

Grenfell Community Support Programme



Learn more about the support available for the immediate community living near Grenfell Tower (area within 500 metres of the tower)



We are pleased to announce the launch of a new programme of support for the immediate local community near Grenfell Tower.

We are incredibly grateful to residents who took part in the consultation and the implementation work, and helped design the Grenfell Community Support programme.

We are aware people have felt forgotten and excluded from the support offered in the past. However, this new programme of support is explicitly for those who lived within 500m of the Tower at the time of the tragedy or live in the area now.

This programme will be in place for 4 years from January 2025. **For you and your family, it will include:**



A **£350 household wellbeing grant** for households living in the 500m area at the time of the Grenfell tragedy



A new **Grenfell Community Advocacy Team** that will help you with housing and health, but can support with other issues



Free memberships with Kensington Leisure Centre



Access to **new community activities**

This handbook contains information about the support, including the eligibility criteria, how you can apply, and who to contact if you have any questions.

We will closely monitor the delivery of the Grenfell Community Support and regularly seek your views on how things are working so the shape of the programme can evolve over the next four years to continuously meet your needs.

There is separate support for bereaved and survivors, and the education and training support for the immediate community will be in place later in 2025. You can find more information about this further on in the handbook.

If you have any questions or would like to be involved in monitoring the support, please get in touch by emailing GrenfellCommunitySupport@rbkc.gov.uk or by calling **07714 846 092**.

Best wishes

Grenfell Partnerships Team
Kensington & Chelsea Council

This document aims to help you access the Grenfell Community Support. If you need a translation, please contact us at GrenfellCommunitySupport@rbkc.gov.uk or by calling 07714 846 092.

Amharic - ይህ ሰነድ የግሬንፌል ማህበረሰብ ድጋፍን እንድትደርሱ ለማግኘት ያለመ ነው። ትርጉም ከፈለጉ፣ እገክዎን በ GrenfellCommunitySupport@rbkc.gov.uk ወይም በመደወል ያግኙን 07714 846 092.

Arabic - يهدف هذا المستند إلى مساعدتك في الوصول إلى دعم مجتمع Grenfell. إذا كنت بحاجة إلى ترجمة، يرجى الاتصال بنا على GrenfellCommunitySupport@rbkc.gov.uk أو عن طريق الاتصال 07714 846 092.

Bengali - এই ডকুমেন্টটির লক্ষ্য হল আপনাকে গ্রেনফেল কমিউনিটি সাপোর্ট অ্যাক্সেস করতে সাহায্য করা। যদি আপনার অনুবাদের প্রয়োজন হয়, তাহলে অনুগ্রহ করে GrenfellCommunitySupport@rbkc.gov.uk ঠিকানায় অথবা 07714 846 092 নম্বরে কল করে আমাদের সাথে যোগাযোগ করুন।

Farsi - هدف این سند کمک به شما برای دسترسی به پشتیبانی انجمن گرنفل است. اگر به ترجمه نیاز دارید، لطفاً با ما در GrenfellCommunitySupport@rbkc.gov.uk یا با تماس تماس بگیرید 07714 846 092.

Portuguese - Este documento tem como objetivo ajudá-lo a aceder ao Suporte da Comunidade Grenfell. Se precisar de uma tradução, contacte-nos através do e-mail GrenfellCommunitySupport@rbkc.gov.uk ou do telefone 07714 846 092.

Somali - Dukumeentigan wuxuu ujeedadiisu tahay inuu kaa caawiyo helitaanka Taageerada Beesha Grenfell. Haddii aad u baahan tahay turjumaad, fadlan nagala soo xiriir GrenfellCommunitySupport@rbkc.gov.uk ama wac 07714 846 092.

Spanish - Este documento tiene como objetivo ayudarle a acceder al servicio de asistencia comunitaria de Grenfell. Si necesita una traducción, póngase en contacto con nosotros en GrenfellCommunitySupport@rbkc.gov.uk o llamando al 07714 846 092.

