

Grenfell Fire - Humanitarian Assistance Guidance Pack

Updated on 25.06.17

18:00

Firstly, thank you for being part of this vital response.

Together, we can help those affected by this terrible crisis get the help and support they need. Even if you have already been involved in the Grenfell Response, please familiarize yourself with this document at the start of your shift as information will be updated each day.

This pack is intended to provide guidance to anyone who may be approached by a member of the public who has been affected by the tragic fire at Grenfell Tower.

It has been designed to be publicly circulated to: Key Workers dealing with affected families, British Red Cross staff answering the telephone helpline, staff and volunteers at the Westway Assistance Centre, Community groups, Local Councillors, and any other groups who might be asked for advice by someone who has been affected. **Please share it widely.**

It is comprised of three sections: An overall update from the Grenfell Fire Response Team; An overall update from the Humanitarian Assistance Group; An Alphabetised directory of topics / FAQs which should help those affected to find the support that they need, including contact details of where to refer them.

This document will be updated daily. If there is advice that is not currently included within this guide that you think could be of use to others, please email it to hasg@grenfellresponse.org – so that we can include it within the next version.

We recognise that this guidance document does not cover all of the valuable support which is currently being provided, or has been offered, by the wider community and voluntary sector. The response has been vast and truly overwhelming, and we have tried to ensure that as offers are made they have been sent on to the relevant operational contacts in order to access that support directly.

As yet we haven't been able to compile a full list of services that we are able to refer to, and we will ensure that this document is regularly updated to try to include the many sources of help that is available.

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Send updates to: hasg@grenfellresponse.org

Grenfell Fire Response Team update – 25 June

The Grenfell Fire Response Team has been set up to support residents affected by the fire. This includes London-wide local and regional government, central government, British Red Cross,

London Fire Brigade Update

It's anticipated that London Fire Brigade will be removing its resources from the cordon from Monday morning but remain available to assist as necessary.

Grenfell residents found new hotels

The Holiday Inn Gloucester Road was unable to continue accommodating 30 households due to previous bookings at the hotel. Residents were made aware of this with a couple of hours notice and asked to leave by Kensington and Chelsea Council by 4pm on Friday 23 June.

Those leaving the Holiday Inn have been offered alternative hotels in central London.

Staff are continuing to work with residents and other hotels to secure accommodation for as long as necessary.

Over 160 keyworkers drafted in to help Grenfell victims

Every Grenfell Tower resident has been allocated a key worker to provide wrap around care. 167 key workers are supporting people affected. The keyworkers provide Support and advice including;

- Housing
- Finance
- Counselling
- Schooling
- Bereavement support

Housing update

Housing numbers across Grenfell Tower, Grenfell Walk and the cordon area are as follows:

- There are 373 households in emergency accommodation
- 162 keyworkers are supporting people affected.
- There have been 79 additional high-vis workers, including 38 British Red Cross in the centre and undertaking community liaison.

We have offered emergency hotel accommodation in the local area to everyone who needs it. Work is now taking place to assess the housing needs of all Grenfell Tower and Grenfell Walk families to identify longer-term temporary accommodation in the Royal Borough of Kensington and Chelsea and neighbouring boroughs. The accommodation that residents accept now are temporary. Residents can choose to make this location their permanent home or move to permanent locations when they are ready.

- 153 housing needs assessments have been completed so far.
- 68 new build flats as part of the Kensington Road development in the borough will be provided to re-house residents from Grenfell Tower. These will be ready by the end July 2017.

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Financial assistance update

- As of 9am on 24th June, £1,232,040 has been distributed to affected families.
- This is made up of a £500 cash payments and £5,000 delivered through DWP into bank accounts or similar in a single payment, along with discretionary payments made by the Royal Borough of Kensington and Chelsea.
- 100 households have been given the £5,000 payments so far.

