

Grenfell Community Support for the immediate community close to Grenfell Tower

Eligibility Policy

This document is the Eligibility policy for the Grenfell Community Support for the immediate community close to the tower. If you need a translation, please email GrenfellCommunitySupport@rbkc.gov.uk or call **07714 846 092**.

Amharic - ይህ ሰነድ ለግሬንፊል ማህበረሰብ ድጋፍ ከግንቡ አቅራቢያ ላለው ማህበረሰብ የብቃት ፖሊሲ ነው። ትርጉም ከፈለጉ፣ እባክዎን GrenfellCommunitySupport@rbkc.gov.uk ኢሜይል ያድርጉ ወይም በ 07714 846 092 ይደውሉ

Arabic - تمثل هذه الوثيقة سياسة الأهلية لدعم مجتمع Grenfell للمجتمع القريب من البرج. إذا كنت بحاجة إلى ترجمة، فيرجى إرسال بريد إلكتروني إلى GrenfellCommunitySupport@rbkc.gov.uk أو الاتصال بالرقم 07714 846 092.

Bengali - এই নথিটি টাওয়ারের কাছাকাছি অবস্থিত গ্রেনফেল কমিউনিটি সাপোর্টের জন্য যোগ্যতা নীতি। যদি আপনার অনুবাদের প্রয়োজন হয়, তাহলে অনুগ্রহ করে GrenfellCommunitySupport@rbkc.gov.uk ঠিকানায় ইমেল করুন অথবা 07714 846 092 নম্বরে কল করুন।

Farsi - این سند خط مشی واجد شرایط بودن حمایت از جامعه گرنفل برای جامعه نزدیک برج است. اگر به ترجمه نیاز دارید، لطفاً به GrenfellCommunitySupport@rbkc.gov.uk ایمیل بزنید یا با شماره 07714 846 092 تماس بگیرید.

Portuguese - Este documento é a política de elegibilidade para o Grenfell Community Support para a comunidade próxima da torre. Se precisar de uma tradução, envie um e-mail para GrenfellCommunitySupport@rbkc.gov.uk ou ligue para 07714 846 092.

Somali - Dukumeentigani waa siyaasadda u-qalmiitaanka ee Taageerada Beesha Grenfell ee beesha dhow ee u dhow munaaradda. Haddii aad u baahan tahay turjumaad, fadlan iimayl u dir GrenfellCommunitySupport@rbkc.gov.uk ama wac 07714 846 092.

Spanish - Este documento es la política de elegibilidad para el programa de apoyo comunitario de Grenfell para la comunidad inmediata cercana a la torre. Si necesita una traducción, envíe un correo electrónico a GrenfellCommunitySupport@rbkc.gov.uk o llame al 07714 846 092.

Tigrinya - እዚ ሰነድ እዚ ንማሕበረሰባት ግረንፊል ንደገፍ ናይቲ ናብቲ ግምቢ ዝቕረበ ናይ ቀረባ ማሕበረሰብ ናይ ብቕዓት ፖሊሲ እዩ። ትርጉም ምስ እትደልዩ፣ በጃኹም ብኢሜይል GrenfellCommunitySupport@rbkc.gov.uk ወይ ብ 07714 846 092 ደውሉ።

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1. Background

The Grenfell Community Support is a new programme of support for the immediate local community near Grenfell Tower. It is funded from the Global Settlement Agreement which settled the majority of individual claims made against the council and other organisations after the Grenfell tragedy.

The Global Settlement Agreement set out three broad themes for the new programme of support for the period 2024-28:

- Personalised support for bereaved and survivors
- Support for the immediate local community near the Tower, now called **Grenfell Community Support**
- Education and training for bereaved and survivors and the immediate local community

Following the consultation that ended in May 2024 and the implementation work with residents over the summer and the autumn, a new programme of Grenfell support was agreed by the Leadership Team in December. The report is accessible [here](#).

