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A statement from the Leader of the Council



As we continue battling Coronavirus, I'd like to take this opportunity to say thank you to everyone in North Kensington for your ongoing cooperation and to reaffirm some of the messages we have all received from Government.

Lockdown is not over. Please continue to stay at home as much as possible and social distance as best as you can whilst out in public. The effort we are all making to minimise the spread of the virus really is making a difference and we mustn't throw away the sacrifices so many have made by giving up now.

If you can work from home, please continue to do so. If you can't, you will need to look at how you can safely return to work, avoiding public transport where possible. For information on working safely, visit www.gov.uk and search 'Working safely during coronavirus'.

As of Wednesday 13 May, we are now allowed to exercise more than once a day but please do keep your distance from others not in your household. You can now travel further should you want to exercise out of your immediate area, but again, please ensure that you're social distancing as much as possible while outside.

Our normal waste collections services continue and although some restrictions remain in place, you will

now also be able to go to household waste recycling centres to dispose of rubbish. More information about using the tip is available on Western Riverside Waste Authority's website www.wrwa.gov.uk.

Whilst outside your home in enclosed spaces, where you cannot social distance and you come into contact with others you don't normally meet, such as on public transport or in shops, it's advised that you wear a face covering to minimise the spread of the virus. Those who have been identified as being at high risk, such as those aged over 70, those with specific chronic pre-existing conditions and pregnant women, should continue to shield themselves as much as is possible. This means not leaving the house or attending gatherings at all, with very limited exceptions.

The Prime Minister also discussed a phased plan for reopening schools and businesses. The Council is monitoring this and will be relaying and amplifying messaging as it is confirmed.

Lastly, it's been announced that from Wednesday 13 May you can meet one person who is not in your household, if you do so outdoors and you strictly observe social distancing. This means relatives can check-in on one another should there be a concern.

As always, please keep washing your hands, be thoughtful of others' space and stay indoors when possible.

Thank you again for your patience and for continuing to pull together at this difficult time.

Cllr Elizabeth Campbell

Leader of Kensington and Chelsea Council

To read the full document on the Government's next steps in tackling Coronavirus, visit www.gov.uk and search 'Our plan to rebuild'. This information is correct at the time of print, Wednesday 13 May 2020. Please keep up to date with Government advice.

About your North Ken News

North Ken News is a dedicated newsletter for North Kensington communities produced by Kensington and Chelsea Council.

If you would like to get in touch with an idea or story, please email northkennews@rbkc.gov.uk and we'll get back to you as soon as we can.

Tell us what you think?

We're interested in hearing your feedback about North Ken News. We want to produce a newsletter which you enjoy reading and you find useful, so please let us know what you'd like to see more of. Email us at northkennews@rbkc.gov.uk

Staying in touch

There are other ways to keep up to date with borough - wide news as well as news and announcements from Kensington and Chelsea Council.



For updates on Grenfell



If you would like to opt out of receiving North Ken News or would prefer to read it online, please let us know at northkennews@rbkc.gov.uk

Reporting child abuse is everyone's responsibility

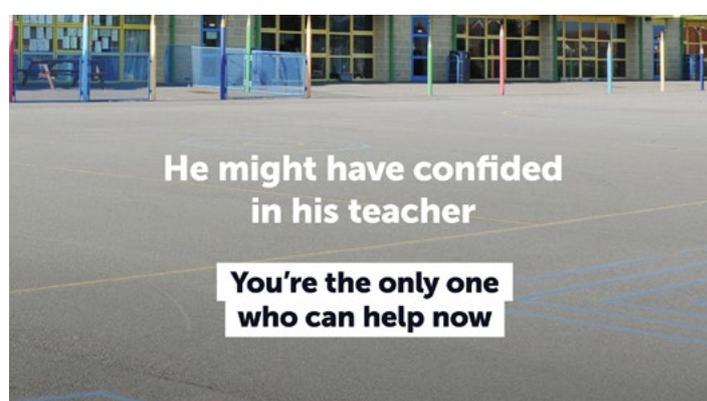
We all have a role to play in protecting children and young people. With children now seeing fewer adults due to the Government's stay at home and social distancing guidelines, it is vital that you act on your suspicions.

Working alongside Westminster City Council, we've launched a new campaign to encourage those who may have suspicions about child abuse to reach out to those who can help.