New charitable grants

Every family who lost someone in the Grenfell fire is to receive £20,000, those seriously injured will receive up to £10,000 and there will be a further £10,000 'fresh start' grant to every family who has been made homeless. These charitable funds have been made available, with more to follow, after a joint approach was agreed to consolidate some of the funds raised for the victims of the tragedy.

Three of the major funds for the people affected by the Grenfell fire - the British Red Cross, K&C Foundation and the London Community Foundation.

Met Police official statement

- As of as of 8am 23 June, 79 people are either dead or missing and we must presume them dead following the fire at Grenfell Tower.
- Of those 79 five have people have been formally identified.
- Over 600 emergency calls were received on the night of the fire.
- The Metropolitan Police says no extra people have been reported missing after Grenfell Tower fire but it's concerned it does not have "the full picture"
- The Police have confirmed the fire was started by a faulty 'Hotpoint' fridge.
- They have also found that insulation that was tested after the fire, failed fire safety tests and are considering manslaughter charges. For the full statement click [here](#).

Outer cordon

The outer Police cordon came down on 23 June. This was managed by the Metropolitan Police and the KCTMO. We understand that the area within the outer cordon site needs cleansing. This was a secure site and street cleaners and rubbish collection has been limited. We put in cleaning resources on 23 June but will continue to clean the area on Sunday 25 June.

Boilers

The hot water boiler which serves Grenfell Tower and surrounding properties was located under the Tower and completely destroyed by the fire

The boiler provided hot water and heating to local properties. Work has commenced on fitting a new temporary boiler over the weekend. We are working hard to get hot water running within the next 10 days. We are offering any residents affected hotel accommodation until we can fix this.

Utility companies

The Government and utility companies have announced a package of support for Grenfell victims across energy, water and telecommunications. This includes suppliers agreeing to write off outstanding utility bills for victims of the fire, and the support comes on top of the £5 million fund to pay for emergency supplies, food, clothes and other costs.

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Air quality

Public Health England (PHE) has been providing specialist advice on health following the Grenfell Tower fire. This includes health advice on air quality, smoke exposure, asbestos, and the clean-up process

Three new air quality monitors have been installed in the immediate area of Grenfell Tower on Saturday by an independent environment company. We will continue to closely monitor all relevant readings to ensure the best advice is given.

They are continuing to carry out air quality tests in the area and advise on air quality, smoke exposure and asbestos and other potential risks. Air quality monitoring over the weekend around Grenfell Tower has shown the air pollution level to be low.

Meanwhile pollen levels in London continue to be high and are forecast to remain at high levels. PHE has advised that this may, as it would have done before the fire, cause some people to have symptoms such as irritated nose and throat. However PHE added that there is a very low risk to people's health as a result of the fire, beyond those directly affected.

More information on air quality from Public Health England can be found on their website at <https://www.gov.uk/government/organisations/public-health-england>

Community Engagement

There is now a single point of contact for voluntary and community sector organisations that wish to discuss community engagement issues and concerns. The dedicated email address for the Community Engagement team is now live and please do forward it on to all relevant contacts, including those that may like to sign up to the regular email bulletin:

Communityengagement@grenfellresponse.org

Student coursework support

The Joint Council for Qualifications has agreed to lower the threshold for coursework completion. This will allow pupils who may have missed exams or another part of their qualification to get a grade if they sat 25% or more of their course.

Further support

Every household whose home has been destroyed as a result of the fire will receive a guaranteed £5,500 initial emergency payment from the discretionary fund. This will be made up of a £500 cash payment and £5,000 delivered through DWP into bank accounts or similar in a single payment.

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Background and update from the Humanitarian Assistance Group

The Humanitarian Assistance group covers 5 key workstreams;

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

Westway Community Assistance Centre

The Westway Community Assistance Centre remains open from 8am to 11pm as a source of advice, and supplies for affected families from the tower and the wider community, and it will continue to evolve to provide services as the needs of the community change.