The Grenfell Community Support includes:

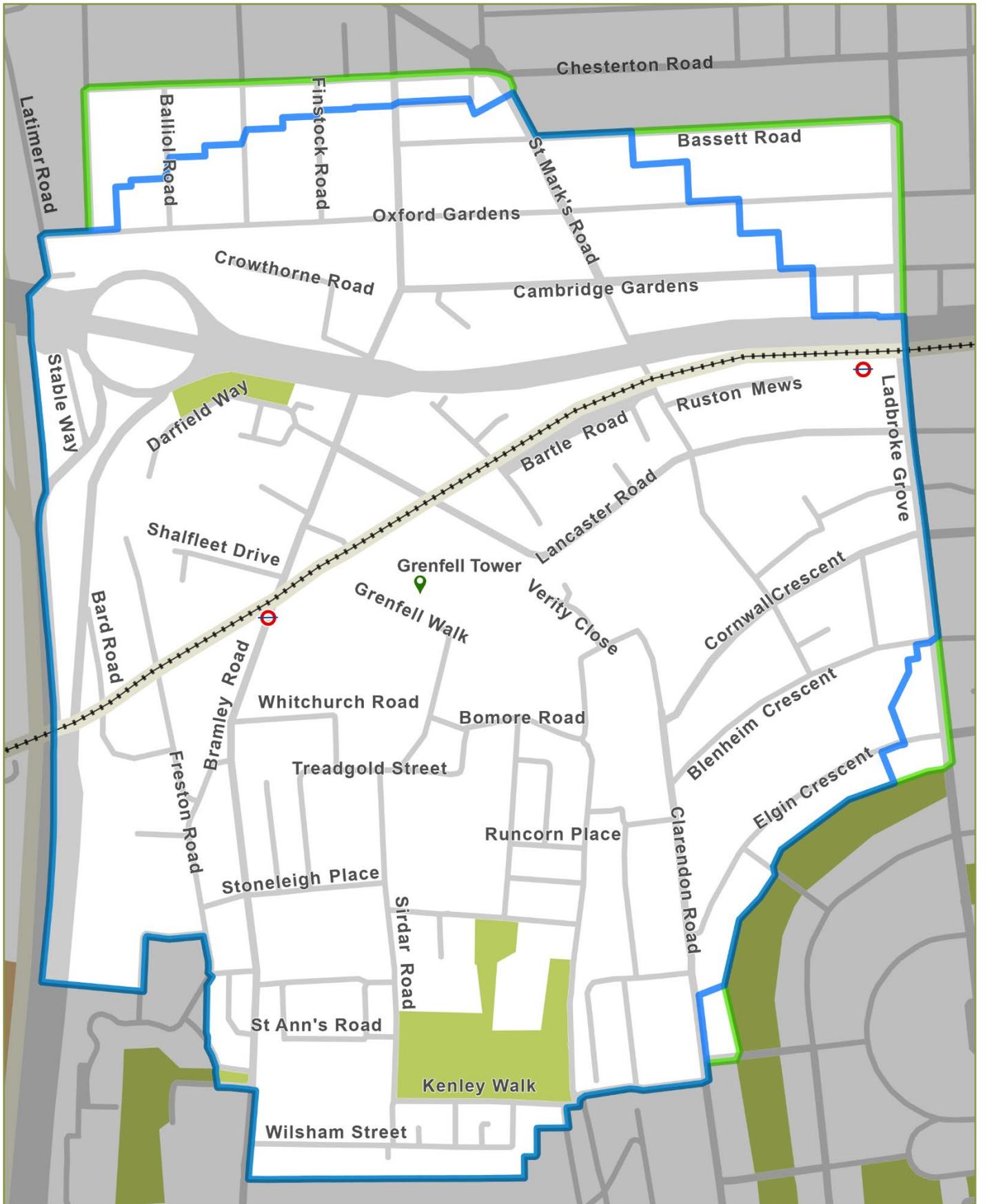
- Household wellbeing grants
- Free Kensington Leisure Centre memberships
- Access to the Grenfell Community Advocacy Team
- A programme of communication and engagement
- Community activities (due to be launched later in 2025)

This eligibility policy will be in place for the first year of the support but will be reviewed through the monitoring and scrutiny arrangements.

2. Area of focus for the support

The Grenfell Community Support is focused on the immediate community near Grenfell Tower (i.e. residents living within 500m of the tower or who were living in this area at the time of the tragedy). This is based on Public Health evidence about the ongoing impact of the tragedy for people who live in the vicinity of the tower and the views we heard as part of the consultation when we tested the area of support with residents.

The map on the next page shows the 500m boundaries for the community support.



 Area of support

 Extended area of support

0 200 Meters



Scale: 1:5,000



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There are two key boundaries: the area of support within the blue boundary and the extended area of support within the green boundary.

The blue boundary will:

- be used to communicate to residents about the Grenfell Community Support (residents who currently live within this area or were living within this area at the time of the tragedy and have since moved away).
- determine automatic eligibility for:
 - the household wellbeing grants (available to households who lived in the area at the time of the tragedy); and
 - leisure centre memberships (available to those currently in the area).