The signs of abuse can be hard to spot but it's important to remember that every situation is different. When you report a suspicion, Children's Services will:

- Listen to your concerns
- Gather information
- Assess the whole picture
- Decide what action to take.



If you're concerned a child is being harmed or abused, contact Children's Services on
☎ 020 7361 3013 from 9am to 5pm on weekdays

Outside of these times, contact the Emergency Duty Team on ☎ 020 7373 3227

Grenfell Projects Fund activities paused

Due to the Coronavirus pandemic, we have had to pause delivering Grenfell Projects Fund activities. As the situation progresses, we will be working with Government agencies to ensure we can proceed with the projects as soon as we can.

We are still excited about these important local projects and are looking forward to getting them started as soon the situation allows.

We recognise that the delay may impact on organisations' ability to deliver the projects as originally outlined, and we'll meet with successful bidders as soon as we can to explore any changes that might need to be made to original plans.



To find out more about the Grenfell Projects Fund and the successful applicants, visit www.rbkc.gov.uk and search 'Grenfell Projects Fund'.

An update from the Government on Grenfell and Coronavirus

The Ministry for Housing, Communities and Local Government (MHCLG) has reviewed its plans for the second stage of the environmental checks around Grenfell Tower following recent government advice. The checks seek to identify any land contamination found in soil around the Tower. Stage 1 indicated that chemicals found in the soil were consistent with those generally found in London.

Following consultation with community stakeholders, feedback was shared with Ministers who agreed that parts of the Stage 2 checks should be paused until current Coronavirus-related restrictions are lifted to ensure safety of workers and that residents can be fully engaged while the testing is taking place.

The first of MHCLG's community events was due to take place in April and would have provided an opportunity for residents to meet the scientists delivering, supporting and overseeing the environmental checks. MHCLG is now working on a virtual community event to allow this conversation to take place. Details of this are to be confirmed and will be shared with the community.

There will be further opportunities to meet the scientists at community events during Stage 2, with events to be organised once social distancing measures are lifted.

Coronavirus concerns

If you have any concerns about Coronavirus, you can find the latest guidance from government at: www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public

Stay in touch

The environmental checks team are temporarily pausing their face-to-face contact with the community and will resume this as soon the Government's measures to stay at home and away from others are no longer in place. You can still contact the team to find out more about the environmental checks:

- ✉ **Email**
environmental-checks@communities.gov.uk
- ☎ **Call 03034 449 086**
- 📱 **Download** the Nextdoor app or visit www.nextdoor.co.uk and search for Grenfell Community Updates – HM Government. **The Stage 1** report can be found at: www.gov.uk/guidance/soil-and-environmental-checks

Free learning from home with Westway

Westway Trust is continuing delivery of its adult learning courses by moving the lessons online. It is currently teaching 230 English as a second language students from North Kensington with a range of different abilities.

All lessons are free and are running alongside an introduction to being a teaching assistant course.

For more information:

✉ Wafaa.samadi@westway.org ☎ 07917 575 002



The waste and recycling team on the front line

Some things are so routine and regular, we can forget to stop and think that there are real people behind the scenes making sure they keep operating smoothly.

Daniel O'Hagan is a contract supervisor at SUEZ, the Council's waste collector. Daniel is one of a team of colleagues keeping essential services running and supporting those more vulnerable in our communities.

Not only is Daniel and his team continuing to make sure our bins get emptied, they're going above and beyond to support the most vulnerable in the community.

We spoke with Daniel, who shared how he and his team have been going the extra mile in these trying times:

"In times like these we have to help each other out, look out for each other. So me and the team have been making sure our elderly residents are OK on our rounds.



To Daniel, his team, and all essential workers who are out and about every day to ensure our quality of life can remain as high as possible, we say: **thank you. You are truly appreciated.**

"The Council hub had a call from a local church. Volunteers were worried about an older lady in Kensington. The church had been dropping off food so she didn't have to go to the shops. Our round was in the area so I called by to check on her, obviously making sure I kept my distance so we were both safe. Thankfully she was fine and between us we worked out that she had left her phone off the hook, so no one could contact her. I made sure it was working and went on my way.

"We had another resident who was having a special bed delivered from the hospital and had no one to help her move her old bed out. On the same day she had a new fridge freezer delivered but it was left on the curb and obviously she couldn't manage that on her own. Me and a couple of the lads went down to help with the bed and the freezer.

