

Questions and Concerns Following the Fire at Grenfell Tower Submitted Between 28th August and 8th September 2017

Please note that information was correct at the point that we received it, however as the response to the Grenfell Tower fire has developed some services or contact details have been replaced by others.

Contents

Week One, 28 th July 2017	2
Air quality and Environmental Concerns	2
Involving Local People	4
Getting Support	7
Emotional Support	12
Getting Information	14
Support for Vulnerable People.....	17
Missing People.....	18
Support for People Who Feel Excluded.....	18
Housing.....	19
Week Two, 4 th August 2017	21
Air Quality and Environmental Concerns	21
Tenant Management Organisation.....	23
Public bodies	23
Information and Advice	24
Wellbeing	28
Week Three, 11 th August 2017	29
Air quality and Respiratory Issues	29
Children, Young People and Families	31
Emotional support	37
Information and Advice	39
Council Tax	40
Housing.....	40
.....	43
Week Four, 18 th August 2017.....	43
Emotional support	43

Week Five, 25 th August 2017	44
Information and support	44
Emotional support	47
Local authority services	50
Crisis support	50
Respiratory issues and air quality	52
Week Six, 8 th September 2017	53
Emotional Support	53
The Tower	56

Week One, 28th July 2017

Air quality and Environmental Concerns

1.1) Local people have reported feeling dizzy, breathless, having nose bleeds, chest pains and unable to sleep. Has information been provided explaining these systems and what to do?

West London Clinical Commissioning Group Response:

Health professionals have been, and continue, directing people concerned about breathing (respiratory) or other health issues to their GP.

If patients do have any concerns about their symptoms, they should contact their GP directly. If you need urgent healthcare advice and do not have a GP or your GP surgery is closed, please ring NHS 111. If you need to register with a GP visit NHS Choices to find out how.

If residents require respiratory screening/on-going treatment, they can be ‘fast tracked’ by their GP into our community respiratory service. These patients will be seen within 14 days of referral.

During the initial response, a range of news articles provided information for the public:

- www.rbkc.gov.uk/newsroom/all-council-statements/public-health-advice-following-grenfelltower-fire
- www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire
- www.westlondonccg.nhs.uk/your-services/grenfell-tower-nhs-support.aspx

Public Health England has made information available via the internet:

<https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire>

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get

help with coming to terms with the disaster: www.grenfell.nhs.uk/ In cases of emergency, please call 999.

Public Health - Public Health England has written to all GPs in Royal Borough of Kensington & Chelsea about levels of particulate pollutants in the air around Grenfell Tower which remain at low levels and will not have caused any respiratory problems. There is a referral system available for GPs to refer people with respiratory illness to the West London Community Respiratory Service

1.2) People are being advised to see their GP if they are experiencing symptoms however GPs do not appear to have the right information. What information is being provided to GPs?

West London Clinical Commissioning Group Response:

Public Health England has provided GPs with information on air quality. This will help GPs with any questions you may have about this. GPs have also received information on coping with trauma, mental health and emotional wellbeing. Public Health England has made information available via the internet: <https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire>

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

Public Health Response:

Public Health England has written to all GPs in Royal Borough of Kensington & Chelsea about levels of particulate pollutants in the air around Grenfell Tower which remain at low levels and will not have caused any respiratory problems. There is a referral system available for GPs to refer people with respiratory illness to the West London Community Respiratory Service

1.3) There is still debris in surrounding gardens and on balconies - how will that be dealt with and when?

Public Health Response:

Following discussions with local residents, Public Health England (PHE) publishes weekly reports containing the air quality data from the monitoring locations around the site. The reports contain contains data tables, graphs and photographs of where the equipment is based, alongside an explanation of the data. These reports along with further public health advice can be found online at <https://www.gov.uk/government/news/public-health-advicefollowing-the-grenfell-tower-fire>. Regular updates are being sent to residents via the printed newsletters and updates via social media.

Royal Borough of Kensington & Chelsea Response:

If people have waste material or debris from the fire at their property, they can contact Streetwise:

The Refuse Waste Management team at Kensington and Chelsea Council, to make arrangements to collect it.

Telephone: 020 7361 3001

1.4) How are Public Health keeping people informed about what substances they are monitoring in the air, how they are doing this and what their findings are in a way that is easy for people to understand?

Royal Borough of Kensington & Chelsea Response:

Public Health England (PHE) publishes reports every week containing the air quality data from the monitoring locations around the site. The reports contains data tables, graphs and photographs of where the equipment is based, alongside an explanation of the data. These reports along with further public health advice can be found online. Regular updates are being sent to residents via the printed newsletters and updates via social media.

Website: <https://www.gov.uk/government/news/public-health-advicefollowing-the-grenfell-tower-fire>

If residents have questions about PHE's advice/reports for Grenfell Tower then they can call the North West London Health Protection Team, or they can email the PHE Enquiries mailbox.

Telephone: 020 3326 1658

Email: PHE.enquiries@phe.gov.uk

1.5) Where can people go for more information if they have concerns about the air quality?

Royal Borough of Kensington & Chelsea Response:

Daily monitoring is ongoing following the Grenfell Tower fire and this shows no detectable deterioration in air quality. PHE advises that there is currently no wider risk to people's health related to air quality linked with the fire and PHE continues to monitor the situation closely.

People who were close to the scene and exposed to smoke from the fire may have experienced irritation to their air passages, skin and eyes, and respiratory symptoms including coughing and wheezing, breathlessness, phlegm production and chest pain. People who continue to experience symptoms should call NHS 111 for medical advice.

Telephone: 111

If people don't have a GP, they can register for one online at www.nhs.uk by entering their postcode, or call 020 8962 4600. The line is open from 9am to 5pm, Monday to Friday. People can also ring NHS 111 for health advice 24 hours a day, seven days a week.

Telephone: 020 8962 4600

Email: www.nhs.uk

Involving Local People

1.6) How is the council going to make sure that the skills and knowledge of survivors, local residents and local organisations are recognised and used to shape new strategies going forward?

Royal Borough of Kensington & Chelsea Response:

The Council supports a vision of community-led recovery in shaping public service design and delivery by working together with many different agencies. Engagement with the community is fundamental to this through open and transparent working based on genuine co-design. 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. We will do this by consulting widely with residents, community groups and other members of the public over the coming weeks on how we can best work together to achieve this.

Engagement with the community is fundamental to this through open and transparent working. 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. 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.

1.7) Is there going to be a new community engagement plan that is co-designed and co-delivered going forward? How are you going to achieve this?

Royal Borough of Kensington & Chelsea Response:

The council is developing a multi-agency community engagement plan that is co-designed with community organisations, feedback from residents and local organisations.

If residents have recommendations for how the community should be engaged with, they can email CommunityEngagement@rbkc.gov.uk

1.8) Can the community be involved in choosing the services provided?

West London Clinical Commissioning Group Response:

Yes, we want the community be involved. West London Clinical Commissioning Group (CCG), working with members of the community, has set up a process to design health services - developing our model of care.

In health services, this is called 'co-design', and is in line with established practice at North West London Collaboration of CCGs, which includes West London CCG.

The co-design work is on-going and is in phases:

Phase 1 (July/August)

- To listen to individuals and groups to learn about their needs, and make sure our plans for health services meet those needs (namely outreach, and screen and treat services)
- To encourage individuals and groups to contribute to promoting health and wellbeing care for themselves and each other.

Phase 2 (August/September)

Working in collaboration with the Council (Local Authority)

- To work with individuals and groups to review plans, and ensure that they can meet the community's needs as they emerge
- To produce this work with residents and community groups.

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

Royal Borough of Kensington & Chelsea Response:

The Council supports a vision of community-led recovery in shaping public service design and delivery by working together with many different agencies. Engagement with the community is fundamental to this through open and transparent working based on genuine co-design. 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. We will do this by consulting widely with residents, community groups and other members of the public over the coming weeks on how we can best work together to achieve this.

Engagement with the community is fundamental to this through open and transparent working. 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. 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.

1.9) People want to know who the decision makers are so they could work with them to co-plan and co-deliver going forward.

West London Clinical Commissioning Group Response:

West London Clinical Commissioning Group (CCG), working with members of the community, established local community groups has set up a process for working with the community to design health services - developing our model of care.

In West London CCG, Louise Proctor is the Managing Director and Senior Responsible Officer leading on health provision for Grenfell. She has a team of CCG Staff who work to her to support the NHS's response to the incident.

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

Royal Borough of Kensington & Chelsea Response:

Information on the Royal Borough of Kensington and Chelsea Senior Leadership team can be found here: <https://www.rbkc.gov.uk/council-anddemocracy/how-council-works/making-decisions/senior-leadershipteam>

Getting Support

1.10) Why do residents from surrounding homes have to go to agencies for support - why aren't agencies going to them?

West London Clinical Commissioning Group Response:

Health, council and voluntary agencies are providing an outreach service to those people who have been placed in hotels or other alternative accommodation.

In addition to this outreach service, the following health support is being provided from a number of sites across the area, including:

- Grenfell Trauma Support Service, St Charles Hospital
- Grenfell NHS Drop In/Outreach Service, The Curve
- Outreach and education workshops Please do let us know if you or someone you know needs support. Email us on: getinvolved@nw.london.nhs.uk and mark your email as 'Require Support'.

Royal Borough of Kensington & Chelsea Response:

We have engaged, and are continuing to engage with the national, local and community organisations that are delivering the universal and targeted offer to ensure that they are able to meet all the needs that they are experiencing and are able to continue to do so.

To support this, a grant programme has been managed by the local authority and, to date, we have provided in excess of £1m to 13 organisations for additional mental health and emotional wellbeing support.

We are funding a large established local provider, Hestia, to build upon the additional provision that they have put in place since the fire to rapidly expand their outreach and support offer, to implement 'Resilience Groups, to strengthen their offer of voluntary counselling support, to improve referral pathways between specialist and community services and to develop a 'Recovery Café' model in North Kensington.

We have responded to community feedback to put support in place for those that are requiring help overnight. In the first instance, this has been delivered via a converted bus, which has been staffed by outreach workers from Hestia, as well as an overnight outreach offer, which is being delivered by Total Family Coaching at the Harrow Club.

NHS staff are outreaching - increasingly targeting particular blocks and resident's associations but continuing to visit hotels, knocking on doors and attending community centres to provide emotional support and to help with arranging GP appointments or access to other appropriate services as required. In addition, the Single Point of Access phone line provides the gateway to wider NHS support - 24/7.

Telephone: 0800 023 4650

Email: cnw-tr.spa@nhs.net

Further support can be accessed by contacting the Care for Grenfell team, which 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.

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>

1.11) People living in surrounding buildings that were affected were told that they would be evacuated, they packed bags but are still there. When will they get help?

Royal Borough of Kensington & Chelsea Response:

Support can be accessed by contacting the Care for Grenfell team, which 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.

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>

1.12) Is there a plan for ensuring that each person has a key worker? What is this plan?

