interpreting Service via DA Languages Limited to translate documents on request.</p> <p>For telephone interpreting call: 0330 088 2443 Using PIN: 8888</p> <p>For face to face interpreting, please call 0161 928 2533 extension 231 or email: telephoneinterpreting@dalanguages.co.uk</p> <p>For all booking, please quote 'Grenfell Response'.</p>
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Council Tax

Question	Response
<p>For those families who have been given rent immunity for one year, we understand that utilities – gas, electric and water are also not payable – what about Council Tax?</p>	<p>Council Tax Payers at Barandon Walk, Hurstway Walk, Testerton Walk, Bramley House and Treadgold House, are exempt from paying Council Tax for the period from 14 June 2017 to 28 January 2018. The Council has also written off any arrears and any benefit overpayments relating to these addresses for the current Council Tax Payer.</p> <p>Former residents at Grenfell Tower and Grenfell Walk will be exempt from paying Council Tax for 12 months once they are rehoused. After the first year, Council Tax payable by the residents will be capped at the rate for the Council Tax band of the property they previously paid at Grenfell Tower or Grenfell Walk. Any Council Tax arrears and any benefit overpayments for these residents have been written off.</p>

Housing

Question	Response
<p>Why is it taking so long to move children out of hotels?</p>	<p>All former residents of Grenfell Tower and Grenfell Walk have endured and continue to endure enormous suffering. After very careful consideration, the Council has decided to use four 'priority bands' to ensure the most vulnerable households are given the opportunity to be rehoused first. In summary, the four bands are:</p> <ul style="list-style-type: none"> • First band priority will be given to anyone who has been bereaved as a result of the fire. • Second band priority will be given to a household that has a member or members: <ul style="list-style-type: none"> – with a serious physical or mental disability – with a serious learning disability

	<p>– who has needs for care and support or carer’s needs for support</p> <ul style="list-style-type: none"> • Third band priority will be given to any household which includes dependent children. <p>As of 21 August, the viewing and allocation process has started for all the non-bereaved families (including those with children). They will have to time to consider if it right for them and if they would like to move in, but if they do not think it is suitable they can turn it down.</p>
<p>People were told that people would be rehoused in RBKC or surrounding boroughs. When will this happen</p>	<p>All former residents of Grenfell Tower and Grenfell Walk have been offered self-contained temporary accommodation in or close to Kensington and Chelsea.</p> <p>Obviously, a number of households have declined offers of self-contained temporary accommodation for a variety of reasons. For example, some residents do not wish to move twice; once into self-contained temporary accommodation and then again into permanent accommodation. Other residents did not like the location of the temporary accommodation, while a small number are not yet ready to engage in the rehousing process.</p> <p>It is worth reiterating that residents are entirely free to decline offers of temporary and permanent accommodation, and doing so will not affect in any way any future offers -i.e.- there is no penalty for doing so.</p> <p>The Council is committed to honouring the Government's pledge that all former residents of Grenfell Tower and Grenfell Walk will be rehoused to a permanent home within twelve months.</p>
<p>What reassurance do people have if they take up a housing offer that it is long term and at a social housing rent?</p>	<p>For residents that held a council tenancy at Grenfell Tower or Grenfell Walk, the Government has confirmed the rent and service charges for permanent social housing (after the twelve month period) will be no greater than the amount they were paying at Grenfell Tower or Grenfell Walk. This remains true even if they are rehoused to a larger home. After one year when rent will start to be charged, those on low incomes will be able to claim Housing Benefit or Universal Credit.</p> <p>There will be a number of different social landlords who will be offering permanent social housing. If residents accept a council property they will be offered a lifetime secure tenancy. If they accept a housing association property you will be offered a lifetime assured tenancy.</p>

<p>People want to know what will happen beyond one year if they are in temporary housing?</p>	<p>The Government has made a clear commitment to provide a new home in social housing for former residents of Grenfell Tower and Grenfell Walk within one year and the council are delivering on this commitment. We want and expect to move faster than this.</p> <p>If a resident has not been rehoused to a permanent home within twelve months, they will continue to be provided with their temporary home. The Government has said that they will not be expected to pay for this temporary accommodation after twelve months (for example, some self-contained temporary accommodation is private rented sector accommodation that otherwise might attract rents of £500 per week - residents will not have to pay this). The Council will engage with such residents to work out why they have not been offered a suitable home they wish to accept in the hope of removing any barriers to Rehousing.</p>
<p>How many people from the Tower have been rehoused?</p>	<p>As of 10am on Tuesday 12 September, 181 offers have been made for temporary accommodation, 64 offers have been accepted and 29 households have moved into temporary accommodation. In addition to this, 31 offers have been made of permanent accommodation, and 18 offers of permanent accommodation have been accepted.</p>
<p>How are properties in Kensington Row being allocated?</p>	<p>In accordance with the Grenfell Rehousing Policy, applicable to former residents of Grenfell Tower and Grenfell Walk.</p>
<p>If we take a temporary accommodation how long will we wait for a permanent tenancy?</p>	<p>The Council intends to honour the Government's commitment to rehouse, to permanent accommodation, former GTGW residents within a year.</p>
<p>Why have Verity Close and Silchester Close not been offered rent immunity?</p>	<p>The Council recognises that residents of the Lancaster West Estate have experienced significant disruption as a result of the Grenfell Tower fire. Residents were evacuated from their homes while residents of Barandon Walk, Hurstway Walk, and Testerton Walk also experienced significant disruption to essential services such as gas for cooking, hot water and heating.</p> <p>The Council has provided a package intended to compensate residents for this disruption, which includes a rent, service charge and council tax free period. Residents of the walkways have also received a payment of £5000 per home to reflect the disruption to essential services, described above.</p> <p>These payments are not intended to reflect the considerable trauma of being close to, or witnessing the fire, especially within the</p>

	<p>context of the Inquiry. All of the residents in North Kensington have been impacted by the tragedy of Grenfell, and can access support and counselling services if they feel able to do so. The Council is committed to working with the community to help residents rebuild their lives and to appropriately remember those family members, neighbours and friends who tragically did not survive the fire.</p>
<p>How has eligibility for rent immunity been established (e.g. distance from tower etc.) Who made this decision?</p>	<p>The Council recognises that residents of the Lancaster West Estate have experienced significant disruption as a result of the Grenfell Tower fire. Residents were evacuated from their homes while residents of Barandon Walk, Hurstway Walk, and Testerton Walk also experienced significant disruption to essential services such as gas for cooking, hot water and heating.</p> <p>The Council has provided a package intended to compensate residents for this disruption, which includes a rent, service charge and council tax free period. Residents of the walkways have also received a payment of £5000 per home to reflect the disruption to essential services, described above.</p> <p>These payments are not intended to reflect the considerable trauma of being close to, or witnessing the fire, especially within the context of the Inquiry. All of the residents in North Kensington have been impacted by the tragedy of Grenfell, and can access support and counselling services if they feel able to do so. The Council is committed to working with the community to help residents rebuild their lives and to appropriately remember those family members, neighbours and friends who tragically did not survive the fire.</p>