"The public have been appreciative; we are getting more people saying 'thank you' than usual. We have a good relationship with our residents. We've got an important job to do but it's nerve-wracking for the team, some of them need to use public transport to come to work and a thank you means a lot.

"So to our residents, thank you too. Please keep being kind and as a practical step, make sure all your bags are tied up properly, that really helps us."



Stay active indoors with Together K&C

Looking for a way to beat the boredom indoors? Search **#TogetherKandC** on Twitter to stay entertained.

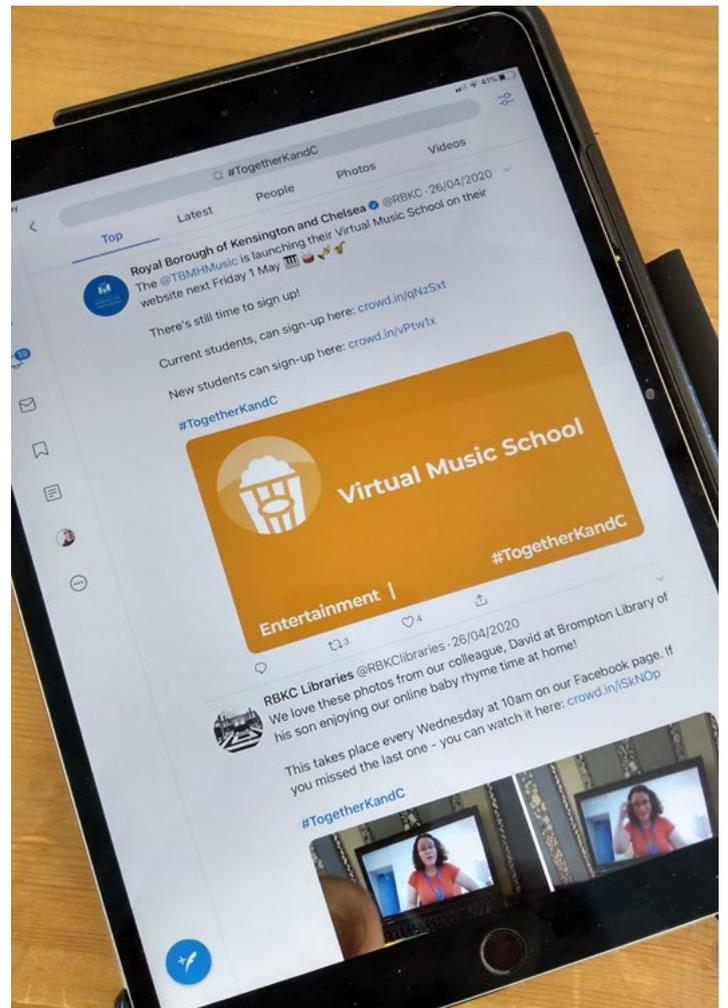
Together K&C is a new social media health and wellbeing campaign that features a variety of online events and courses to keep you active and entertained during the pandemic.

#TogetherKandC is for residents and Londoners alike who want to engage with the cultural offerings within the borough and find a restorative way to take care of themselves and their community. We've curated a variety of content across five categories: Health and Fitness, Family and Community, Entertainment, Mindfulness and Working From Home.

Tap into our online resources to learn a new language, find a new Zumba class, listen to music performed by world class musicians and a lot more. There's so much to do so why not get started today and tag us on Twitter if you think you have any online activities that should be shared.

Search

 **#TogetherKandC on Twitter.**



The NHS is still here for you

If you need medical help, the NHS is still here for you:

Contact your GP online, by an app or over the phone.

- If you need medical help, go to NHS 111 online at www.111.nhs.uk If you cannot get help online, call **111**.
- If it's a serious or life-threatening emergency, call **999**.
- If you are told to go to hospital, it is important that you go to hospital.
- You should continue to attend your appointments, unless you have been told not to attend.



Financial support for those who need it

The Council's Local Support Payments Scheme is still open to those who have been affected by the Coronavirus and is offered in addition to funding from central Government.

The fund has been in place for several years but has been boosted by £500k to help people who have been impacted by the pandemic and need support making ends meet. You can find the latest information on how to apply and if you qualify on the Coronavirus page of the Council website under 'Support for vulnerable residents.'