Royal Borough of Kensington & Chelsea Response:

There is a plan for ensuring that every resident who has been affected by Grenfell has access to and receives the most appropriate support. 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.

To request a Key Worker, change a Key Worker, or if anyone is unable to reach their Key Worker:

Telephone: 020 7745 6400

Email: GrenfellTowerKeyWorkerHub@rbkc.gov.uk

The line is open Monday to Friday, 9am to 5pm. There is more support available through special advisers and support workers. However, we will make sure that everyone affected by the fire have the right support from them.

Telephone Out-Of-Hours: 020 7373 2227

In order to increase our capacity to meet demand for support we are commissioning additional services to enhance the current Key Worker offer. This is making available additional support workers to be allocated to individuals and their families affected by the fire that have not been allocated a Key Worker and needs additional support.

This support can be accessed by contacting the Care for Grenfell team, which 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. The team will work closely with Key Workers and partner agencies to ensure those directly affected receive the right level of

service and support. They will also ensure a clear escalation route for any outstanding or unmet concerns.

Care for Grenfell can also be contacted if you are unable to get any resolution from the Key Worker hub on:

Telephone: 020 7745 6414

Email: careforgrenfell@rbkc.gov.uk

Website: <https://www.rbkc.gov.uk/newsroom/care-grenfell>

1.13) People have reported key workers taking annual leave and people being left without support. Are there provisions in place to ensure annual leave is covered?

Royal Borough of Kensington & Chelsea Response:

No one should be left without support because their key worker has gone on annual leave. There are systems in place to ensure that residents continue to receive the support they need where a key worker is unavailable either through planned or unplanned leave. A 24-hour 7 days per week duty system is in place and this can be reached by phone by calling the key work hub, or alternatively people can call the out-of-hours team.

Telephone: 020 7745 6400

Telephone Out-Of-Hours: 020 7373 2227

Where a key worker is away on planned annual leave the residents that they are supporting will continue to be supported through the key worker buddying system. Under this system each key worker is matched with another key worker, who has responsibility for continuing to provide support in their absence.

1.14) Are there ways people can get support without the use of a Key Worker? Have these been explored?

Royal Borough of Kensington & Chelsea Response:

There are a wide variety of ways that people can get support without the use of a key worker. These have been and will continue to be fully explored. We have set up the Care for Grenfell Team which can quickly pick up and resolve questions and queries from residents looking for additional support. The service can also signpost people to the most effective support for their individual needs. We are enhancing the offer to provide a practical and solution focused support to a wide range of residents. For residents whose needs relate to housing specifically they can contact the housing service directly and be allocated a Housing Officer to work on their behalf.

In response to individual feedback regarding issues about handling cash and difficulty in accessing financial support and a need to move to a personalised needs led approach, we have introduced the option of residents being given pre-paid cards as an alternative way of accessing financial support. Some of the benefits pre-paid cards are that they can be set up within hours and distributed to residents, unlike bank transfers which can take several working days to process, and can be used anywhere. Once set up they can be topped up instantly or they can be set up with regular payments, removing the need for repeat applications for funding.

Another massive area of support continues to be through volunteers operating locally. We are working closely with individuals and organisations to enhance the support we can give,

to enable volunteers to have a well-supported and effective long term role in supporting and advocating on behalf of those affected. We will continue to work closely with those directly affected and with the wider community as we further develop the broader support offer for the short, medium, and long term to make sure that people get the best and most appropriate support for them.

Further support can be accessed by contacting the Care for Grenfell team, which 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.

Care for Grenfell can be contact by:

Telephone: 020 7745 6414

Email: careforgrenfell@rbkc.gov.uk

Website: www.rbkc.gov.uk/newsroom/care-grenfell

1.15) What support is available for young people?

West London Clinical Commissioning Group Response:

Specific support for young people is being provided in partnership with health and social care services. These include:

Organisation	Website	Telephone
Childline	www.childline.org.uk	0800 1111
Samaritans	www.samaritans.org	116 123
British Red Cross	www.redcross.org.uk	
Kooth	www.kooth.com	
NHS Go	www.nhsgo.uk	
Good Grief Trust	www.goodgrieftrust.org	
Art therapy at Al Manaar Institute - The Muslim Cultural Heritage Centre, London	www.almanaar.org.uk	020 8964 1496
Drama workshops in The Big House	www.bighouse.uk.com	
Activities arranged through Place2Be	www.place2be.org.uk	
Activities arranged through Mind	www.mind.org.uk/news-campaigns/news/mind-responds-to-grenfell-tower-fire/	

Information is also available from:

- <https://grenfellresponse.org.uk/youngpeopleandchildcare/>
- www.grenfell.nhs.uk/
- www.rbkc.gov.uk/kb5/rbkc/fis/advice.page?id=oOSYj1fnL14&localofferchannel=0

If young people have any concerns about their symptoms, they should contact their GP directly. If you need urgent healthcare advice and do not have a GP or your GP surgery is closed, please ring NHS 111. If you need to register with a GP, visit NHS Choices to find out how.

Please do let us know if you or someone you know feels they need support email us on getinvolved@nw.london.nhs.uk and mark your email as 'Require Support'.

Royal Borough of Kensington & Chelsea Response:

There is a range of support available for young people from the council and from community organisations.

We provided immediate support in schools and children's centres, ensuring that all school staff have been supported via the Educational Psychology and NHS Child Mental Health Services and we have secured additional counselling support for every school that has asked for additional support, which will continue to be available when schools return in September.

There are also a range of summer activities for children and young people, including specific activities to provide emotional support, such as art and drama therapy. Details can be found in the Summer in the City brochure, which has been provided to all children via their school and is online.

Website: <http://mysummerinthecity.org.uk/>

People under 25 can call Childline any time and have a one-to-one chat with a supportive, trained counsellor any time, day or night.

Telephone: 0800 11 11

Kooth is a free online counselling and emotional well-being service for children aged 11-19. The service can provide one-to-one sessions with accredited counsellors, fully moderated peer-support and online articles.

Website: <https://kooth.com/>

NHS Go provides health information for young people under the age of 25, including advice on coping with stress after a major incident.

Child Bereavement UK is offering free drop-in sessions at hotels to offer help, support and information for local people who have been affected by the Grenfell Tower fire including young people or family members bereaved of a child of any age. More information can be found by calling the Child Bereavement helpline on or visiting their website. The line is open Monday to Friday, 9am to 5pm.

Telephone: 0800 028 8840

Website: <https://childbereavementuk.org/>

Those requiring an urgent mental health response for themselves or on behalf of a young person should call the 24-hour support line email. Please let the operator know you are calling as a result of the Grenfell Tower fire.

Telephone: 0800 0234 650

Email: cnw-tr.spa@nhs.net

More information on regular updates can be found online via the newsletter which is being regularly circulated and is available online.

Website: <https://grenfellresponse.org.uk/>

Twitter: @grenfellsupport

Facebook: <https://facebook.com/grenfellsupport>

Emotional Support

1.16) Concerns have been raised about the local risk for suicide. What support is available?

West London Clinical Commissioning Group Response:

We understand that one of the consequences of this type of incident is the need for additional emotional wellbeing support.

Central and North West London NHS Foundation Trust (CNWL) provides several services to support people who may be at risk:

- Single Point of Access: 0800 0234 650
- Outreach teams
- Psychoeducation service
- Trauma service

For more information about their response to the incident, please visit:

<http://www.cnwl.nhs.uk/search/grenfell>

Royal Borough of Kensington & Chelsea Response:

We commission the Campaign Against Living Miserably (CALM) that seeks to prevent suicide to men in the UK of any age who are down or in crisis (Get Help - Campaign Against Living Miserably)

Telephone: 0808 802 5858

Furthermore, the local authority is funding 'Journey of Hope' to launch their suicide prevention programme in North Kensington. This focusses on outreach to identify those at risk, building resilience, the delivery of nonclinical care, peer-support and the progress towards specific targets.

Anyone who needs urgent mental health support can call the dedicated NHS response service number where their needs will be assessed and appropriate mental health support services as well as information and advice will be provided. This is available 24 hours a day. Please let the operator know you are calling as a result of the fire at Grenfell Tower.

Telephone: 0800 0234 650

Email: cnw-tr.spa@nhs.net

1.17) People have requested trauma counsellors. They are concerned for their own mental wellbeing but also for a whole community.

West London Clinical Commissioning Group Response:

Central and North West London NHS Foundation Trust (CNWL) in partnership with GPs have launched the Grenfell Screen and Treat programme for post-traumatic stress disorder (PTSD).

It is an established process to identify people who may have experienced a significant emotional or physical reaction after the fire and to refer them on for specialist services. If you feel you need emotional support, please see your GP who will be happy to screen you and signpost you into an appropriate support service. Screening involves answering 10 questions. If you need to register with a GP visit NHS Choices to find out how.

Information about services available can be found:

- www.gov.uk/guidance/grenfell-tower-fire-june-2017-support-for-people-affected#mentalhealth-support
- www.rbkc.gov.uk/newsroom/all-council-statements/nhs-england-advice-coping-stressfollowing-major-incident
- www.cnwl.nhs.uk/news/grenfell-tower-fire-information-find-emotional-support/

For more information about the CNWL response to the incident, please visit:
<http://www.cnwl.nhs.uk/search/grenfell>

Please do let us know if you or someone you know feels they need support email us on getinvolved@nw.london.nhs.uk and mark your email as 'Require Support'.

West London Clinical Commissioning Group (CCG), working with members of the community, has set up a process for working with the community to design health services - developing our model of care. If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

1.18) How are you informing people of the emotional support available and how to access this support?

West London Clinical Commissioning Group Response:

Information about support services has been shared with residents in a number of ways, including at the Westway Centre, The Curve, and via their GPs.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

Central and North West London NHS Foundation Trust (CNWL), working with GPs, has launched the Grenfell Screen and Treat programme for post-traumatic stress disorder (PTSD).

It is an established process to identify people who may have experienced a significant emotional or physical reaction after the fire and to refer them on for specialist services. If you feel you need emotional support, please see your GP who will be happy to screen you and signpost you into an appropriate support service. Screening involves answering 10 questions. If you need to register with a GP visit NHS Choices to find out how.

Information about services available can be found:

- www.gov.uk/guidance/grenfell-tower-fire-june-2017-support-for-people-affected#mentalhealth-support
- www.rbkc.gov.uk/newsroom/all-council-statements/nhs-england-advice-coping-stressfollowing-major-incident
- www.cnwl.nhs.uk/news/grenfell-tower-fire-information-find-emotional-support/

For more information about the CNWL response to the incident, please visit:
<http://www.cnwl.nhs.uk/search/grenfell>

Getting Information

1.19) Who are the decision makers within the council? Can they be made more visible to the public?

Royal Borough of Kensington & Chelsea Response:

Information on the Royal Borough of Kensington and Chelsea Senior Leadership team be found here: <https://www.rbkc.gov.uk/council-anddemocracy/how-council-works/making-decisions/senior-leadershipteam>

1.20) Have you got plans to make the RBKC website more accessible?