At present there are a wide range of people at the centre providing a range of advice:

- Housing Needs advice
- Family & Children Services
- Adult Social Care
- DWP – Benefits advice
- NHS GPs
- Mental Health referrals
- Passports
- Transport
- General advocacy from a variety of sources

In addition, donated food and supplies such as nappies continue to be distributed.

From 26th June, a free shuttle bus service between the Community Assistance Centre, at the Westway Sports Centre, and the hotels where large numbers of families have been temporarily housed. Buses will run from 10am to 7pm, and timetables for the bus routes will be available at your hotel if it is one of those included.

It is very important to note that the Westway Assistance Centre is by no means the only way of accessing support. All families who lived in Grenfell Tower have been allocated a Key Worker who has been in touch with them already. In addition, a number of families from within the cordon area have also been identified as needing this support and as such have also been given a Key Worker. This guide will tell you what to do if someone doesn't know how to contact their Key Worker, and how to refer them on if they need this support.

Family and Friends Assistance Centre (FFAC)

In addition to the Westway Assistance Centre, a separate facility called the Family and Friends Assistance Centre (FFAC) opened on Thursday 22nd June. The FFAC is intended to provide wrap around support to those that have lost loved ones in the Grenfell Tower fire. It is an invite only centre, and appointments are made by the Family Liaison Officers (from the Police) of families who have lost relatives.

The centre has capacity to accommodate five families at a time, in private rooms, where they are provided with specialist bereavement support, and access to other professionals who can help them resolve the practical issues they may be facing, which could be anything from support bringing

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overseas relatives to the UK to attend a funeral, to setting up a bank account for the first time, making an application for benefits, or discussing their rehousing needs and a vast range of topics in between.

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Alphabetised directory of topics / FAQs

The key thing to remember is that anyone who has a Key Worker should be accessing all forms of support through them – please read the section below for clarity on how to reach someone's key worker if they do not know how to contact them.

AIR QUALITY AND SMOKE EXPOSURE:

People who have concerns about any symptoms should seek medical advice or call NHS 111.

BANKS

The banking industry is ready to help people who have lost their homes in the fire at Grenfell Tower and lost all access to their bank cards, accounts and ID documents. Banks have been contacting customers to provide assistance and arrange emergency access to funds.

Those who do not have a bank account can get support at the Westway Assistance Centre to set one up.

Bank of Scotland: [REDACTED]

Barclays: [REDACTED]

Co-op: [REDACTED]

Halifax: [REDACTED]

HSBC: dedicated support line on [REDACTED]

Lloyds: [REDACTED]

NatWest: [REDACTED]

Nationwide: [REDACTED]

Royal Bank of Scotland: [REDACTED]

Santander: [REDACTED]

BEREAVED FAMILIES:

A specially trained police officer called a Family Liaison Officer will support the next of kin of each person who lost their lives or who is missing. Each of these people will also get a dedicated Key Worker who will help them to get the help they need and also consider the needs of the wider network of relatives and friends.

Cruse Bereavement Care offers support to adults, young people and children when someone dies, whatever the circumstances. They offer face-to-face, telephone, email and website support. Their free phone helpline is [REDACTED] and is open Monday to Friday 9:30am to 5pm (excluding bank holidays), with extended hours to 8pm on Tuesdays, Wednesdays and Thursdays. You can also email them on helpline@cruse.org.uk.

The Samaritans offer emotional support round the clock. Anyone can contact the Samaritans in confidence at any time for free from any phone on [REDACTED] (even if you don't have credit on your mobile). Or you can text [REDACTED] or email jo@samaritans.org or go to www.samaritans.org to find your nearest branch to talk to someone face to face.

