

## Resident Payment Arrangements – cash and bank transfers

### Key contacts

**DCLG** - Katy Baldwin, Local Government Finance Directorate, DCLG - [REDACTED]  
Katy.Baldwin@communities.gsi.gov.uk

**DWP** - Sue Moore - Operational Excellence Director. DWP Level 2 Hartshead Square Sheffield [REDACTED]  
[REDACTED] Mobile : [REDACTED] SUE.MOORE1@DWP.GSI.GOV.UK

**Post office** - Kevin Gilliland, Chief Executive, Retail, Mob : [REDACTED]  
[kevin.gilliland@postoffice.co.uk](mailto:kevin.gilliland@postoffice.co.uk)

### Funding available

£5mil discretionary fund, to meet immediate costs, such as food and clothing. All households made homeless as a result of the incident will receive an initial cash payment of at least £500 from this fund, administered by [the council]. This fund will continue to be available to meet further costs and reasonable funeral costs.

Households in Grenfell Tower and Grenfell Walk made homeless as a result of the incident will also **receive a payment of £5,000 per household, into a bank account or similar.**

### Cash Payments

Post Office has agreed to open Portobello Rd branch from 10am – 3pm tomorrow and thereafter to administer cash payments.

To be agreed through GOLD :

- Portobello Rd branch as payment point.
- DCLG has stated a minimum payment of £500 per household (irrespective of numbers in household/children etc), GOLD to agree whether make this initial payment or provide more. Further payments can be considered at a later stage – need to agree protocol for this.
- List of residents and addresses who have made contact with homeless unit and now in temporary accommodation now available. Can this list be provided to Post Office so they can check names against those presenting themselves, possibly without ID.
- Post Office has suggested LA staff present to support them, especially in the event of residents presenting themselves but not on the list - needs agreement.

### Funeral payments

- Need to agree arrangements to pay payments for funerals – who is best place to administer this payment through RBKC?

### Bank payments £5k

These payments will be administered by the Department for Work and Pensions (DWP) at North Kensington Jobcentre. Households will be able to claim these payments [from 10.30 on Monday] by

going to North Kensington Jobcentre – Quayside House, 308 – 312 Kensal Road, W10 5BL. The Council will contact people directly to confirm what people need to do to access this further support.

DWP will put meet and greet arrangements in place as people come in, who will then case manage each payment, linking with our processors who will make payments via a Faster Payment Method direct to banks where we can, or help people access Post Office Card Accounts or as a back stop we can make what we call simple payments for people with no alternative payment method. Their front of house staff will sort all of that for each payment

To be agreed with GOLD :

Operational arrangements so that affected residents have ID given to them by the council to confirm they are eligible. This needs to be organised on Sunday ready for claimants to go forward to DWP on Monday.

Conference call requested for 9am tomorrow organised by DCLG Katy Baldwin – DWP , John Barradell, Nicholas Holgate, Kevin Bartle ( RBKC finance) invited.

Dial in numbers: [REDACTED] or ext [REDACTED]

Access codes:

**LEADER:** [REDACTED] (Katy Baldwin to dial in)

**PARTICIPANT:** [REDACTED] (Participant to enter)

.