Royal Borough of Kensington & Chelsea Response:

The Grenfell Fire Response Team and the Royal Borough of Kensington and Chelsea have worked to keep residents informed of the latest news relating to the incident and to make sure they know where to access services. The council works closely with a wide range of community organisations, charities, and the local community to ensure that people can quickly find the appropriate help and support they require. We will continue to listen closely to feedback from these groups to improve the way that information is delivered to the people who need it most.

1.21) Can you make it easier to know where to go for information?

West London Clinical Commissioning Group Response:

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

Information is also being provided through a variety of methods:

- Outreach work to the local community to support and signpost to relevant services
- An information leaflet on emotional support
- A twitter and news feed and website profiling with the most up to date information
- Providing support and translation to local groups directly affected through personal loss
- Drop in support groups for people affected in the area
- Pop-up clinics
- Mental health training sessions - on-going training for emotional wellbeing, including:
 - Mental Health First Aid
 - Bereavement sessions
 - Signs of post-traumatic stress and symptoms groups

We are talking to the council about how we can prevent duplicating information, and make sure there is a simple method for information-sharing.

In addition to this, we are in touch with community groups on a regular basis, to ask their advice about how we provide information in a meaningful way.

Please do let us know what you think about the information we provide. If it isn't meeting your needs, please tell us. If you would like to meet us and get involved, we would very

much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

Royal Borough of Kensington & Chelsea Response:

The Grenfell Fire Response Team and the Royal Borough of Kensington and Chelsea have worked to keep residents informed of the latest news relating to the incident and to make sure they know where to access services. The council works closely with a wide range of community organisations, charities, and the local community to ensure that people can quickly find the appropriate help and support they require. We will continue to listen closely to feedback from these groups to improve the way that information is delivered to the people who need it most.

Information is delivered through residential newsletters, letters, social media channels, websites and via press releases. The newsletters are delivered three times a week to the Curve assistance centre, and hotels where displaced residents are temporarily located. Further updates are available online.

Website: <https://grenfellresponse.org.uk/>

Twitter: @grenfellsupport

Facebook: <https://facebook.com/grenfellsupport>

1.22) Trust has been lost as to date many people have not had responses to their queries- what are you going to do to change this?

West London Clinical Commissioning Group Response:

It is recognised that many people in the community have lost trust in public bodies.

The NHS, through West London CCG, is committed to continuing to work closely with our community. This includes working with residents, as well as Community Champions, local community groups, and voluntary groups, to ensure that your needs are heard and, where possible, addressed.

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

Royal Borough of Kensington & Chelsea Response:

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.

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>

1.23) Information is being provided but not always the information requested- how are you going to change this?

West London Clinical Commissioning Group Response:

We are responding to this. All information provided is being translated into appropriate local languages, and we are working to share information with the community in ways that

are helpful to them. For example, young residents affected by the fire have asked for a signposting app which we are developing.

We are talking to the council about how we can prevent duplicating information, and make sure there is a simple method for information-sharing.

In addition to this, we are in touch with community groups on a regular basis, to ask their advice about how we provide information in a meaningful way.

Please do let us know what you think about the information we provide. If it isn't meeting your needs, please tell us. If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk

Royal Borough of Kensington & Chelsea Response:

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.

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>

1.24) What outreach work is the council doing?

Royal Borough of Kensington & Chelsea Response:

We have responded to community feedback to put support in place for those that are requiring help overnight. In the first instance, this has been delivered via a converted bus, which has been staffed by outreach workers from Hestia, as well as an overnight outreach offer, which is being delivered by Total Family Coaching at the Harrow Club.

NHS staff are outreaching - increasingly targeting particular blocks and resident's associations but continuing to visit hotels, knocking on doors and attending community centres to provide emotional support and to help with arranging GP appointments or access to other appropriate services as required. In addition, the Single Point of Access phone line provides the gateway to wider NHS support - 24/7.

Telephone: 0800 023 465

Email: cnw-tr.spa@nhs.net

Further support can be accessed by contacting the Care for Grenfell team, which 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.

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>

Support for Vulnerable People

1.25) How are you informing people of their entitlements?

Royal Borough of Kensington & Chelsea Response:

The Grenfell Fire Response Team and the Royal Borough of Kensington and Chelsea have worked to keep residents informed of the latest news relating to the incident and to make sure they know where to access services. The council works closely with a wide range of community organisations, charities, and the local community to ensure that people can quickly find the appropriate help and support they require. We will continue to listen closely to feedback from these groups to improve the way that information is delivered to the people who need it most.

Information is delivered through residential newsletters, letters, social media channels, websites and via press releases. The newsletters are delivered three times a week to the Curve assistance centre, and hotels where displaced residents are temporarily located. Further updates are available online.

Website: www.grenfellresponse.org.uk/newsletter-archive

Twitter: @grenfellsupport

Facebook: <https://facebook.com/grenfellsupport>

1.26) How are you informing people of what they are entitled to?

Royal Borough of Kensington & Chelsea Response:

The Grenfell Fire Response Team and the Royal Borough of Kensington and Chelsea have worked to keep residents informed of the latest news relating to the incident and to make sure they know where to access services. The council works closely with a wide range of community organisations, charities, and the local community to ensure that people can quickly find the appropriate help and support they require. We will continue to listen closely to feedback from these groups to improve the way that information is delivered to the people who need it most.

Information is delivered through residential newsletters, letters, social media channels, websites and via press releases. The newsletters are delivered three times a week to the Curve assistance centre, and hotels where displaced residents are temporarily located. Further updates are available online.

Website: www.grenfellresponse.org.uk/newsletter-archive

Twitter: @grenfellsupport

Facebook: <https://facebook.com/grenfellsupport>

1.27) Is there advice available on what to do if you are contacted by a person calling themselves a 'community leader'?

Royal Borough of Kensington & Chelsea Response:

The Council are the accountable local body for projects and services related to the Grenfell recovery process. The Council supports a vision of community-led recovery in

shaping public service design and delivery by working together with many different agencies. Engagement with the community is fundamental to this through open and transparent working. We will do this by consulting widely with residents, community groups and other members of the public over the coming weeks on how we can best work together to achieve this.

Missing People

1.28) Why has the number not increased?

Royal Borough of Kensington & Chelsea Response:

Please refer to the Metropolitan Police website which has all recent updates open to the public: <http://news.met.police.uk/news/latestgrenfell-tower-fire-investigation-250453>

1.29) How have you come up with the number of 80 to date?

Royal Borough of Kensington & Chelsea Response:

Please refer to the Metropolitan Police website which has all recent updates open to the public: <http://news.met.police.uk/news/latestgrenfell-tower-fire-investigation-250453>

1.30) When do you expect an updated number to be released?

Royal Borough of Kensington & Chelsea Response:

Please refer to the Metropolitan Police website which has all recent updates open to the public: <http://news.met.police.uk/news/latestgrenfell-tower-fire-investigation-250453>

1.31) Can you provide a list of people who have died and a list of people who are missing?

Royal Borough of Kensington & Chelsea Response:

Please refer to the Metropolitan Police website which has all recent updates open to the public: <http://news.met.police.uk/news/latestgrenfell-tower-fire-investigation-250453>

Support for People Who Feel Excluded

1.32) What support is available for those who were not from the Tower but need support, for instance people whose families died but they are from out of area?

West London Clinical Commissioning Group Response:

There is a range of affected groups and communities who may need additional or specialist support, such as people whose families died but they themselves do not live in the area. Getting help from these services will depend on peoples' needs, and organisations are working together to ensure that they will be supported.

Please do let us know if you or someone you know feels they need support email us on getinvolved@nw.london.nhs.uk and mark your email as 'Require Support'.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

Royal Borough of Kensington & Chelsea Response:

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.

To request a Key Worker, change a Key Worker, or if anyone is unable to reach their Key Worker:

Telephone: 020 7745 6400

Email: GrenfellTowerKeyWorkerHub@rbkc.gov.uk

The line is open Monday to Friday, 9am to 5pm. The team can be contacted out-of-hours on There is more support available through special advisers and support workers. However, we will make sure that everyone affected by the fire have the right support from them.

Telephone Out-Of-Hours: 020 7373 2227.

In order to increase our capacity to meet demand for support we are commissioning additional services to enhance the current Key Worker offer. This is making available additional support workers to be allocated to individuals and their families affected by the fire that have not been allocated a Key Worker and needs additional support.

This support can be accessed by contacting the Care for Grenfell team, which 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. The team will work closely with Key Workers and partner agencies to ensure those directly affected receive the right level of service and support. They will also ensure a clear escalation route for any outstanding or unmet concerns.

Care for Grenfell can also be contacted if you are unable to get any resolution from the Key Worker hub on:

Telephone: 020 7745 6414

Email: careforgrenfell@rbkc.gov.uk

Website: <https://www.rbkc.gov.uk/newsroom/care-grenfell>

1.33) People are informed that they will have Police Family Liaison Officers. How does a person access this support?

Royal Borough of Kensington & Chelsea Response:

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 the FLO is purely investigative and to maintain a two-way channel of communication between families and the investigation team.

Any emotional/health support will be provided by other key agencies and charities which police will signpost to as needs become apparent.

Housing

1.34) What is the process for rehousing people?

Royal Borough of Kensington & Chelsea Response:

Since the fire, our Housing team have been working to make good-quality, permanent homes available for residents from Grenfell Tower and Grenfell Walk. As well as speeding up the completion of homes in Kensington Row, the council has also purchased new homes in Hortensia Road. Other suitable permanent homes are in the council's pipeline and will be made available as soon as they are ready.

For some weeks, we have been working directly with bereaved families to show them permanent homes that might be suitable for them. Some have already accepted offers and are preparing to move in.

We are continuing to work closely with the bereaved to make sure they all find homes they are happy with. We are also beginning to show available permanent homes to non-bereaved families from Grenfell Tower and Grenfell Walk, so they can tell us which ones they like.

We recently wrote to all residents from Grenfell Tower and Grenfell Walk whose homes were destroyed in the fire to give them the information they need to access the Home Connections website, where they can see these homes and express their interest in as many as they like. The process is explained in the Helping you find a new home guide which has been sent to every household, and is available online.

1.35) How will you keep people updated on rehousing?

Royal Borough of Kensington & Chelsea Response:

Everyone has a dedicated Housing Officer who is working with them to make sure they get the right support and assistance they need to make a decision about their new home. Once someone has accepted an offer of a permanent home we will provide support to help their move go as smoothly as possible.

As with temporary accommodation, no one is under pressure to accept the offer of a permanent home they do not feel is right for them. No one will be made homeless or penalised in any way if they reject an offer. Understanding the reasons why someone does not feel the offer is right for them will help us find them a suitable permanent home more quickly.

The government and Kensington and Chelsea Council have given a promise that they will find everyone affected from Grenfell Tower and Grenfell Walk a permanent home they are happy with within 12 months. We are committed to honouring that promise but are ambitious to do so sooner.