The green boundary will be used as follows:

- Anyone living in the area located between the blue and green boundaries will be eligible to access the support of the Grenfell Community Advocacy Team.
- However, eligibility for the wellbeing grants and the leisure centre memberships will not be automatic for the people who currently live or were living at the time of the tragedy in the area located between the blue and green boundaries. For those, we will apply discretion to determine their eligibility to the wellbeing grants and gym memberships. The Grenfell Partnerships Team will do this through a conversation with the households / individuals to understand how they have been impacted by the tragedy. We will try and ensure these conversations are as sensitive as possible and we will consider some of the following:
 - Sight of the tower from their home
 - Experience of witnessing the tragedy
 - Experience of supporting the community in the immediate aftermath of the tragedy
 - Bereavement
 - Ongoing impact on mental health and wellbeing, preferably with evidence from Grenfell Health and Wellbeing service or the NHS

Exceptions:

- Households / individuals who were living in the area at the time of the tragedy and currently live abroad are not eligible for the Grenfell Community Support.
- Households / individuals who are eligible for the separate support for bereaved and survivors are not eligible for the Grenfell Community Support.

3. Eligibility

Support	Who is eligible?
Household wellbeing grants	<ul style="list-style-type: none"> • All individuals who were living within the 500m area (i.e. within the blue boundary) at the time of the tragedy, irrespective of where they live now • For individuals who were living slightly beyond the 500m area (between the blue and green boundary), discretion will be exercised as detailed in the above section.
Free Kensington Leisure Centre memberships	<ul style="list-style-type: none"> • All individuals aged 11+ currently living within the 500m area (i.e. within the blue boundary) • For individuals who live slightly beyond the 500m area (between the blue and green boundary), discretion will be exercised as detailed in the above section. • Discretion will also be applied for people who were living in the area at the time of the tragedy and have moved away but continue to be impacted and would benefit from a membership.
Grenfell Community Advocacy Team	<ul style="list-style-type: none"> • All individuals currently living within the green boundary • All individuals who were living within the green boundary at the time of the tragedy and are currently living in RBKC or placed in Temporary Accommodation by RBKC outside of borough
Communications and engagement	<ul style="list-style-type: none"> • All individuals currently living within the blue boundary • All individuals who were living within the blue boundary and have moved away, where we have their address

4. Principles and process for checking eligibility

Principles

- We want to make it simple for people to access the support and we will not ask for unnecessary evidence by using council internal records
- We will support people with applying for the support and providing proof of address if required
- We will ensure the process for checking eligibility is robust and will safely keep your information as well as evidence of the checks and decisions we will make.

Process for checking eligibility

Eligibility for the support is based on the current address and / or address at the time of the tragedy. In order to confirm the applicant's eligibility to the support and prevent potential fraudulent use of the support, we will ask for current and / or previous address and carry out checks to make sure this information is correct.

To reduce eligibility checks to a minimum and confirm the applicants' current address and address at the time of the tragedy, we will use council's records as follows:

- Council tax records from the time of the tragedy as previous proof of address for individuals who have not moved since that time;
- Housing Management records about RBKC council tenants and joint tenants as proof of current and previous address
- Housing Management records about leaseholders who live in an RBKC council property as proof of current address
- Housing Needs records about households currently placed in temporary accommodation in the area of focus as proof of current address
- Housing Needs records about households who were living in the area of focus at the time of the tragedy and are currently placed in temporary accommodation elsewhere in RBKC or out of borough
- Grenfell service records about wider community individuals who accessed the keyworker service following the tragedy, as proof of address at the time of the tragedy.

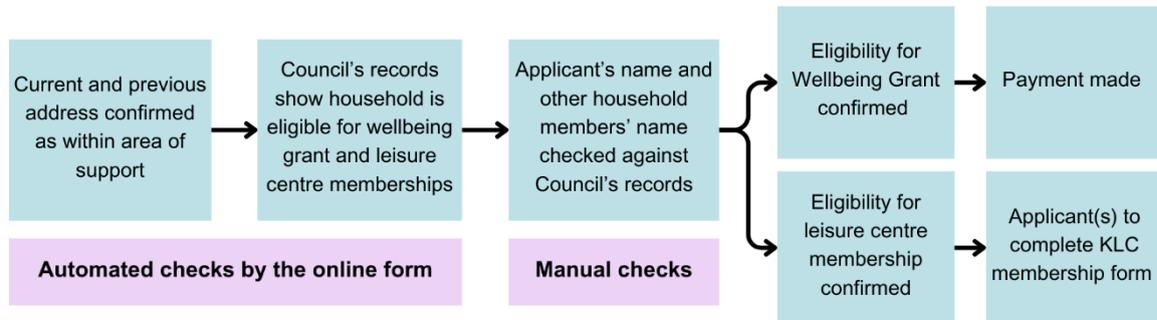
To minimise the need for proof of address and ensure quick access to the support, we strongly recommend that applications are made by the council tax holder or the main tenant / joint tenant / leaseholder (for residents who live in an RBKC council property).