Visit www.rbkc.gov.uk/coronavirus

You can also apply over the phone by calling **020 7745 6464** Monday to Friday, between 8.30am and 5pm. We are dealing with calls as quickly as possible.

Volunteers step-up in Kensington and Chelsea

Volunteers, support organisations and local community groups are continuing to collaborate and deliver exceptional services to aid the relief efforts around the Coronavirus pandemic.

Volunteer Centre Kensington and Chelsea (VCKC) has recruited and referred volunteers to several local organisations running Coronavirus services.

Jess Millwood, CEO at AgeUK Kensington and Chelsea, said "Volunteers have been a crucial part of Age UK Kensington and Chelsea's Coronavirus emergency response. Hundreds of people have stepped up to help deliver care packages, meals and medication to older people without any community networks. They are also providing a friendly regular check in and chat over the phone to isolated older people.

"We are now reaching over a thousand older people who are most at need through our emergency response thanks to the support of our fantastic volunteers. We've also had lots of feedback from volunteers saying that pitching in and helping out has helped take their minds off the difficult daily news around Coronavirus and given a boost to their own happiness and wellbeing. It's win-win!"

Action Disability Kensington and Chelsea (ADKC) has focused its volunteer project, established in response to the Coronavirus pandemic, on reaching the more isolated members of ADKC who may be unable to access other emergency response options. Mary Ann Mallet, Volunteer Coordinator at ADKC said,



"ADKC have been instrumental in helping us set up the project and requesting volunteers. The response enabled us to get the project moving and begin delivering essential food supplies and vital prescriptions to those most in need"

While community groups are working tirelessly during the pandemic, residents are joining together to pool their skills and time to give back to their communities through neighbourly groups, like Mutual Aid K&C and Next Door.

In one of the self-organised Mutual Aid groups in the north of the borough, and working alongside 35 dedicated Mutual Aid volunteers giving their time to preparing 300 care packages alongside the Tabernacle Christian Centre, Marianne Alapini, a Mutual Aid volunteer, said:

"Only acts of kindness and tender loving care are going to get us through this devastating challenge together."

If you're interested in joining the brilliant volunteers dedicating their time to help others, visit www.voluntarywork.org.uk to find out more.

Covid-19 Hub distributes more than 400 food parcels in first month

The Council's Covid-19 Hub, which supports vulnerable residents who have been affected by the pandemic, has delivered 442 parcels of food and essential items to the community since it was set up at the end of March.

The Hub was established to help residents identified by the NHS as being at the highest risk from Coronavirus but it has also been helping other residents access the wide range of support available from Council services, health partners and voluntary and community organisations.

So far, the Hub has made more than 6,500 outbound calls to residents and answered over 3,500 calls and 900 emails. The Hub is helping to support people with food, shopping and other essential needs and regularly checking in with people who are required to stay indoors.

If you or someone you know is vulnerable and needs urgent support, contact the Covid-19 Hub at C19Hub@rbkc.gov.uk or [020 7361 4326](tel:02073614326). For more information, visit www.rbkc.gov.uk/coronavirus

Mental health and wellbeing support



We know that for many people the Coronavirus situation may result in feelings of anxiety, loneliness or depression.

It may be difficult, but by following the Government's guidance you are helping to protect yourself, your family, the NHS and your community.

It's completely normal to feel bored, frustrated or lonely. You might also feel low, worried, anxious, or concerned about your health or that of those close to you. It's important that you take care of your mind as well as your body and to get further support if you need it.

There are many services available to support you. If you're over 18, Every Mind Matters has advice and practical tips to help you look after your mental health and wellbeing. If you are younger or concerned about a younger person, Public Health England has help and advice for parents, carers and young people on what they can do.

Find out more by going to www.rbkc.gov.uk/coronavirus and visit the NHS, Public Health England and UK Government advice page where you will find advice, information and local services to support your mental health and wellbeing.

If you or someone you know is facing mental health issues, you can also contact your GP or if you feel you're in crisis, call the NHS on  **0800 0234 650**, 24 hours a day.

Rent relief for Council tenants

We know that many Council tenants will be struggling financially as a result of the current crisis and worrying about how to make ends meet. We want to assure you that we will not be taking tenancy enforcement action for rent arrears at this time.

To help our tenants who may be struggling to keep up with rent payments during the pandemic, we have set aside a fund to support you. From April, 36 households had already applied with more being processed every day.