However, the exact pace of choosing and moving in to permanent homes must move at a speed that residents are comfortable with. We will not rush anyone into making a decision about their permanent home, and we will continue to make offers until we find the right home for everyone. This is why Housing Officers are working closely with every household to understand their individual needs.

1.36) Residents in some surrounding flats e.g. Bramley House are still paying their usual rent, utility bills and council tax. Will this be reviewed?

Royal Borough of Kensington & Chelsea Response:

Rent and building-related service charges will be suspended at Bramley House and Treadgold House until 28 January 2018.

There will also be no charges for water rates, digital television or parking facilities at Bramley House and Treadgold House until Sunday 10 September 2017.

Kensington and Chelsea council has written to residents in these blocks to inform them of the suspension of these charges.

For more information, residents of Bramley House and Treadgold House:

Telephone: 0800 137 111

If you are a Leaseholders an want to arrange refunds: Telephone: 020 7605 6464

Week Two, 4th August 2017

Air Quality and Environmental Concerns

2.1) What is the potential risk to the environment and local area following the fire?

Public Health Response:

The risk to people's health from air pollution around the Grenfell Tower site continues to be low and no asbestos has been detected.

PHE advises that there is currently no wider risk to people's health related to air quality or to the wider environment following the fire, however PHE continues to monitor the situation closely.

RBKC - The risk to people's health from air pollution around the Grenfell Tower site continues to be low and no asbestos has been detected.

Public Health England (PHE) advises that there is currently no wider risk to people's health related to air quality or to the wider environment following the fire, however PHE continues to monitor the situation closely.

Telephone: 020 3326 1658

Email: PHE.enquiries@phe.gov.uk

Website: <https://www.gov.uk/government/news/public-health-advicefollowing-the-grenfell-tower-fire>

2.2) What are some of the potential long term health risks for local residents following the fire?

Public Health Response:

Residents who were not directly impacted by the fire or suffered significant smoke inhalation and are generally fit and well, are unlikely to experience long-term health problems from temporary indirect exposure to smoke from the fire.

Public Health England has made information available via the internet:

<https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-towerfire>

If patients do have any concerns about their symptoms, they should contact their GP directly. If you need urgent healthcare advice and do not have a GP, or your GP surgery is closed, please ring NHS 111. If you need to register with a GP, visit NHS Choices to find out how.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk

2.3) Toxic chemicals were detected in the blood streams of the survivors what about local residents?

Public Health Response:

Smoke from any fire is toxic and chemicals that can be present in smoke include carbon monoxide, hydrogen cyanide, hydrogen chloride and hydrogen bromide. However, chemicals produced when the Grenfell Tower fire was burning will not be present now as the fire has been extinguished, and the public is no longer at risk.

The amounts of toxic substances will vary with the specific materials involved in a fire, its temperature and the amount of oxygen. Smoke inhalation may lead to toxins being absorbed into the body, including carbon monoxide and hydrogen cyanide. These chemicals would only have stayed in the body for a short period time and will no longer be present. Residents who were not directly impacted by fire and exposure to smoke are unlikely to have been exposed to elevated levels of toxins within the smoke.

Public Health England has made information available via the internet:

<https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-towerfire>

2.4) During the hot weather the smell from the tower was overwhelming. Have any measures been put in place to ensure that this is not the case again during another warm spell?

Public Health Response:

The human nose is very sensitive to odours and often detects odorous chemicals at concentrations in air which pose no risk to health, however odours can be unpleasant and affect wellbeing. Many substances that are perceived as odorous are usually present at levels below which there is a direct toxicological effect. Odours can cause a nuisance to the population possibly leading to stress and anxiety. Some people may experience symptoms such as nausea, headaches or dizziness as a reaction to odours even when the substances that cause those smells are themselves not harmful to health.

Royal Borough of Kensington & Chelsea Response:

The human nose is very sensitive to odours and often detects odorous chemicals at concentrations in air which pose no risk to health, however odours can be unpleasant and affect wellbeing. Many substances that are perceived as odorous are usually present at levels below which there is a direct toxicological effect. Odours can cause a nuisance to the population possibly leading to stress and anxiety. Some people may experience

symptoms such as nausea, headaches or dizziness as a reaction to odours even when the substances that cause those smells are themselves not harmful to health.

If people continue to feel these symptoms they should contact their GP. If people do not have a GP, they can register for one online at www.nhs.uk by entering their postcode, or by calling 020 8962 4600. The line is open from 9am to 5pm, Monday to Friday.

People can also call NHS 111 service for additional health support.

Tenant Management Organisation

2.5) What is the relationship between the council and the TMO?

Royal Borough of Kensington & Chelsea Response:

The relationship between the Council and the Tenants Management Organisation (TMO) is governed by a management agreement.

Under this agreement, the TMO manages, on behalf of the Council, the Council's housing properties.

The Council continues to own the properties and retains responsibility for strategic housing policies and homeless people. The TMO continues to be a separate company.

For more information, or if people have more questions over housing, they can call the Royal Borough of Kensington and Chelsea Housing team on 020 7361 3008

Public bodies

2.6) Who is leading the council? Who is responsible for projects and services relating to Grenfell?

Royal Borough of Kensington & Chelsea Response:

Councillor Elizabeth Campbell is the Leader of the Royal Borough of Kensington and Chelsea. The council are the accountable local body for projects and services related to the Grenfell recovery process. Information on the Royal Borough of Kensington and Chelsea Senior Leadership team be found online.

Website: <https://www.rbkc.gov.uk/council-and-democracy/how-councilworks/making-decisions/senior-leadership-team>

2.7) Could you put the names and photos of those running the council and specific projects (around Grenfell) on the RBKC website?

Royal Borough of Kensington & Chelsea Response:

Information on the Royal Borough of Kensington and Chelsea Senior Leadership team be found online.

Website: <https://www.rbkc.gov.uk/council-and-democracy/how-councilworks/making-decisions/senior-leadership-team>

Information on specific projects around Grenfell and contact information for the relevant teams can be found online.

Website: <https://grenfellresponse.org.uk/newsletter-archive/>

2.8) How were residents involved in developing the West London CCG Grenfell Fire Engagement and Communications Strategy?

West London Clinical Commissioning Group Response:

In the first few days after the fire, West London CCG's lead for engagement contacted residents and NHS staff to ensure that those coordinating support on the ground had accurate information and advice to share with patients about the health services in the immediate response to the fire. This group included:

- Volunteers, including residents, supporting local people at the Westway Centre
- Staff from local NHS organisations, including West London CCG, Central London Community Healthcare NHS Trust and Central & North West London NHS Foundation Trust
- Chief Executive of Al Manaar Muslim Cultural Heritage Site, which was acting as one of the rest centres
- A member of the Midaye Somali Development Network, who had volunteers at the main rest centre at the Westway Sports Centre
- Public Health leads working with the Community Champions Programme
- The Notting Dale Community Champions Volunteer Coordinator that worked specifically with residents from the Lancaster West Estate

Input from this group helped to guide the NHS plan for the medium to long term, and helped to develop the Communications and Engagement strategy for the response to Grenfell.

The first draft of the strategy was presented to the CCG's Patient and Public Engagement Committee on 10 July. The Committee includes representation from patients, residents, Healthwatch, the Kensington and Chelsea Social Council (a charity that supports over 290 local organisations), GP practice managers and the clinical lead for engagement.

The first draft is a starting point, which will evolve based on the recommendations from residents and the local community, and reflects the CCG's responsibility as a commissioner of health services.

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

Information and Advice

2.9) People have said that in the first couple of weeks following the Grenfell Tower Fire that they were told to only go to the hospital in the case of an emergency. They were not informed where to go instead.

West London Clinical Commissioning Group Response:

In the first week of the fire, residents experiencing a health related issue were encouraged to go to their own GP, so that they were seen by a doctor who was familiar to them, or to call NHS 111 for advice outside of normal GP hours.

For urgent mental health needs, residents were encouraged to contact the Central & North West London NHS Foundation Trust Single Point of Access (first point of contact for people wishing to access adult community mental health services) on 0800 0234 650.

In cases of emergency, 999 is the first point of contact.

Within the first couple of weeks, these messages were promoted to local residents in the following ways:

- The CCG website - leaflets and information published on 20 June;
- Via the Community Champions Coordinator for Notting Dale, who promoted the leaflets and information to local residents from the Lancaster West estate on 20 June;
- Via staff at Al Manaar Muslim Cultural Heritage Centre, one of the rest centres set up in the first few days after the incident. It provided bereavement, counselling and mental health support services;
- Face to face contact between residents and clinicians/ NHS staff at the Westway Centre;
- Via the Healthwatch Website here. This was published on 21 June.

West London CCG has now launched a specific website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster:

www.grenfell.nhs.uk/www.grenfell.nhs.uk

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

Please do let us know if you or someone you know feels they need support email us on getinvolved@nw.london.nhs.uk and mark your email as 'Require Support'.

2.10) Do you have plans to update the RBKC website to make information more accessible to people?

Royal Borough of Kensington & Chelsea Response:

The RBKC website has recently been updated with information about the Care for Grenfell Team and other emergency contact numbers for those affected by the fire.

Website: <https://www.rbkc.gov.uk/>

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>

There is also a dedicated website that has been set up to provide information and updates to people following the Grenfell Tower fire. The link to this is provided at the top of the homepage on the RBKC site so that people can access further information specific to the fire.

Website: <https://grenfellresponse.org.uk/>

We welcome feedback on the structure and content of the RBKC website so that it can be as clear as possible for residents to get the information they are looking for. Information on how people can give contact us about feedback can be found on our website home page, but you can also tweet us, call us, or complete an online form.

Telephone: 020 7361 3000

Website: www.rbkc.gov.uk/

Twitter: @RBKC_CS

Online Form: <https://www.rbkc.gov.uk/contact-us/commentscomplaints-and-feedback-tell-us-what-you-think>

2.11) How are you working with the voluntary sector?

West London Clinical Commissioning Group Response:

We have been working closely with Kensington and Chelsea Social Council and community and voluntary sector organisations in the area, as well as Healthwatch. This work has been built the relationships established with the voluntary sector since we began in 2013.

Colleagues across the NHS and community and voluntary organisations have been involved in a range of work to support people affected by the fire. This includes:

- Co-designing information about NHS services and promoting to local residents via face to face contact, including with the Notting Dale Community Champions project, which works closely with residents of the Lancaster West Estate)
- Promoting information produced with the community about NHS health resources via the Healthwatch website
- Art therapy for children and young people at Al Manaar Institute - The Muslim Cultural Heritage Centre
- Drama workshops for children and young people in The Big House
- Activities for children and young people arranged through Place2Be and Mind
- Outreach counselling for children and young people from Full of Life Kensington and Chelsea
- Football at the Westway for children and adolescents (Queens Park Rangers and Fulham Football Club)
- Input to the multi-disciplinary outreach team visiting residents - British Red Cross and Midaye Somali Development Network.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

Royal Borough of Kensington & Chelsea Response:

One of the ways that the council is continuing to work with the voluntary sector is through developing its service to support people who might be suffering from Post-Traumatic Stress (PTSD). This covers a range of services from emotional wellbeing support, counselling support to young people and bereavement counselling.