Tigrinya - እዚ ሰነድ እዚ ነፍይ ግረንፌል ማህበረሰብ ደገፍ ንምርካብ ክከግዝካ ዝዓለመ እዩ። ትርጉም ምስ እትደልዩ ብ GrenfellCommunitySupport@rbkc.gov.uk ወይ ብ 07714 846 092 ብምድዋል ናኽቡና።



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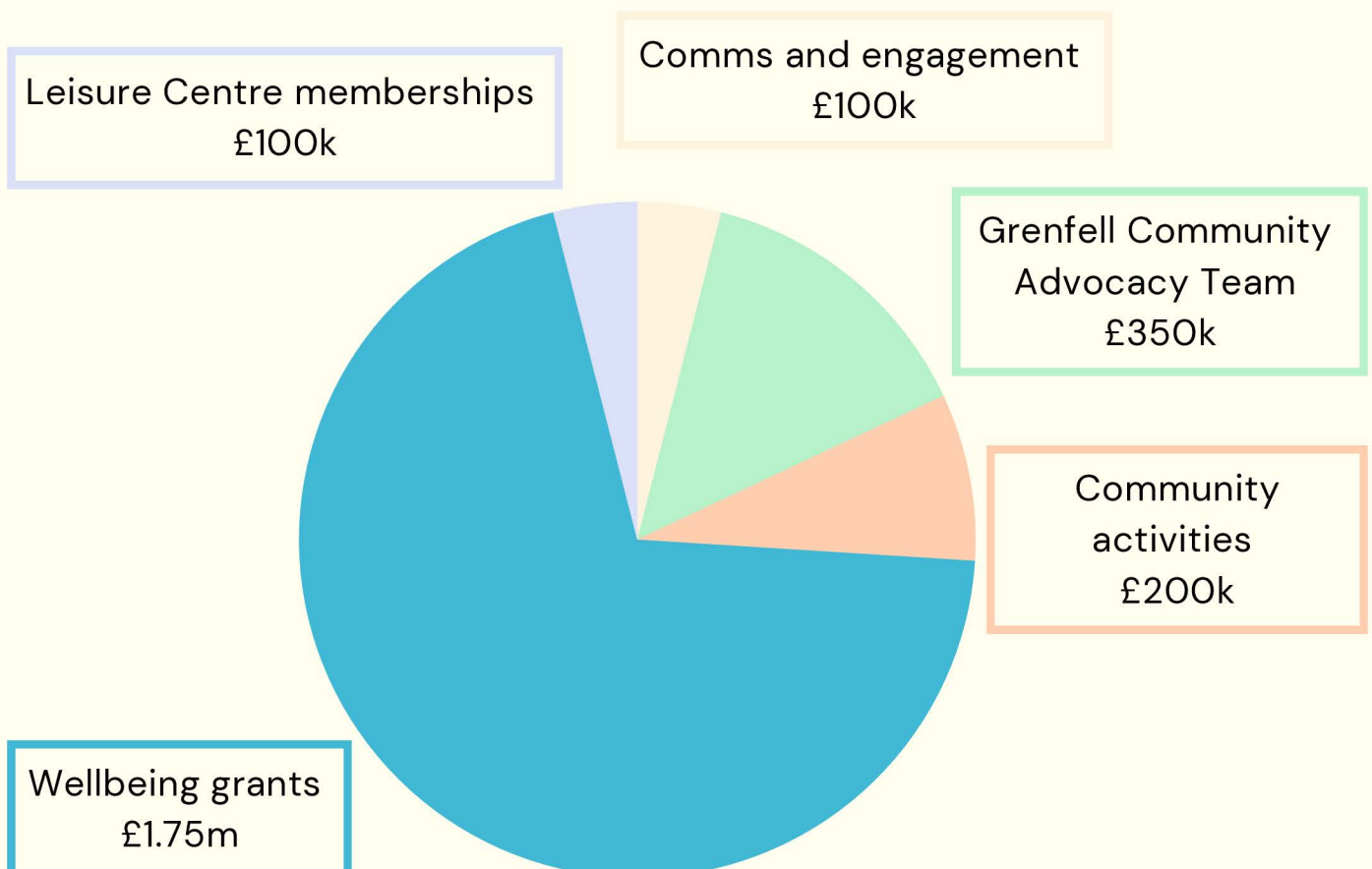
Grenfell Community Support