BENEFITS

The Government has set up a dedicated benefit enquiry line for people affected by the fire at Grenfell Tower. The following numbers will be manned between 8am and 6.30pm, Monday to Friday: [REDACTED] Department for Work and Pensions (DWP)

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

DWP have implemented a block on any enforcement action being taken on benefit claimants within affected postcodes (W11 1TQ/1TG/1WA/1WB). They are also working across all benefits to identify cases where medical evidence is due to expire or where a Work Capability Assessment (WCA) is due. DWP will take action to extend medical evidence and postpone WCAs to make sure that people's benefits won't be affected.

BRITISH RED CROSS

The Red Cross helpline is available 24/7 for anyone who has been affected by the Grenfell Tower fire and is in need of support [REDACTED] (free from landlines and mobiles).

British Red Cross volunteers are on the ground offering emotional support and connecting people to the help they need. They are going out into the community to try and identify those who are still in need and help them to access support. Trained psychosocial support workers, who are experienced in extremely traumatic situations, are also on hand to provide more in-depth support. The BRC family tracing service can help people to contact relatives overseas - tracing@redcross.org.uk. Independent Living volunteers are attending the Assistance Centre and we can also help to provide mobility aids. British Red Cross can support refugees and asylum seekers who may have been affected by the fire.

BUSINESSES

Portobello Business Centre has made temporary office accommodation available (without charge) to businesses displaced by the fire. The accommodation includes secure entry, desks, chairs and free WiFi, kitchen facilities and access to their business support team.

Portobello Business Centre is also acting as a primary point of contact to assess the impact the Grenfell Fire may have had on businesses. Once established they are providing bespoke solutions on a case by case basis. They are also working with Local and pan London authorities to look at reparations for business disruption to all self-employed individuals and business within the cordoned area. Please contact them on [REDACTED] for more information.

CHARITABLE FUNDS

Every family who lost someone in the Grenfell fire is to receive £20,000, those seriously injured will receive up to £10,000. These charitable funds have been made available, with more to follow early next week, after a joint approach was agreed to consolidate some of the funds raised for the victims of the tragedy.

Access to these funds is being administered by the London Emergencies Trust. People directly impacted by the Grenfell fire can apply for grants by calling the Red Cross helpline on: [REDACTED] (free from landlines and mobiles) or speaking to their Family Liaison Officer.

CORDON AREA

The outer Police cordon was lifted at 10pm on Thursday 23rd June, though families have been able to return to their homes since Wednesday 22nd June. Those families that are unable to return to their homes are already aware of this.

KCTMO has provided all properties within the area with a leaflet explaining the support available to them. Out of hours support is available, and can be accessed by calling the normal out of hours contractor, Pinnacle PSG, on [REDACTED] who will contact the duty officer for any non-repairs

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issues that need resolving. In addition, KCTMO staff will also be on site at the Westway centre over the weekend for drop-in queries.

Road closures have been in place which has limited normal refuse collection, so we are aware that the outer cordon site needs cleansing. We are putting cleaning resources in as of 23rd June, and will continue to clean the area over the weekend.

Public Health England will be moving Air Quality Monitoring equipment closer to the site on Sunday.

CORONERS AND BURIALS

A [guide](#) to coroner services and coroner investigations is available online (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/283937/coroner-investigations-a-short-guide.pdf), which will help families to understand how long they may have to wait before they hear news of identified bodies.

The Department for Work and Pensions has agreed that Funeral Grants will be available to all victims of the Grenfell fire, irrespective of any of the usual eligibility criteria. They will also cover the costs of repatriation if required.

There will be a leaflet and a dedicated helpline, but these will be issued directly to the Family Liaison workers and Key Workers, not to the general public. Please refer those affected to their Key Workers for details.

COUNSELLING

Those affected by the Grenfell Tower fire, either directly or indirectly, and in need of mental health support or psychological therapy can call a dedicated NHS response service number where people can get access to mental health support services as well as information and advice 24/7. The number is [REDACTED] or email cnw-tr.spa@nhs.net.