This has included working with volunteers to deliver support through health outreach pop up clinics and mental health training sessions. A breakdown of the different forms of support available from the council and other providers and voluntary organisations can be found online.

Website: <https://grenfellresponse.org.uk/leaflets-and-posters/>

We are also working with the voluntary sector to ensure that their voice is heard to support community-led recovery in shaping public service design and delivery.

2.12) How are you passing information onto the voluntary sector to disseminate amongst the communities they are working with?

West London Clinical Commissioning Group Response:

Kensington and Chelsea Social Council is working to strengthen local voluntary and community organisations. In partnership with similar organisations in Westminster (One Westminster) and Hammersmith & Fulham (Sobus) they have compiled a directory of support service which you can access [here](#). This has been shared with over 400 local organisations, and with NHS colleagues.

We are also supporting organisations on the ground by sending information direct to them via email and paper copies. This information has been made available in translation where needed.

The CCG is also working with community champions who are a trusted local resource to share and disseminate information to local people. Information is also being provided through a range of methods:

- Outreach work to the local community to support and signpost to relevant services
- An information leaflet on emotional support
- A twitter and news feed and website profiling with the most up to date information
- Providing support and translation to local groups directly affected through personal loss
- Drop in support groups for people affected in the area

We are talking to the council about how we can prevent duplicating information, and make sure there is a simple method for information-sharing.

In addition to this, we are in touch with community groups on a regular basis, to ask their advice about how we provide information in a meaningful way.

Kensington and Chelsea Social Council is a local charity working to strengthen local voluntary and community organisations. It has compiled a directory of support service which you can access [here](#).

Please do let us know what you think about the information we provide. If it isn't meeting your needs, please tell us. If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

Royal Borough of Kensington & Chelsea Response:

The Council is engaging regularly with the voluntary sector to ensure that their voice is heard to support community-led recovery in shaping public service design and delivery.

Wellbeing

2.13) Have you collated a list of wellbeing support services that are being provided by the voluntary sector? If yes, how are you circulating this to people?

West London Clinical Commissioning Group Response:

Kensington and Chelsea Social Council is working to strengthen local voluntary and community organisations. In partnership with similar organisations in Westminster (One Westminster) and Hammersmith & Fulham (Sobus) they have compiled a directory of support service which you can access [here](#). This has been shared with over 400 local organisations, and with NHS colleagues.

Information on services has been collated by the council, with emotional wellbeing fact sheets for adults and children available in English and locally used languages. These have been sent to GP practices, voluntary organisations, and Central & North West London NHS Foundation Trust.

A website has been set up to support people affected by the fire. The team includes London councils, the Mayor of London's Office, central government, the British Red Cross, the Metropolitan Police, the London Fire Brigade and voluntary groups:

<https://grenfellresponse.org.uk/>

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

Please do let us know what you think about the information we provide. If it isn't meeting your needs, please tell us. If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

Royal Borough of Kensington & Chelsea Response:

We have engaged, and are continuing to engage with national, local and community organisations that are delivering support that can be accessed by anyone in the community to ensure that they are able to meet all the needs that they are experiencing and are able to continue to do so.

We have identified a total of 59 organisations that are currently providing mental health and emotional wellbeing support in North Kensington and have distributed 8,000 mental health and emotional wellbeing packs about the support that is available. We are also speaking with organisations to identify whether they require support with their capacity to meet the need they are encountering. A breakdown of the different forms of support available from the council and other providers can be found online.

Website: <https://grenfellresponse.org.uk/leaflets-and-posters>

Kensington and Chelsea Social Council are maintaining a directory of voluntary and community organisations that are providing support following the fire, which can be accessed online.

Website: <https://www.kcsc.org.uk/news/directory-voluntary-andcommunity-organisations>

2.14) Have you got a list of summer activities taking place for children, young people and families?

Royal Borough of Kensington & Chelsea Response:

We have put an extended range of activities for children and young people in place over the summer and have ensured that mental health and emotional wellbeing support is embedded as part of this through MIND, Place2Be and local art and therapy services.

There are hundreds of events and activities taking place for children, young people and their families this summer across central London including outdoor activities, bake-offs, free cycling tours, nature trails, cupcake making, graffiti art, photography and much more.

You can pick up a leaflet at locations across the borough or find out more online.

Website: <http://mysummerinthecity.org.uk/>

More information on events and activities throughout the summer can be found online.

Website: <http://www.rbkc.gov.uk/fis>

Week Three, 11th August 2017

Air quality and Respiratory Issues

3.1) If the air quality is within safe limits, why are people still experiencing respiratory difficulties?

Public Health Response:

Respiratory illnesses can be caused by a range of reasons other than exposure to the fire. Public Health England has confirmed that the air quality is safe for residents.

West London CCG is aware that residents are still concerned about respiratory conditions, and health professionals in the area are directing people to their GP for assessment, treatment and advice. Those residents who require respiratory screening/on-going treatment can be 'fast tracked' by their GP to our community respiratory service, and seen within 14 days of referral.

If patients do have any concerns about their symptoms, they should contact their GP directly. If you need urgent healthcare advice and do not have a GP, or your GP surgery is closed, please ring NHS 111. If you need to register with a GP, visit NHS Choices to find out how.

Public Health England has made information available via the internet:

<https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-towerfire>

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

3.2) Have GPs been advised to expect enquires from Grenfell victims and breathing/ chest problems?

Public Health Response:

Respiratory illnesses can be caused by a range of reasons other than exposure to the fire. Public Health England has confirmed that the air quality is safe for residents.

West London CCG is aware that residents are still concerned about respiratory conditions, and health professionals in the area are directing people to their GP for assessment, treatment and advice. Those residents who require respiratory screening/on-going treatment can be 'fast tracked' by their GP to our community respiratory service, and seen within 14 days of referral.

If patients do have any concerns about their symptoms, they should contact their GP directly. If you need urgent healthcare advice and do not have a GP, or your GP surgery is closed, please ring NHS 111. If you need to register with a GP, visit NHS Choices to find out how.

Public Health England has made information available via the internet:

<https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-towerfire>

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

3.3) What advice, information or training have GPs received about the respiratory difficulties people are experiencing since the fire?

Public Health Response:

West London CCG is working closely with our local GP practices to ensure they have capacity to see and respond to patients who are attending appointments with breathing/chest problems. Practices in the area are aware that there may be an increase in respiratory queries and these patients are to be prioritised appropriately. Public Health England has provided GPs with information on air quality - this will help GPs with any questions you may have about this.

We are working closely with the community respiratory service provider, Imperial College Healthcare NHS Trust, which has provided advice and guidance for GPs for respiratory conditions.

Residents who are concerned about respiratory conditions should contact their GP for assessment, treatment and advice. Those residents who require respiratory screening/ongoing treatment can be 'fast tracked' by their GP to our community respiratory service, and seen within 14 days of referral.

If you need urgent healthcare advice and do not have a GP, or your GP surgery is closed, please ring NHS 111. If you need to register with a GP, visit NHS Choices to find out how. Public Health England has made information available via the internet:

<https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-towerfire>

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk

3.4) Have GPs been asked whether there has been an increase in people with chest problems?

Public Health Response:

Yes, we have asked GPs if they have seen an increase. We have contacted all practices in the surrounding area to find out if there has been a significant increase in the number of residents reporting chest/ respiratory/ breathing problems. We can confirm that they have not seen an increase in residents presenting with these conditions. We will continue to monitor this.

We have provided all practices with information about the community respiratory service. Residents who are concerned about respiratory conditions should contact their GP for assessment, treatment and advice. Those residents who require respiratory screening/ongoing treatment can be 'fast tracked' by their GP to our community respiratory service, and seen within 14 days of referral.

If you need urgent healthcare advice and do not have a GP, or your GP surgery is closed, please ring NHS 111. If you need to register with a GP, visit NHS Choices to find out how.

Public Health England has made information available via the internet:

<https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-towerfire>

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

3.5) Are there plans for long term studies on the respiratory health of the local population, especially children, young people and those susceptible to lung problems?

Public Health Response:

Public Health England has been assessing the impact of the Grenfell Tower fire on air quality during and after the fire, and confirmed that there has been no detectable deterioration in air quality. There is considered to be no wider health risk to the local population relating to air quality, and therefore there is no plan for long term studies on respiratory health of the local population.

Local GP practices have not reported an increase in patients with respiratory conditions.

Public Health England has made information available via the internet:

<https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-towerfire>

Children, Young People and Families

3.6) Will there be a consultation with local families to hear what support children and young people need? Is there a strategy in place?

West London Clinical Commissioning Group Response:

Since the first week we have been meeting with local groups, resident and volunteers to hear what they want from services - now and in the future. We will continue this engagement, including with families as the needs evolve.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

Royal Borough of Kensington & Chelsea Response:

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.

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.

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.

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.

3.7) 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.

Royal Borough of Kensington & Chelsea Response:

All Council departments and voluntary organisation can access Translation and Interpreting Service via DA Languages Limited:

For telephone interpreting call: 0330 088 2443
Using PIN: 8888.

For face to face interpreting, please call 0161 928 2533 extension 231 or email: telephoneinterpreting@dalanguages.co.uk

For all booking, please quote 'Grenfell Response'.

3.8) How are you going to make sure that the support offered to young people is tailored to their needs?

West London Clinical Commissioning Group Response:

The entire Grenfell response is evolving as needs change - and as people are ready to access support and treatment. We seek feedback from young people in school, through our services such as school nursing and via community engagement - and there are many different voices on what the right support is.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

Royal Borough of Kensington & Chelsea Response:

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.

3.9) Have you spoken to young people to find out what support they want and need?

Royal Borough of Kensington & Chelsea Response:

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.

3.10) Is there going to be more support available for young people going to the Curve?

Royal Borough of Kensington & Chelsea Response:

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.

3.11) Are all local young people impacted being offered a Key Worker? Is this something they are having to organise themselves?

Royal Borough of Kensington & Chelsea Response:

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.

3.12) People have suggested that young people need to get away and have a break. What is being done to help them?

Royal Borough of Kensington & Chelsea Response:

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.

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

Website: www.mysummerinthecity.org.uk

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.

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.

Nova's Summer Programme includes lots more fun activities that parents and young people can enjoy. People can find out more online by visiting the website, calling or emailing.

Website: www.novanew.org.uk

Telephone: 020 8960 2488

Email: admin@novanew.org.uk

3.13) Why do some families still not have a Family Liaison Officer?

Royal Borough of Kensington & Chelsea Response:

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.

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.