Introduction

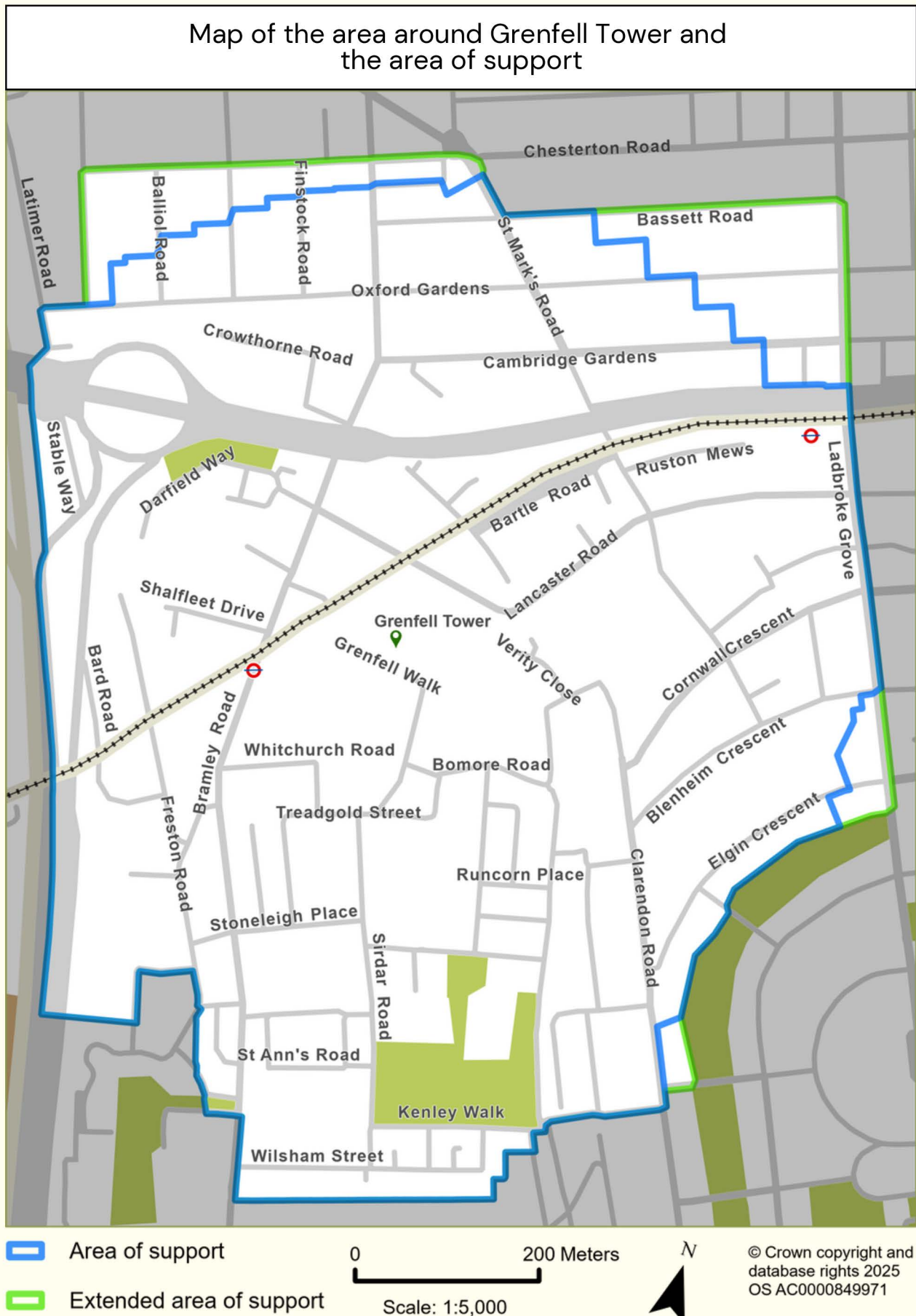
In December 2024, the Council agreed plans for a new programme of support for the immediate local community. This was shaped with residents during a seven month consultation, ending in May 2024. From June to December, we worked with a resident group to consider key choices on the implementation. This new programme is part of the Global Settlement Agreement and funded jointly by the Council, government and the companies involved in the refurbishment of the tower.

What does the Grenfell Community Support include?

The Grenfell Community support will run for 4 years, with an annual budget of £2.5m which is broken down as shown in the chart.



Who is the support for?





The support is for the immediate community living close to the tower (i.e. residents living within 500m of the tower or who were living in this area at the time of the tragedy).

The map on the previous page shows the boundaries for the support:

- **Anyone who was living within the blue boundary** at the time of the tragedy will automatically be entitled to household wellbeing grants.
- **Anyone currently living within the blue boundary** will be eligible for the leisure centre memberships.
- **Anyone living within either the blue or green lines** will be eligible to access the support of the Grenfell Community Advocacy Team.
- **Discretion will be applied** for people who live slightly outside the boundary (between the blue and green lines) for access to the wellbeing grants and gym memberships.

Local residents who are able to access the separate programme of support for bereaved and survivors will not be eligible for the community support.