Those affected can also contact Victim Support, for free emotional and practical support. The line is open 24 hours a day: [REDACTED] / victimsupport.org.uk

DATA PROTECTION

Please be aware that if you plan to try and speak to any agency on behalf of someone who has been affected, you will need to gain their consent to speaking on their behalf. Without this, government departments, agencies and other organisations will not discuss the details of their case, or share any personal data. Support workers doing this should record the names of the people they are taking personal data from.

DONATIONS

We have received a flood of generous donations of food, clothing and other items from the community. We are in the process of sorting through clothes and other items, and have been strongly encouraging those who wish to donate to do so using cash.

The British Red Cross charity has been asked by Kensington and Chelsea Council to help co-ordinate fundraising in an appeal to support the residents and neighbours of the Grenfell Tower fire.

By [donating to their London Fire Relief Fund](#) (<https://beta.redcross.org.uk/appeal/London-fire-relief-fund>), you can help those who have been left bereaved, injured, or homeless by this tragedy.

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The Charity Commission has issued [advice for anyone donating to those affected by the Grenfell Tower fire](https://www.gov.uk/government/news/statement-on-charitable-giving-grenfell-tower-fire) (<https://www.gov.uk/government/news/statement-on-charitable-giving-grenfell-tower-fire>) to ensure that their donations go to legitimate charities.

Please also see: Financial support

FAMILY AND FRIENDS ASSISTANCE CENTRE

In addition to the Westway Assistance Centre, a separate facility called the Family and Friends Assistance Centre (FFAC) opened on Thursday 22nd June. The FFAC is intended to provide wrap around support to those that have lost loved ones in the Grenfell Tower fire. It is an invite only centre, and appointments are made by the Family Liaison Officers (from the Police) of families who have lost relatives.

The centre has capacity to accommodate five families at a time, in private rooms, where they are provided with specialist bereavement support, and access to other professionals who can help them resolve the practical issues they may be facing, which could be anything from support bringing overseas relatives to the UK to attend a funeral, to setting up a bank account for the first time, making an application for benefits, or discussing their rehousing needs and a vast range of topics in between.

FAMILY LIAISON OFFICERS

If someone has lost a relative but doesn't know who their FLO is or how to contact them, please put them in touch with the FLO office on [REDACTED]

FINANCIAL SUPPORT

Known residents of Grenfell Tower have been contacted by the Department for Work and Pensions and given a letter that explains how they can access the emergency cash grant of £500 and make arrangements for larger £5,000 grants to be paid into their bank account. Those who have received their letter can go directly to the Post Office on Portobello Road.

Those who have not had a letter, can collect one from their Key Worker (please see the key workers section for details of how to contact them).

The Government has created a £5 million emergency **Grenfell Tower Residents' Discretionary Fund**. Every household whose home has been destroyed as a result of the fire will receive a guaranteed £5,500 minimum down-payment from the fund. This will be made up of a £500 cash payment and £5,000 delivered through the Department of Work and Pensions into bank accounts or similar in a single payment. The £500 cash payment is available immediately from the Council at the Assistance Centre or through the Post Office in Portobello Road. DWP support workers will assist households in accessing the £5,000 including helping them to set up a Post Office Card Account if they do not have a bank account.

Discretionary funding: The Council also has additional discretionary funding, in addition to the base £500, to help large families or families with complex needs. It is also available to provide support for funeral costs.

These payments will not affect other benefits.

FOREIGN NATIONALS:

Foreign nationals may wish to contact their embassy, high commission or consulate. People directly affected by the fire who are seeking guidance on UK passports, visas, or immigration can call the

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Home Office advice line [REDACTED] 24 hours a day, to arrange for a call back by specialist teams. Any calls from outside the UK should include the UK dialing code: [REDACTED] Please note calls are in English. Immigration officers are also available at the Assistance Centre, along with those able to help with Consular assistance. The British Red Cross family tracing service can also help people who wish to contact relatives overseas and have no means of doing so. Call the Red Cross support line and ask for the tracing service or email tracing@redcross.org.uk.