To request a Key Worker, change a Key Worker, or if anyone is unable to reach their Key Worker:

Telephone (helpline): 020 7745 6400

Email: GrenfellTowerKeyWorkerHub@rbkc.gov.uk

The line is open Monday to Friday, 9am to 5pm. The team can be contacted out-of-hours on 020 7373 2227.

3.14) What help and resources will be available to support children and young people to go to school?

Royal Borough of Kensington & Chelsea Response:

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.

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.

Website: <https://www.place2be.org.uk/>

Website: <http://www.kcmind.org.uk/>

3.15) What emotional support will be available in schools to students?

Royal Borough of Kensington & Chelsea Response:

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 families where required.

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.

Website: https://www.place2be.org.uk

Website: <http://www.kcmind.org.uk/>

3.16) Will staff in schools have additional training and resources?

Royal Borough of Kensington & Chelsea Response:

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.

3.17) What emotional support will be available for teachers?

Royal Borough of Kensington & Chelsea Response:

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.

3.18) 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?

Royal Borough of Kensington & Chelsea Response:

Our Early Years Team provided immediate support children's centres and have specifically targeted those with most need following the incident.

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.

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.

3.19) What emotional support is available to staff working with children who may have been impacted by the fire?

Royal Borough of Kensington & Chelsea Response:

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 Place again facilitated by Clinical Therapists. Practitioner Place and the communication has been reduced due to the Summer break.

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.

From September we will resume

- Weekly communication with PVI providers.
- All settings will receive a visit within September to identify any issues that may arise.
- Practitioners Place will begin again in the second week of September facilitated by Clinical therapists.
- Space@Clare Gardens will continue and made available to staff from PVI settings as well as keyworkers
- We have included a number of specialists training/workshops in our Early Years CPD programme to support staff to work with children following trauma

3.20) Children are having difficulty sleeping. What support and advice is available for parents?

Royal Borough of Kensington & Chelsea Response:

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.

Website: www.rbkc.gov.uk/localoffer

Website: <https://grenfellresponse.org.uk/leaflets-and-posters>

Emotional support

3.21) What are you doing to promote 'counselling' and other emotional support?

West London Clinical Commissioning Group Response:

Information about support services has been shared with residents in a number of ways including:

- Regular attendance at public meetings, outreach in community settings including voluntary and community organisations and on the street.
- NHS Grenfell Tower Fire Response website is now live and can be found at www.grenfell.nhs.uk. The site features health and wellbeing advice, updates on NHS activity, news stories, and our publications, all in one place. It also includes information on how to find us.
- Posters and flyers including translations in response to requests from local groups.
- We will continue this activity.

West London Clinical Commissioning Group (CCG) is also working with members of the community to design health services - developing our model of care. If you would like to meet us and get involved, or suggest ways in which we can improve the way we communicate or engage then we would be very pleased to hear from you.. Please contact us on grenfell.response@nhs.net

3.22) Many people do not recognise the value of counselling. Information needs to be offered in language that is meaningful to those who are worried about being labelled as 'mentally ill'.

West London Clinical Commissioning Group Response:

We have heard from local residents and we recognise there are concerns about being labelled 'mentally ill'. We are ensuring there is a clear distinction in our language between emotional support and mental health services. We have also heard that people are more comfortable seeking support for trauma - and our screen and treat pathway is specifically aimed at identifying those at risk of PTSD and providing highly specialist treatment which reduces risk of future mental ill-health.

We are engaging with local people help them recognise the benefits of seeking help, and talking about their concerns and issues - through counselling, or other support networks. We have been working with:

- ACAVA
- CNWL Outreach Team
- Community Champions
- EPIC
- Making Communities Work and Grow
- Al Manaar
- Grenfell Hope
- African Women's Care
- FAWA UK
- Healthier Life For You
- Dadihiya
- Westway Trust
- Midaye
- Al Hasaniya
- Kensington and Chelsea Social Council - Health and Well Being Forum
- BME Health Forum
- Open Age
- Working With Men

- Age UK K&C
- Kensington and Chelsea Older People's Forum
- Ethiopian Women's Project

The NHS has produced information about emotional support and wellbeing, rather than describing mental health services. We have made this available on our Grenfell website www.grenfell.nhs.uk/ which has translation ability built in and in GP practice a leaflet setting out how to access emotional wellbeing support. These leaflets were produced in a variety of languages. These languages included Arabic, Bengali, Farsi, Somali and Urdu.

An easy read version is also available. We are also able to consider further translations when needed by emailing Grenfell.response@nhs.net

3.23) What are the waiting times for local counselling services?

West London Clinical Commissioning Group Response:

If someone affected by Grenfell is referred by their GP for counselling services at Central & North West London NHS Foundation Trust, they can expect to be contacted within three days of the referral being made and an appointment within five days of contact being made. If anyone has any concerns about mental health, or want to follow up a referral if they are unsure of the next steps, they should contact the free 24/7 helpline by calling 0800 0234650 or email cnw-tr.SPA@nhs.net. It is also sometimes known as the Single Point of Access (SPA).

3.24) Have you considered holding groups around specific areas that can be facilitated by a trained professional (psychologist)? For example 'how to help your child', 'how to set up home again without a missing family member', 'how to trust public bodies when you feel betrayed and let down'?

West London Clinical Commissioning Group Response:

All schools have an allocated child & adolescent mental health (CAMHS) Link Worker with a specific focus on normalising the process children and young people are going through and ensuring that potentially vulnerable families are not missed. In schools with large numbers of children affected, a CAMHS response team has been offered to support schools in identifying and responding to the needs of their students.

The CAMHS Link Workers are also working with:

- School Nurses - who are primarily dealing with physical issues and focussing on those schools with the most need;
- Emotional and mental health support services based in schools including The Place2Be, MIND, West London Action for Children, and the Catholic Children's Society;
- Bereavement support services - Cruse and Winston's Wish.

Local Colleges have been contacted by the local authority to ensure that students who may have been affected by the fire have received access to universal support prior to the end of the academic year. This has been provided to students via colleges' in-house counselling services.

Outreach support has been offered by CAMHS via pop up clinics at community centres including Al Manaar, St Clements, St James, and Latimer Church. These pop up clinics have been run jointly with adult mental health services to provide family support.

The bereavement support services can also support families missing a family member.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk. It also provides good links to other organisations providing support.

Please do let us know if you or someone you know feels they need support email us on getinvolved@nw.london.nhs.uk and mark your email as 'Require Support'.

Information and Advice

3.25) 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?

West London Clinical Commissioning Group Response:

West London CCG will seek to respond to public questions within seven days. If we are unable to respond within that time period for any reason, we will let the enquirer know.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk/

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell Engagement'.

Royal Borough of Kensington & Chelsea Response:

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.

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>

3.26) Is all written information (guidance and legislative) being made available in a range of languages?

West London Clinical Commissioning Group Response:

The NHS has made material available in a range of languages and will consider further translation when it is needed. NHS guidance has been translated into a range of languages, including:

- Arabic
- Bengali
- Farsi

- Somali
- Urdu

Publications are available here: <https://www.grenfell.nhs.uk/news-andpublications/publications>

Royal Borough of Kensington & Chelsea Response:

All Council departments and voluntary organisation can access Translation and Interpreting Service via DA Languages Limited to translate documents on request.

For telephone interpreting call: 0330 088 2443 Using PIN: 8888

For face to face interpreting, please call 0161 928 2533 extension 231 or email: telephoneinterpreting@dalanguages.co.uk

For all booking, please quote 'Grenfell Response'.

Council Tax

3.27) 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?

Royal Borough of Kensington & Chelsea Response:

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.

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.

Housing

3.28) Why is it taking so long to move children out of hotels?

Royal Borough of Kensington & Chelsea Response:

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:

- 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: - with a serious physical or mental disability - with a serious learning disability - who has needs for care and support or carer's needs for support

- Third band priority will be given to any household which includes dependent children.

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

3.29) People were told that people would be rehoused in RBKC or surrounding boroughs. When will this happen?

Royal Borough of Kensington & Chelsea Response:

All former residents of Grenfell Tower and Grenfell Walk have been offered self-contained temporary accommodation in or close to Kensington and Chelsea.

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.

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.

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.

3.30) What reassurance do people have if they take up a housing offer that it is long term and at a social housing rent?

Royal Borough of Kensington & Chelsea Response:

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.

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.

3.31) People want to know what will happen beyond one year if they are in temporary housing?

Royal Borough of Kensington & Chelsea Response:

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.

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.

3.32) How many people from the Tower have been rehoused?

Royal Borough of Kensington & Chelsea Response:

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.

3.33) How are properties in Kensington Row being allocated?

Royal Borough of Kensington & Chelsea Response:

In accordance with the Grenfell Rehousing Policy, applicable to former residents of Grenfell Tower and Grenfell Walk.

3.34) If we take a temporary accommodation how long will we wait for a permanent tenancy?

Royal Borough of Kensington & Chelsea Response:

The Council intends to honour the Government's commitment to rehouse, to permanent accommodation, former GTGW residents within a year.

3.35) Why have Verity Close and Silchester Close not been offered rent immunity?

Royal Borough of Kensington & Chelsea Response:

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.

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. 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.

3.36) How has eligibility for rent immunity been established (e.g. distance from tower etc.) Who made this decision?

Royal Borough of Kensington & Chelsea Response:

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.

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.

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.

Week Four, 18th August 2017

Emotional support

4.1) Has a list of services providing emotional support (NHS and other) been produced? Homecare

Royal Borough of Kensington & Chelsea Response:

Homecare provision continues to be provided across the Borough for people who received social care support before the Grenfell Tower Fire.

Services have seen an increase in need, particularly in North Kensington and additional resources have been provided to respond to this.

We continue to review service needs and our capacity. Pressures within the Adult Social Care system were evident locally and nationally prior to the Grenfell Tower fire and these continue to be experienced.

Anyone affected by the Grenfell Tower fire seeking care and support should contact Care for Grenfell/

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>

4.2) Has extra homecare provision been put in place to ensure that the care that people were receiving before the Grenfell Tower Fire has not been affected?

West London Clinical Commissioning Group Response:

Yes, information is available, please visit <https://www.grenfell.nhs.uk/emotional-health-andwellbeing>

The NHS Grenfell website can act as a gateway to all the support available; it shows trauma and mental health, and emotional wellbeing services available. We would also welcome any feedback on the website and suggestions for additional information that people would like to see.

We would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk

Week Five, 25th August 2017

Information and support

5.1) At the public meeting people shared feeling frustrated at lack of change and unanswered questions. What are you doing to rebuild trust and to show that you are answering questions and listening to people's concerns?

West London Clinical Commissioning Group Response:

We understand how frustrated people feel, and we will do all we can to maintain trust in the NHS by listening to concerns and asking the community about the services needed, for a number of years to come.

This is a very fast moving situation and the joint effort from the NHS and the voluntary sector means that services change and new ways are tried out.