If you would like more information about the eligibility for the support, you can read the eligibility policy here:

www.linktr.ee/grenfellcommunitysupport

How to apply for the support

Check you are eligible

1. Wellbeing grants p.10
2. Leisure centre memberships p.11
3. Grenfell Community Advocacy Team p.12



Have your evidence documents ready

- To reduce eligibility checks to a minimum, we will use council records. Where these are available, you may not need to provide a proof of address. If you apply online, the online form will guide you through this.
- Before uploading evidence on the online form, please give each document a different filename.
- If you apply via a drop in, please bring original documents or electronic copies.



Apply for the support

You can apply in various ways:

- Apply online here: www.rbkc.gov.uk/Grenfellapply
- Email us at GrenfellCommunitySupport@rbkc.gov.uk
- Come to one of our drop ins in the community.



You can find the dates of the drop in sessions in the enclosed flyer.

If you would like to receive your household wellbeing grant before 21st March, you will need to apply for it by the 2nd March. Otherwise you will not receive the grant until early May. This is because we will not be able to process any payments between the 21st March and late April due to a change in our Finance systems.

If you need further information or assistance, please contact us at

GrenfellCommunitySupport@rbkc.gov.uk or call us on

07714 846 092.

Wellbeing grant

What is it?

A household grant paid by bank transfer (£350 per household in the first year) that your household will be able to use flexibly on any type of services or products that support recovery (except illegal activity). For example, you can use the grant to fund day trips, family gatherings or buy something that would be useful for your household.

When applying, you'll be asked:

- How your household plans to use the grant, to help us understand its impact.
- To confirm that all household members agree to the funds being paid into your bank account.

A few months after payment, we'll follow up to learn about the grant's impact on your household

Who's eligible and how to apply?

Households who were living within 500m of the tower at the time of the tragedy (within the blue boundary as shown on the map p.7), except those who currently live abroad. You can apply through the online form.

For **faster approval and payment**, we recommend that the application for the grant is made by

- The current Council Tax account holder if you live in RBKC; or
- The main tenant / joint tenant / leaseholder if you live in an RBKC council property

If you would like to receive your household wellbeing grant before 21st March, you will need to apply for it by the 2nd March. Otherwise you will not receive the grant until early May.

Evidence documents needed to apply

- **Bank details** that shows your name, current address, bank account number and sort code. To submit bank details online, you will need to upload a photo or PDF of a bank statement that is no more than 3 months old. (See p.17 for other acceptable proof of bank details)
- **Proof of address from June–September 2017**, especially if you have moved since the tragedy. (See p.16 for acceptable proofs of address)

Free leisure centre membership

What is it?

Free annual Kensington Leisure Centre memberships:

- Adult membership which provides access to the swimming pool, the gym and fitness classes
- Junior membership for children and young people aged 11–17 which provides access to the swimming pool, junior gym sessions and junior fitness classes

NB. The memberships do not give access to the spa or soft play area

Who's eligible and how to apply?

- **Individuals aged 11+ who currently live within 500m of the tower**
 - Applications can be made through the online form.
 - For faster approval, we recommend that the application for the leisure centre membership is made as a single application if several people within the household wish to apply.
 - Documents needed to apply: proof of current address for the adults living at the address who request a leisure centre membership (see p.16 for acceptable proofs of address).
- **Children and young people over 11 who study at KAA but do not live in the area**
 - Application by emailing us at GrenfellCommunitySupport@rbkc.gov.uk with the name, DOB, current address of the young person applying for a junior membership and a copy of your most recent school report or an up-to-date attendance report
 - Documents needed to apply: school report from KAA for the previous term or an attendance certificate (which can be requested from reception at the school).

Grenfell Community Advocacy Team



The Grenfell Community Advocacy Team (from left to right): Emer O'Neill, Delroy Williams, Tracey Williams, Bryan Hutton and Tim Groves

What is it?

A new Grenfell Community Advocacy Team will help you with housing and health, but can support with other issues too.

The team will work closely with you to resolve an issue. They will advocate on your behalf, connect you with appropriate services and follow up to check you are satisfied with the outcomes.

They will be visible in the community, sit down with you face to face or over the phone, as well as working closely with community groups to make sure people feel heard.

Who's eligible and how to apply?