HOT WATER AROUND THE TOWER

The hot water boiler which serves Grenfell Tower and surrounding properties – covering a total of 394 homes – was located under the Tower and was completely destroyed by the fire. Military specialists supported a local authority engineering assessment on site. As a result, plans are now progressing to install a temporary boiler as soon as possible.

HOUSING

Residents who are displaced due to the fire should call the Kensington and Chelsea Council housing line on [REDACTED] Help and advice for those directly affected and in the surrounding area is available.

IMMIGRATION

The Home Office have emphasised that they will not be using the tragedy as a reason to carry out immigration checks on those involved or those providing vital information to identify victims. They will also make sure that all victims, irrespective of their immigration status, will be able to access the services they need, including accommodation and healthcare.

Individuals directly affected by the fire who wish to speak directly to Home Office staff can do so by visiting the Westway Assistance Centre, or can call [REDACTED] in order to arrange a call back from specialist immigration staff concerning passport, visa and immigration queries. Any calls from outside the UK should include the UK dialing code: [REDACTED] Please note calls are in English and the line is available 24 hours a day.

INTERPRETERS

Staff at the Westway Assistance Centre and via the Red Cross Helpline will be able to arrange interpreting services.

KEY WORKER CONTACTS

Residents of Grenfell Tower have been all allocated a Key Worker. If you are contacted by a resident of the Tower who believes that they haven't been allocated a Key Worker, or who is unsure who their Key Worker is, please take their details and then call [REDACTED] between 8.30am -5.30pm.

Residents from within the cordon area will not necessarily have been allocated a Key Worker. If you are concerned or would like a referral, please call the Keyworker Hub on [REDACTED] between 9.00am -5.00pm. Outside of these hours, please call [REDACTED]

Please do not advise members of the public that the only place they can access this support is the Westway Assistance Centre. Home visits are available for all people who have been affected by the fire and allocated a Key Worker.

MEDIA

If you are approached by someone from the media please refer them to the Grenfell Fire Response Team 24 hour media centre on: [REDACTED] Their email address is: grenfellcomms@westminster.gov.uk

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MISSING PEOPLE

If people are concerned about a family member they should call the Incident Room number [REDACTED] [REDACTED] This is open 24 hours a day. If someone was reported as missing and has been found safe, please call the Incident Room with an update.

OFFICIAL INFORMATION

You can also check www.gov.uk/grenfell-tower for the latest official information about support and services.

OVERSEAS RELATIVES

People who wish to contact relatives overseas and have no means of doing so can call the Red Cross support line and ask for the tracing service or email tracing@redcross.org.uk.

PASSPORTS AND VISAS

The Home Office has a 24 hour advice line on [REDACTED] (outside the UK) for those needing passports, visas or immigration advice. Please note calls to this line are in English.

PETS

Anyone affected by the fire in London and needing temporary accommodation for their dogs or cats can contact Battersea Dogs and Cats Home on [REDACTED] If pets need treatment or fostering, [Blue Cross animal hospitals \(https://www.bluecross.org.uk/find-us\)](https://www.bluecross.org.uk/find-us) could be able to help. Call [REDACTED] for Victoria (central London), [REDACTED] for Hammersmith (west London) or [REDACTED] for Merton (south London).

POST

Those affected by the fire are having their mail kept safe at the Royal Mail Delivery Centre: Royal Mail, Unit 20-23, West London Delivery Office, 7 Premier Park Road, London, NW10 7NZ. Opening times: 08:00 – 14:00 Monday to Saturday. Mail can be collected with ID. If anyone has lost their ID and needs to collect mail, please advise them to call [REDACTED] before they visit so arrangements can be made to collect it.