Throughout the last three months, the local NHS has undertaken a significant amount of engagement with the local community to understand their health needs, which allows us to be flexible and change the health offer to address the evolving needs of the residents affected by the incident. Examples of this are:

- We listened to the community concerns and worries about breathing and have held a health event so that local people can come along and talk to experts about it.
- We are also testing new leaflets and materials with local groups who confirmed they want good and factual information and providing us with advice on tone and content.
- Central & North West London NHS Foundation Trust establishing 7 day pop up clinics in a range of community locations

Our ambition is to invite community members to help shape and influence how services are provided. We have made every effort to achieve a respectful approach to difficulties faced by the community, and develop our work accordingly.

West London CCG is in the early stages of developing more direct links with newer community groups. We are now in a position to co-produce dedicated pieces of work with them - a small but significant first step toward longer-term community resilience.

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on grenfell.response@nhs.net and mark your email as 'Grenfell Engagement'. West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk

Royal Borough of Kensington & Chelsea Response:

The Council supports a vision of community-led recovery in shaping public service design and delivery by working together with many different agencies. Engagement with the community is fundamental to this through open and transparent working based on genuine co-design.

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.

We will do this by consulting widely with residents, community groups, and other members of the public over the coming weeks on how best we can work together to achieve this.

5.2) How are you currently consulting with people in the community?

West London Clinical Commissioning Group Response:

This is a very fast moving situation and the joint effort from the NHS and the voluntary sector means that services change and new ways are tried out.

Throughout the last three months, West London CCG has undertaken a significant amount of engagement with the local community to understand their health needs. We continue to engage with community members to help shape and influence how services are provided, and have made every effort to achieve a respectful approach to difficulties faced by the community, and develop our work accordingly. This has been achieved by attending existing events in the communities and speaking to key groups on the ground for example coffee morning at Making Communities Grow and Work on 15 September coffee morning, BME Community Engagement meeting on 17 July and 31 July, community champions providers meeting on 27 June and 21 September. This engagement will continue.

West London CCG is in the early stages of developing more direct links with newer community groups. We are now in a position to co-produce dedicated pieces of work with them - a small but significant first step toward longer-term community resilience.

The NHS isn't the only place you can turn to for help. There are many excellent community and voluntary sector organisations that we work with, which provide high quality services and support.

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us ongrenfell.response@nhs.net and mark your email as 'Grenfell Engagement'. West London CCG has launched a website to help people affected by the

Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk

Royal Borough of Kensington & Chelsea Response:

Engagement with the community is fundamental. We are setting up platforms for two way communication and feedback to increase transparency and inform future plans, and are continuing to work with the community to address their questions and concerns in a timely and effective way.

Plans and platforms for community engagement are under development and will be shared in due course. We are committed to making our engagement accessible in a range of languages.

5.3) Are there short, medium and long term plans? Have you consulted with local people when developing these plans? How?

West London Clinical Commissioning Group Response:

The NHS short-term response was to deal with the immediate casualties. People with more serious injuries were treated in hospitals across London. GP practices also provided the immediate medical help and assistance that local people needed. We are now reaching out to screen people for trauma, including Post-Traumatic Stress Disorder, and clinicians are assessing the physical health of those people with long term conditions.

Commissioners and providers will be coming together in October to reflect on what has been delivered, what has been both positive and challenging, and to start to consider a collaborative, sustainable recovery response for the community. Key community leaders will be there to help shape our work.

West London CCG has launched a website to help people affected by the Grenfell Tower fire. It includes information on physical, emotional health and wellbeing and how to get help with coming to terms with the disaster: www.grenfell.nhs.uk

If you would like to meet us and get involved, we would very much like to hear from you. Please contact us on getinvolved@nw.london.nhs.uk and mark your email as 'Grenfell 3 Engagement'.

Royal Borough of Kensington & Chelsea Response:

We will be setting up platforms for two way communication and feedback to increase transparency and inform plans. 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.

We will do this by consulting widely with residents, community groups and other members of the public over the coming weeks on how we can best work together to achieve this.

Plans and platforms for community engagement are under development and will be shared in due course. We are committed to making our engagement accessible in a range of languages.

Emotional support

5.4) How many extra mental health workers are there in the area?

West London Clinical Commissioning Group Response:

There are about 160 NHS staff members providing support to people impacted by the Grenfell Tower Fire. Central & North West London NHS Foundation Trust (CNWL) currently have 40 therapists providing trauma support, backed by the primary care liaison and school nursing team (this is growing).

67 members of staff are providing outreach - working in The Curve, knocking on people's doors and visiting hotels. This is backed up by CNWL clinical management team and office support staff.

CNWL are also working with a number of bereavement support organisations including CRUSE and Place2Be for children. Additional support is provided by GPs, nurses and existing mental health services with additional sessions from a range of mental health providers led by CNWL.

The NHS has recognised the needs of those affected by the Grenfell Tower fire and a substantial recruitment drive is underway for specialist therapy roles (including offering therapy in different languages) for individuals and families. We will adapt the service too - based on what is required when people use the service (as hundreds of people are).

5.5) Do you have a team large enough to deal with need?

West London Clinical Commissioning Group Response:

There's a strong NHS presence in the area. There are about 160 NHS staff providing support to people impacted by the Grenfell Tower Fire. Central & North West London NHS Foundation Trust (CNWL) currently have 40 therapists providing trauma support, backed by the primary care liaison and school nursing team (this is growing).

67 members of staff are providing outreach - working in The Curve, knocking on people's doors and visiting hotels. This is backed up by CNWL clinical management team and office support staff.

CNWL are also working with a number of bereavement support organisations including CRUSE and Place2Be for children. Additional support is provided by GPs, nurses and existing mental health services with additional sessions from a range of mental health providers led by CNWL.

The NHS has recognised the needs of those affected by the Grenfell Tower fire and a substantial recruitment drive is underway for specialist therapy roles (including offering 4 therapy in different languages) for individuals and families. We will adapt the service too - based on what is required when people use the service (as hundreds of people are).

5.6) How long can people expect to wait to receive support after contacting Single Point of Access?

West London Clinical Commissioning Group Response:

The Single Point of Access (SPA) offers mental health triage for routine, urgent and emergency referrals, information and advice 24 hours a day, 7 days a week, and 365 days

per year. The team provides advice and guidance through a triage process, where the urgency of care required is assessed. The team also has the ability to make appointments for new referrals to see one of our community mental health teams.

At times of mental health crisis, the Single Point of Access works closely with our crisis resolution teams and our partner organisations from across the public and private sectors, to direct people to services most able to aid their recovery.

When someone calls the Single Point of Access, they are triaged immediately and referred as necessary. It also deals with mental health crisis, and responds to the level of urgency, including Rapid Response Teams, ambulances and sometimes just talking to upset, possibly suicidal people.

5.7) Where are Single Point of Access based?

West London Clinical Commissioning Group Response:

The Single Point of Access telephone service is based at Central and North West London NHS Foundation Trust, Trust Headquarters, Stephenson House, 75 Hampstead Road, London NW1 2PL

Information about the service is available here:

<http://www.cnwl.nhs.uk/service/singlepoint-of-access-north-west-london-adult-community-mental-health-services/>

5.8) How can we access Single Point of Access?

West London Clinical Commissioning Group Response:

The Single Point of Access is the dedicated NHS response service number where your needs will be assessed and appropriate mental health support and information and advice will be provided. It is available 24 hours a day. The number is 0800 0234 650 or email cnwtr.spa@nhs.net. Please let the operator know the reason for your call.

If you are deaf or have a hearing impairment then we would be happy to talk to you using TypeTalk: 18001 0800 0234 650.

If you would like to talk to us in another language, we can organise a telephone interpreting 5 service when you call.

Read more about it here: <http://www.cnwl.nhs.uk/news/phoning-cnwl-single-point-accessgrenfell-tower/>

5.9) How are you going to improve communications around the emotional support available?

West London Clinical Commissioning Group Response:

The NHS is reaching out to people. GPs are contacting patients, offering longer appointments for physical and mental health assessments, and directing them as needed to services. District and School Nurses are also providing support. Central & North West London NHS Foundation Trust is carrying out mental health assessments, directing patients as needed to appropriate treatment.

We are also reaching out in other ways:

- Door-to-door engagement: Central and North West London NHS Foundation Trust is proactively contacting local residents. They are knocking on doors, including the hotels where displaced people are staying,
- Pop-up clinics: based at various accessible locations every day of the week (see below),
- Mental health training sessions: seven days a week at various accessible locations. These sessions are for adults and children, and they cover mental health first aid; bereavement; signs of trauma and symptoms of PTSD, and practical help around physical health care.
- For anyone who needs emotional or psychological help urgently, the NHS runs a free, 24/7 helpline. It is also sometimes known as the Single Point of Access (SPA).
- NHS staff members are at The Curve, 10 Bard Road, W10 6TP, 10am-8pm every day.

Health outreach pop-up clinics can be found at the following location:

Day	Venue	Time
Mondays	Harrow Club, 187 Freston Road, London, W10 6TH	3pm to 5pm
Tuesdays	The Clement James Centre, 95 Sirdar Road, W11 4EQ	3pm to 7pm
Wednesdays	Kensington Leisure Centre, Silchester Road, London, W10 6EX	4pm to 8pm
Thursdays	Latymer Community Church, 116 Bramley Road, London, W10 6SU	4pm to 8pm
Fridays	The Muslim Cultural Heritage Centre, 244 Acklam Road, London, W10 5YG	4pm to 8pm
Saturdays	Maxilla Community Space, 4 Maxilla Walk, London, W10 6NQ	4pm to 8pm
Sundays	Westway Sports and Fitness Centre, 1 Crowthorne Road, London, W10 6RP	4pm to 8pm

The NHS Grenfell Response website is now live: www.grenfell.nhs.uk. The site features health and wellbeing advice, updates on NHS activity, news stories, and our publications, all in one place.

We have developed posters and flyers including translations in response to requests from local groups. An example of the is translating the Coping with Stress following a major incident into 20 languages including Hindi, Bengali, Russian, Arabic as well as producing it in easy read. We are also testing new leaflets and materials with local groups who confirmed they want good and factual information and providing us with advice on tone and content.

We are happy to take on board people's suggestions and ideas, please email: grenfell.response@nhs.net with your feedback.

5.10) How are you going to make Mental Health workers more visible?

West London Clinical Commissioning Group Response:

Feedback from the community is that many people want to know how to find and use mental health services but also they don't want mental health workers to stand out too much as they fear there is a stigma attached.

It is good practice for mental health staff working in the community to be dressed in 'civilian' clothing. We will have higher visibility around the NHS - like we did at Carnival, where staff were identified by tabards.

Local authority services

5.11) Where are local authority services? Not the extra ones, but basic ones. Please can you advise people of services that are still in place?

Royal Borough of Kensington & Chelsea Response:

A full list of council services available to residents can be found on the Council website home page:

<https://www.rbkc.gov.uk>

Further services specific to people affected by the Grenfell Tower fire can be accessed through the link at the top of the page, or by visiting:

<https://grenfellresponse.org.uk/>

Crisis support

5.12) In RBKC's crisis support strategy, where are the staff? What is the plan?