If you want to find out more about this, contact

 HM-Rentincome2@rbkc.gov.uk or

 **0800 137 111.**



Supporting those isolated with abusers

During these unusual times, it's important that those who may be isolated with an abuser know they are not alone. In partnership with other authorities and the Angelou Support Service, we're working to direct residents to support should they need it.

If you, or someone you know is afraid or worried about sexual or domestic abuse, support is available.

- Call the Angelou Support Service on **0808 801 0660** from 10am to 4pm on Mondays, Tuesdays, Thursdays and Fridays or from 10am to 4pm and 6pm to 9pm on Wednesdays.
- The 24-hour National Domestic Abuse Helpline can be contacted on **0808 2000 247**.
- If you'd rather not speak to the Police you can call Crimestoppers anonymously on **0800 555 111**.
- In an emergency call **999**.

Visit our dedicated domestic abuse support page www.rbkc.gov.uk/coronavirus and click on the 'Support for residents and Council Service disruption updates' section, where you can find more information on domestic abuse support.

Is someone at home
harming you
or making you feel
afraid?

If you are worried about domestic or sexual abuse at home we are here for you.

The Angelou Support Service is available to provide help for anyone aged 13 or above.

**For help call:
0808 801 0660**

Monday, Tuesday, Thursday and Friday: 10am - 4pm
Wednesday: 10am - 4pm and 6pm - 9pm

Helping those offline receive vital information

A new social media campaign called 'online to phonline' is urging people to call their loved ones who don't have access to the internet and to tell them vital information about staying safe and support offered from the Council during the Coronavirus pandemic.

This includes information on how to get financial support, council tax details, service disruptions, how to get food, council contact numbers and more.

We can't reach everyone alone – why not contact a neighbour, an aunt, uncle, nan or grandad – whoever you can help, please pick up the phone and call them.



For more information

on the Council's response to Coronavirus, visit

 www.rbkc.gov.uk/coronavirus

Electric bikes deliver medicine in North Kensington

An electric bicycle scheme in North Kensington which has been helping vulnerable residents get prescriptions to their door will be extended until the end of June with treble the capacity following Council funding.

The e-cargo bike scheme began in February, with ten free hours each week for local businesses to use the bikes for deliveries. With the onset of the pandemic, all 10 hours have been used by two local pharmacies to deliver medicines and by community organisation Bay20 to deliver meals to people self-isolating.

Now five more pharmacies in the area have said they would like to use the bikes to deliver prescriptions to residents' homes, helping those in vulnerable groups. The bikes will be on offer for free for 31 hours per week.



Support with emotional wellbeing during the Coronavirus outbreak

During the Coronavirus pandemic, the Grenfell Health and Wellbeing Service and Community Living Well are working together to provide free and confidential support for people in Kensington and Chelsea who may be struggling with difficulties like low mood, anxiety and worries over the virus.

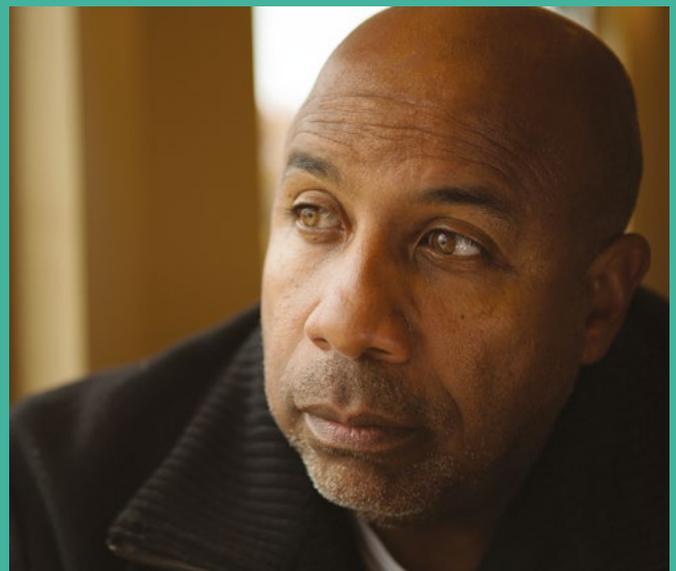
The service now offers telephone and digital appointments and can also point people to other local support in the community.