The Royal Mail is also offering a mobile service. Mail can be collected from their vehicle, which will be at the Westway Sports Centre car park. Please call [REDACTED] for details and to book a collection. A free Redirection service is also available for one year. Please call [REDACTED] to discuss this.

PUBLIC INQUIRY

Victims and their families will receive funding for legal representation at the Public Inquiry, and victims will be fully consulted before the Inquiry begins, allowing them to say what they think it should cover. Details of how to access this legal funding and how the consultation is going to work will follow once the Inquiry has been set up.

RETURNING RESIDENTS

The outer Police cordon was lifted at 10pm on Thursday 23rd June, though families have been able to return to their homes since Wednesday 22nd June. Those families that are unable to return to their homes are already aware of this.

KCTMO has provided all properties within the area with a leaflet explaining the support available to them. Out of hours support is available, and can be accessed by calling the normal out of hours

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contractor, Pinnacle PSG, on [REDACTED] who will contact the duty officer. In addition, KCTMO staff will also be on site at the Westway centre over the weekend for drop-in queries.

Road closures have been in place which has limited normal refuse collection, so we are aware that the outer cordon site needs cleansing. We are putting cleaning resources in as of 23rd June, and will continue to clean the area over the weekend.

Public Health England will be moving Air Quality Monitoring equipment closer to the site on Sunday.

SCHOOLS

Kensington Aldridge Academy is operating for Years 7-9 at Burlington Danes Academy, Wood Lane, and the sixth form is being accommodated at Latimer Upper School, King Street, Hammersmith. These arrangements will stay in place until the end of term.

St Francis of Assisi Primary School is operating from the Sion-Manning School in St Charles Square in North Kensington. It is likely that St Francis will return to its permanent site on Monday 26th June.

Each school has a link Educational Psychologist as well as a link CAMHS worker who are providing targeted support to all affected schools. If you are concerned about a child's mental wellbeing, please approach the school in the first instance. Senior contact for the EP services is Helen.kerslake@rbkc.gov.uk and the CAMHS manager is David.bailey4@nhs.net.

If school uniforms are required, schools will be able to assist as funding has been made available to support them to order spares including school shoes.

TRAVEL

The DVLA has set up a dedicated enquiry line for residents affected by the tragedy who need to replace their driving licence or vehicle registration certificate. The number to call is [REDACTED] which will be staffed from 8am to 7pm between Monday and Friday, and from 8am to 2pm on Saturday. Applications will be dealt with immediately and all fees that apply for issuing replacements will be waived.

Transport assistance may be available for the family members of survivors or the bereaved – all of these individuals will have a Key Worker and any queries on this should be referred to them.

For passport queries please refer to the “passports” section above.

UTILITIES

The Government and utility companies have announced a package of support for Grenfell victims across energy, water and telecommunications.

The energy companies will write off any outstanding debts for energy bills for people who lived in Grenfell Tower, while preserving prepayment and credit balances. They will not charge people for energy for the period after the fire, will not put former residents who have been resettled on a more expensive tariff and will put on hold any direct debit payments for Grenfell Tower residents.

This package is being offered by Utilita, E.ON, SSE, Ovo, Utility Warehouse, Flow Energy, Ecotricity, Npower, British Gas, Robin Hood and Edf Energy. If people are unsure who their suppliers are they can call [REDACTED] for electricity or [REDACTED] for gas.

VOLUNTEERS

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If members of the public would like to volunteer to help with the support effort being co-ordinated by Kensington and Chelsea Council they can register their interest by emailing grenfellvolunteers@rbkc.gov.uk including their name, contact number and availability.

WATER

For people who lived in Grenfell Tower, Thames Water has cancelled any outstanding debts and will refund accounts where charges have been paid in advance once details of account holders are known. Thames Water will waive charges for those evacuated from neighbouring buildings. The Kensington and Chelsea Tenant Management Organisation will also waive water charges for former tenants of Grenfell Tower and those evacuated in the surrounding area.

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