Royal Borough of Kensington & Chelsea Response:

The Council's Contingency Management Plan draws from staff across the Council's departments and services to respond to a major incident. Additional staff may be called from other London local authorities under mutual aid arrangements.

Plans for ongoing crisis support to individuals are then tailored to the nature of the incident and the responses required, and staffed to provide this response.

5.13) If you are developing or renewing a plan, how are you involving local people?

Royal Borough of Kensington & Chelsea Response:

The Council supports a vision of community-led recovery in shaping public service design and delivery by working together with many different agencies. Engagement with the community is fundamental to this through open and transparent working based on genuine co-design.

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.

We will do this by consulting widely with residents, community groups, and other members of the public over the coming weeks on how best we can work together to achieve this.

5.14) There is a lack of consistency with hotel visits. What are you doing to ensure that people receive the same level of support across different locations?

West London Clinical Commissioning Group Response:

The NHS does have a consistent offer of services for patients. We're working in 36 hotels - six clusters of six hotels. The Outreach team is a mixture of health and social care professionals: nurses, occupational therapists, social workers, plus colleagues with a therapy background, and we use a variety of approaches based on feedback from people we speak to.

We also liaise and work with District Nurses, School Nurses, and the Primary Care Liaison Nurses for GP practices in the area. The voluntary sector works closely with us, for example Hestia runs the night service, and they have access to clinical advice and back-up as needed overnight.

Royal Borough of Kensington & Chelsea Response:

We have placed overnight counselling services in hotels to improve the accessibility of the mental health and support offer across hotels. Support for individuals will vary according to their needs.

Individuals and families residing in hotels have been written to via letter informing them of the offer available. Discussions are underway between providers and the community to co-design future overnight support offer.

5.15) Lack of follow-up when people request help is causing stress. What are you doing to address this? Could you set realistic timescales?

West London Clinical Commissioning Group Response:

Our timescales are realistic - the trauma service calls the person within 72 hours of a referral. The initial assessment itself has a therapeutic benefit, and further treatment starts rapidly after that. Patients sometimes may prefer to start treatment based on individual need, such as after a holiday or major family event.

If patients do have any concerns about their symptoms, they should contact their GP directly. If you need urgent healthcare advice and do not have a GP or your GP surgery is closed, please ring NHS 111. If you need to register with a GP visit NHS Choices to find out how.

Royal Borough of Kensington & Chelsea Response:

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.

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>

5.16) People have raised that there has been a lack of empathy from staff at The Curve. What will be done to address this? Have staff had training?

West London Clinical Commissioning Group Response:

We are very sorry to learn this, and send our apologies to anyone who has experienced this. Staff should always have empathy and behave in a courteous, compassionate manner. #

Staff are trained, especially on their ‘induction’ to the new service; staff are also selected for skills and experience. There are also learning times when staff reflect on what they have seen, heard and done.

Please encourage people to raise concerns like this as soon as they happen by speaking to the Manager of the Service, Jim O’Donnell (jim.odonnell@nhs.net) or contact our Patient Support Service on Tel: 0300 013 4799 or feedback.cnwl@nhs.net

Royal Borough of Kensington & Chelsea Response:

There are a wide range of professionals who work at the Curve including staff from the Council and other partner agencies. Work is underway to ensure all staff who work from the centre are appropriately trained and have the right values.

For council staff this includes the establishment of a code of conduct, the roll out of training and a refresh of job descriptions and posts. For the wider agencies, we are also introducing a quality assurance group that all agencies must attend with a remit to improve the services delivered from the centre.

We are working with staff and volunteers at The Curve to develop a protocol and training plan for all volunteers and staff. This will include mandatory training (Health and Safety, Safeguarding etc.) as well as Supplementary training in Mental Health First Aid.

Respiratory issues and air quality

5.17) The ash and material deposited from the tower is causing the drains around people flats to be blocked. Drains are being blocked by the ash and material from the tower, they are starting to smell in the warm weather. What is being done to address this?

Public Health Response:

The human nose is very sensitive to odours and often detects odorous chemicals at concentrations in air which pose no risk to health, however odours can be unpleasant and affect wellbeing. Many substances that are perceived as odorous are usually present at levels below which there is a direct toxicological effect. Odours can cause a nuisance to the population possibly leading to stress and anxiety. Some people may experience symptoms such as nausea, headaches or dizziness as a reaction to odours even when the substances that cause those smells are themselves not harmful to health.

Royal Borough of Kensington & Chelsea Response:

If drains near people are blocked and starting to smell they can contact Streetline, the Council’s dedicated street cleaning team, who will ensure that any waste or drains are cleared and removed as safely as possible.

Telephone: 020 7361 3001

Email: streetline@rbkc.gov.uk

5.18) People have been raising respiratory issues each week since the fire. People are worried about long-term implications. What new information is available? What is being done to address people’s concerns?

West London Clinical Commissioning Group Response:

Public Health England has made information available via the internet, which is regularly updated: <https://www.gov.uk/government/news/public-health-advice-following-the-grenfell-tower-fire>

Respiratory illnesses can be caused by a range of reasons other than exposure to the fire. Public Health England has confirmed that the air quality is safe for residents. Residents who were not directly impacted by the fire, or suffered significant smoke inhalation but are generally fit and well, are unlikely to experience long-term health problems from temporary indirect exposure to smoke from the fire.

West London CCG is aware that residents are still concerned about respiratory conditions, and health professionals in the area are directing people to their GP for assessment, treatment and advice. The consultant-led West London Community Respiratory Service (provided by Imperial College Healthcare NHS Trust) has developed a 'fast track' referral service for those patients affected by the Grenfell Tower fire. GPs can refer people who require respiratory screening/ ongoing treatment to the service, they will be seen within 14 days of referral.

If patients do have any concerns about their symptoms, they should contact their GP directly. If you need urgent healthcare advice and do not have a GP, or your GP surgery is closed, please ring NHS 111. If you need to register with a GP, visit NHS Choices to find out how.

Week Six, 8th September 2017

Emotional Support

6.1) Why are there no peer support workers assigned to the Grenfell Mental Health Team?

West London Clinical Commissioning Group Response:

The specialist mental health teams have been working with a range of local community organisations providing complementary skills, eg. working with Cruse, Child Bereavement UK, and Winston's Wish to support those who may have been bereaved, as well as working with Mind on outreach and emotional health support.

In this way people with lived experience are part of the overall emotional health and wellbeing response, working alongside mental health staff. As we move to supporting recovery, and not just the crisis response, we have the opportunity to further develop these relationships, and also build a team within Central & North West London NHS Foundation Trust (who provides the mental health service) with a wide mix of experience to provide peer support.

Royal Borough of Kensington & Chelsea:

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. 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. 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.

6.2) Are therapists and support workers reporting back on their experiences and will be this collated for research and organisational learning?

West London Clinical Commissioning Group Response:

Organisations providing services are asked to report weekly on challenges and what they have learnt - this is critical to shape the way we support local people. Individuals are also asked to reflect during regular supervisions to ensure they have support to manage their own emotional response.

A number of lessons learnt exercises are underway - across London led by the NHS, and within local services so we can take experiences to date and use them to improve what we do. Colleagues at the Emergency Planning College are conducting individual and group debriefing sessions for staff, which includes the opportunity to share lessons learned.

The Public Health team is leading the work to commission a full evaluation - local residents will be involved in the design of the evaluation, which will be externally commissioned to ensure impartiality. Residents will also be involved in selecting an evaluation partner, and their views sought within the evaluation. A timescale is not yet established as this work is in its early stages. More information will be shared as the work progresses. All teams are working to ensure that data being collected can inform the evaluation as it is commissioned.

Royal Borough of Kensington & Chelsea:

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. 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.

6.3) Is emotional support being extended to individuals who were affected by the Grenfell Tower Fire, but who do not live in Kensington and Chelsea? For example, visitors to Grenfell Tower on the night of the fire.

West London Clinical Commissioning Group Response:

Yes it is. Services set up to respond to Grenfell related needs are not defined by borough boundaries - anyone can access the single point of access, as well as teams on the ground and in GP practices.

Services are there for the wider population, and we are trying to reach witness and bereaved people. Support for people affected by the Grenfell Tower incident is not limited to Kensington and Chelsea residents - GPs in surrounding areas are part of the screen and treat approach and treatment pathway. The initial screen and treat programme, and additional resources in practices, focused on the practices supporting

people from the Tower and immediate area. As a much wider population is screened, more GP practices will be engaged and supported. All communications about this are shared across practices in Kensington & Chelsea, Brent, and Hammersmith & Fulham.

The Central & North West London NHS Foundation Trust Single Point of Access is the first point of contact for people wishing to access adult community mental health services can be contacted:

- By phone: 0800 0234 650
- By email: cnw-tr.spa@nhs.net

More information about the Single Point of Access is available here:

<http://www.cnwl.nhs.uk/service/single-point-of-access-north-west-london-adultcommunity-mental-health-services/>

There are services on the ground for residents. Central and North West London NHS Foundation is proactively contacting local residents, knocking on doors, including at the hotels where displaced people are staying - an overnight support team is in the hotels with the most residents.

NHS staff members are at The Curve, 4 Bard Road, W10 6TP from 10am until 8pm every day.

Pop-up clinics are based at various accessible locations every day of the week:

Day	Venue	Time
Mondays	Harrow Club, 187 Freston Road, London, W10 6TH	3pm to 5pm
Tuesdays	The Clement James Centre, 95 Sirdar Road, W11 4EQ	3pm to 7pm
Wednesdays	Kensington Leisure Centre, Silchester Road, London, W10 6EX	4pm to 8pm
Thursdays	Latymer Community Church, 116 Bramley Road, London, W10 6SU	4pm to 8pm
Fridays	The Muslim Cultural Heritage Centre, 244 Acklam Road, London, W10 5YG	4pm to 8pm
Saturdays	Maxilla Community Space, 4 Maxilla Walk, London, W10 6NQ	4pm to 8pm
Sundays	Westway Sports and Fitness Centre, 1 Crowthorne Road, London, W10 6RP	4pm to 8pm

Royal Borough of Kensington & Chelsea:

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:

Telephone: 020 7745 6414

Email: careforgrenfell@rbkc.gov.uk

Website: <https://www.rbkc.gov.uk/newsroom/care-grenfell>

There are also a number of online services, including Elefriends and Kooth for young people, and Qwell for adults.

Elefriends: <https://www.elfriends.org.uk/>

Kooth: <https://kooth.com/>

Qwell: <https://xenzone.com/qwell/>

Mental health services are working with relevant mental health teams in other boroughs to make sure people get the support they need.

The Tower

6.4) At what point are you going to begin talking to the whole community about plans for the space where Grenfell Tower stands?

Royal Borough of Kensington & Chelsea:

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. 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.

6.5) Is the building going to be demolished and if so when?

Royal Borough of Kensington & Chelsea:

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.