- **Individuals who currently live within 500m of the tower** (within the green boundary as shown on p.6)
- **Individuals who were living within 500m of the tower at the time of the tragedy** and currently living in RBKC or placed in Temporary Accommodation by RBKC outside of the borough

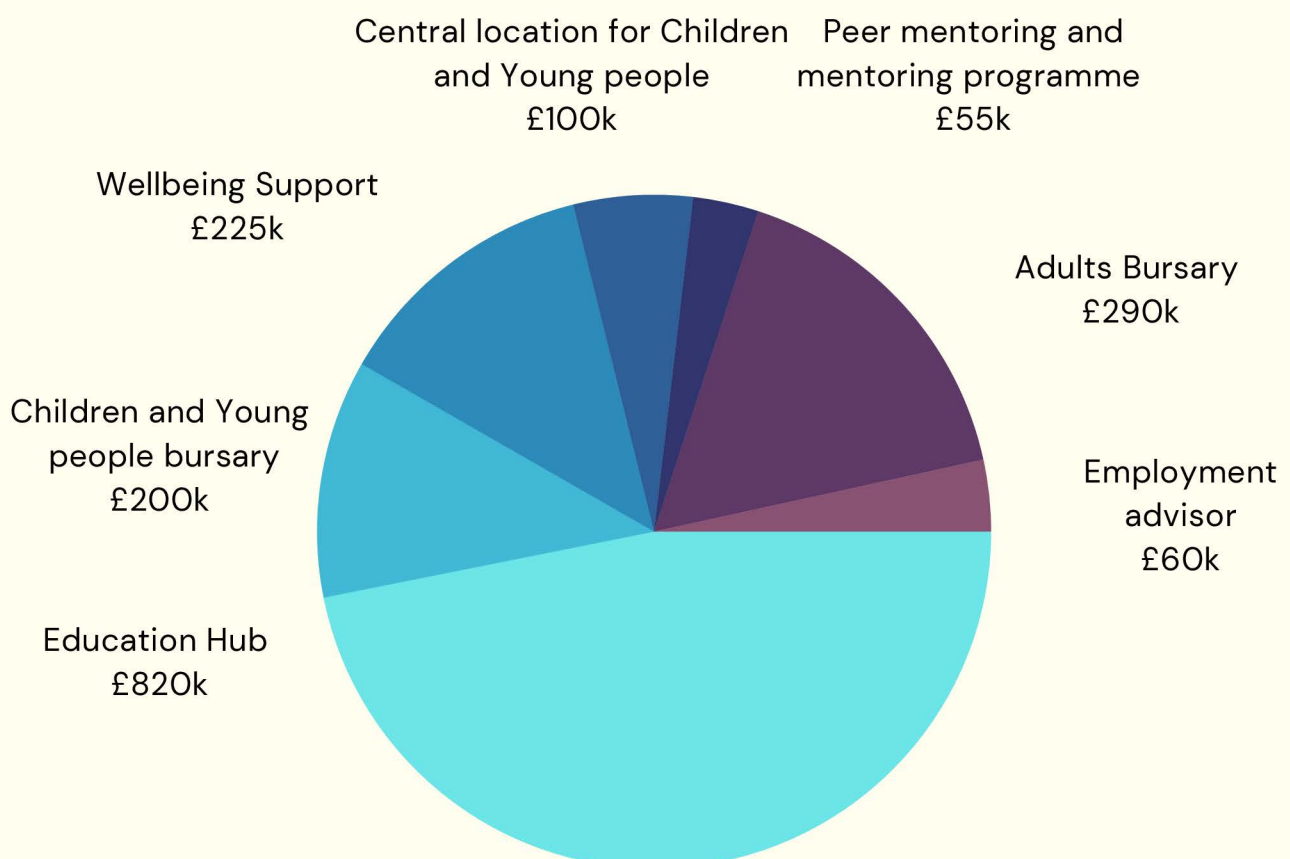
If you'd like to contact the team, please call them on **020 7361 2008** or email them on **GCAT@rbkc.gov.uk**. Duty hours are Monday to Friday between 10am and 4pm.

Education and training support

We are committed to supporting learning and growth within the immediate community. Starting in late Spring 2025, the Adult Education Offer will provide bursaries of up to £1,000 to help eligible adults achieve their career goals. You will also have access to a dedicated employment worker who can offer one-on-one support for career development and growth.

This will be followed by the Children's Education Offer in September 2025, including the opening of a new Education Hub in North Kensington. Children and young people will be able to apply for bursaries of up to £1,500, and the hub will offer advice, support and guidance, to support them on their educational journey.

This programme will run for 4 years with an annual budget of £1.75m. The chart below shows a breakdown of how this funding will be used.