This is in addition to continuing to support people with problems like insomnia and depression.

Get in touch to self-refer or find more information:

Contact Community Living Well, email cnw-tr.clw@nhs.net or call **020 3317 4200**, or visit www.communitylivingwell.co.uk

Contact the Grenfell Health and Wellbeing Service, visit www.grenfellwellbeing.com or call **020 8637 6279**.



If your mental health deteriorates or if you experience any thoughts of self-harm, please contact the CNWL Single Point of Access Team on **0800 0234 650** or the Samaritans for free on **116 123**.

To find out more about e-cargobikes, visit

 www.e-cargobikes.com or

 rbkc@e-cargobikes.com

Keep busy at home with Kids on the Green activity sessions

Community group Kids on the Green is offering a wide range of activities for young people to enjoy while they remain at home.

Sessions will be delivered via video conferencing app 'Zoom' and will be recorded and posted on YouTube so participants and new members can have access to the sessions in their own time.

Sessions will include cooking tutorials from 2019 MasterChef winner Irini Tsortzoglou, singing and song writing workshops from Charlotte Kelly and animal fun with Safari Pete as well as countless other sessions covering rap and lyric writing, music production, music history, fitness and yoga, dance and choreography as well as fun science experiments using household products.

All sessions are free to participate in but registration is required.

Find out more and see the full timetable of events on the Kids on the Green Facebook page: www.facebook.com/kidsonthegreenw11



Contact Kids on the Green

 online@kidsonthegreen.com
 **07763 423060**

Food and support for residents in need

The Council, together with a number of community and voluntary organisations, volunteers and neighbourly groups, like Mutual Aid and Next Door, is continuing to help residents who need support during lockdown.

We know that our local community has pulled together to support our vulnerable and isolated residents during this pandemic, and we would like to say thank you to all those who are giving their time to help.



The Council has purchased over 750 food packages for food banks across the borough and is working in partnership with the London Food Alliance to deliver bulk food supplies to food banks, supporting them to feed 1,500 households per week.

In partnership with Kensington and Chelsea Social Council, Venture Centre and Smart we are delivering a new Under 65 Food Support Service to ensure individuals and families who have been affected by Coronavirus can access emergency food support. The food packages provide essential food and household items, personal care and milk and nappies for babies and young children.

In addition to buying food, the Council is working closely with the London Food Alliance (City Harvest, Fare Share and Felix Project), to bring in additional food supplies. This food is distributed directly to 14 Food Banks and hot food providers in the borough, who continue to support local residents who are already using the food banks. We are also supporting the food banks directly by providing free food hygiene training for staff and volunteers and are providing new fridges and freezers that will enable the food banks to accept more chilled foods.

Our priority is to provide food support and direct residents to our wider financial support offer that includes help with council tax, rent and local support payments.

Visit  www.rbkc.gov.uk and search for 'Support with food and other essentials' for more information. For general queries and enquiries about the under 65 food service, call Kensington and Chelsea Social Council on  **020 7243 9800**.

Our waste and recycling services

We are working hard to ensure household waste and recycling is collected regularly. Due to staff sickness, we may have to reduce some of the other waste and recycling services we offer. Please make sure you regularly check our website for the latest Public Health advice and service updates at www.rbkc.gov.uk/coronavirus

You can also help by trying to reduce the amount of waste you produce. Find tips at www.rbkc.gov.uk/bins-and-recycling



Subscribe to Important Update and Emergency Update newsletters

Be the first to know about important and urgent matters in Kensington and Chelsea. To join the mailing list visit, www.rbkc.gov.uk and select subscribe to newsletters on the home page.

Subscribe to K&C Life, our monthly newsletter

Subscribe to our newsletter for the latest information about changes and new events in Kensington and Chelsea. Discover what's on, learn about the latest news and receive updates about our services. To find out more about our newsletter or to join the mailing list, visit www.rbkc.gov.uk and search K&C Life.



Council meetings go digital

Following the Government giving councils new powers, we have begun hosting virtual public meetings using video and telephone conferencing.

There have already been several planning meetings, and these will continue to be held virtually. We are looking at what other meetings we can hold in a similar way to ensure the maximum transparency and opportunity for residents to take part.

The next Full Council meeting and several Overview and Scrutiny committees are planned to be run virtually.

For more information, visit www.rbkc.gov.uk/council-meetings