The first level of eligibility checks will be automatically carried out through the online form that will be used to manage applications to the support. These checks will confirm:

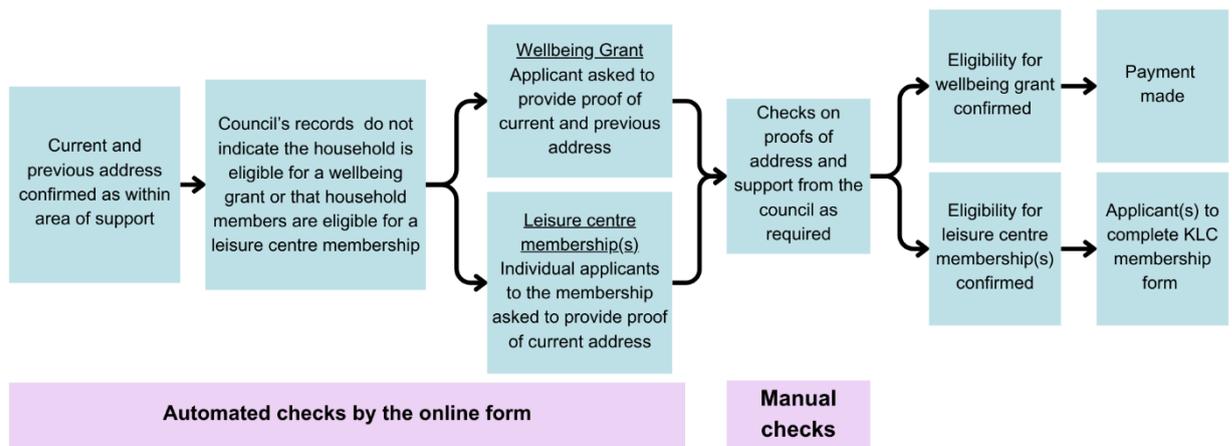
- The applicant's current address and previous address are located in the area of support
- The council's records indicate that the individuals living at the current address were living in the area at the time of the tragedy.

Two possible scenarios:

1. Scenario 1 - No proof of current and previous address is needed as council's records are available. Therefore, the council will simply ensure that the names of the applicants entered on the online form are listed on one of the council's records. If some applicants are not known to the council, they will be asked to supply proof(s) of address as shown in scenario 2.



2. Scenario 2 - In some cases, the council will not have the information required to establish eligibility for the support. This is expected to be the case for households who have moved since the tragedy or for household members who are not listed on the council's records. Therefore, individuals applying for the support will have to provide proof of current address and / or previous address (see accepted documents in Appendix 1)



5. Documents accepted as proof of address

We aim to make the process of applying for the support as simple as possible by accepting a wide range of proofs of address as shown in the list below.

This evidence will need to:

- show the name and address of applicant(s)
- be less than 3 months old for proof of current address; or
- be dated between June and September of 2017 for proof of address at the time of the tragedy.

See below the list of documents we will accept as evidence of address:

- Full UK photocard driving licence
- UK bank statement
- Council Tax bill
- Letter/bill from utility company providing a service. NB. Mobile phone bills will not be accepted.
- UK TV licence letter or Direct Debit schedule.
- Letter from NHS GP with relevant stamp.
- Letter about child benefit or housing benefit entitlement.
- Tenancy Agreement

For individuals who were children at the time of the tragedy and are eligible for the wellbeing grant at their own address, the following documents will be accepted as proof of address at the time of the tragedy:

- Letter from school
- Letter from the NHS
- Birth certificate and parents' proof of address at the time of the tragedy

For children and young people under 18 who study at KAA and are eligible for the junior leisure centre memberships, the following documents will be accepted as proof of current address:

- School report from KAA for the previous term
- An attendance certificate (which can be requested from reception at the school).

Evidence provided should include clear information and the document shouldn't be edited or altered in any way. We will only accept image files (JPEG or PNG) or PDFs under 5MB.

For support with the provision of evidence or any question or comment about this policy, please contact:

Email: Grenfellcommunitysupport@rbkc.gov.uk

Phone number: 07714 846 092