Communication and resident engagement

To ensure a maximum number of people access the support and are kept informed about what's happening in the local area, we will regularly communicate with you through:

- A **monthly newsletter** providing information about the Grenfell Community Support and other local services and programmes. Every quarter, the newsletter will include an update on the progress of the Grenfell Community Support, including monitoring information.
- **Weekly drop in events in the local area** so you can ask questions or give feedback and suggestions to the Grenfell Community Advocacy Team or Grenfell Partnerships Team
- **Regular door knocking** by the Grenfell Community Advocacy Team and Grenfell Partnerships Team so we can reach out to the maximum number of residents
- An **Operational Steering Group meeting monthly** so you can share your views and suggestions about the Grenfell Community Support and monitor the delivery of the support
- **Monthly information** about the work of the Operational Steering Group, so you can be informed about their discussions

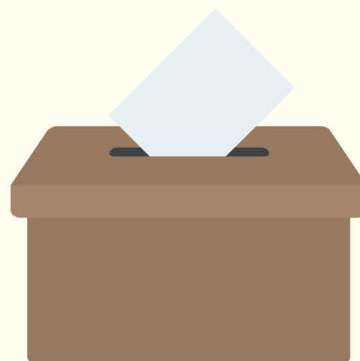
How to get involved?

If you'd like to be involved in communications, participate in the Operational Steering Group or simply want to share your views and suggestions about the support, please email GrenfellCommunitySupport@rbkc.gov.uk or call us on 07714 846092.



Complaints and feedback

- If you are unhappy with aspects of the support or would like to share feedback with us, please contact us, so we can try and put things right or capture your feedback
- If you'd like to make a complaint, you can do so in a range of ways:
 - by email at complaints@rbkc.gov.uk
 - by completing an online form at www.rbkc.gov.uk/contact-us/complaints-comments-and-compliments-0
 - over the phone by calling us on 07714 846 092 and we will log the complaint for you
- We will respond to your complaint in line with the council's complaints policy and will aim to respond to your stage 1 complaint in **10 working days**. If your complaint is particularly complex, this might take up to **20 working days**, but we will keep you informed of our progress and timelines
- If you are unhappy with the response and would like to escalate your complaint, in line with the complaints policy, we will aim to respond to your stage 2 complaint in 20 working days





Monitoring and the role of the Independent Scrutiny Function

- We will closely monitor the delivery of the support to ensure it meets residents' needs and will regularly report to all residents about the delivery, reach and impact of the Grenfell Community Support.
- We will establish an Operational Steering Group with residents to hear your views about the support and monitor the progress of the delivery. There will also be plenty of opportunities for us to explore with you ways that the support could evolve in future years.
- An Independent Scrutiny Function will be set up to provide independent scrutiny and challenge on the programme for the next 4 years. If you'd like to take part in the selection of this organisation, please email us at GrenfellCommunitySupport@rbkc.gov.uk or call us on 07714 846 092.



Documents accepted as proof of address

We will use internal council records, for example, council tax or RBKC housing management information, as evidence of eligibility. In this case, you will not be asked to provide a proof of address. But there will be cases when we will not hold this information and we will ask you to provide some evidence in relation to:

- Your current address and/or
- Your address at the time of the tragedy

Proof of address requirements

- 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.

Accepted Documents

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

Proof of address for individuals who were children at the time of the Grenfell tragedy

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

Evidence of studying at KAA

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

When you are providing evidence of your address, the date and details should be clear, 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.

Documents accepted as proof of bank details

To enable us to process the grant payment faster, please share the **bank details of the Council Tax account holder or tenant/leaseholder if you live in an RBKC council property.**

We will pay the grant by transfer to a **UK personal current account or cash account**, but not a business account, temporary account or credit card. We cannot pay the grant by cheque.

Bank details requirements

Before we can make the payment, we will need to verify your bank details to protect the Council and residents from fraud.

You will need to supply one of the following:

- **Preferred – A scan, photo or screenshot of a redacted bank statement that shows your name and address, the account name, the sort code and bank account number, as well as the name and address of the bank.**
- A scan or photo of a pre-printed paying in slip for your account.
- A scan or photo of a crossed cheque.
- A scan or photo of the front of your bank card that shows your name, the sort code and bank account number, as well as the name of the bank. **Please do not include any security numbers or codes on the back of your bank card.**
- A bank welcome letter instead of a statement for accounts opened in last 3 months. The letter must confirm the date the account was opened and all of the account details listed above.

Please note we cannot accept transaction listings or screenshots.