

Grenfell Community Support Programme 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

Amharic - ይህ ሰነድ ለግሬንፌል 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 ንማህበረሰባት ግረንፈል ንደገፍ ናይቲ ናብቲ ግምቢ ዝቕረበ ናይ ቀረባ ማህበረሰብ ናይ ብቕዓት ፖሊሲ እዩ። ትርጉም ምስ እትደልዩ፣ በጃኹም ብኢሜይል GrenfellCommunitySupport@rbkc.gov.uk ወይ ብ 07714 846 092 ደውሉ።

Contents

| | |
|--|----|
| 1. Background..... | 3 |
| 2. Area of focus for the support..... | 3 |
| 3. Eligibility..... | 6 |
| 4. Principles and process for checking eligibility..... | 7 |
| 5. Documents accepted as proof of address | 9 |
| 6. Documents accepted as evidence of bank details | 10 |
| 7. Overpayments | 11 |
| 8. Council records used as proof of current and previous address | 11 |

1. Background

The Grenfell Community Support is a 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. You can read the report [online](#).

The Grenfell Community Support includes:

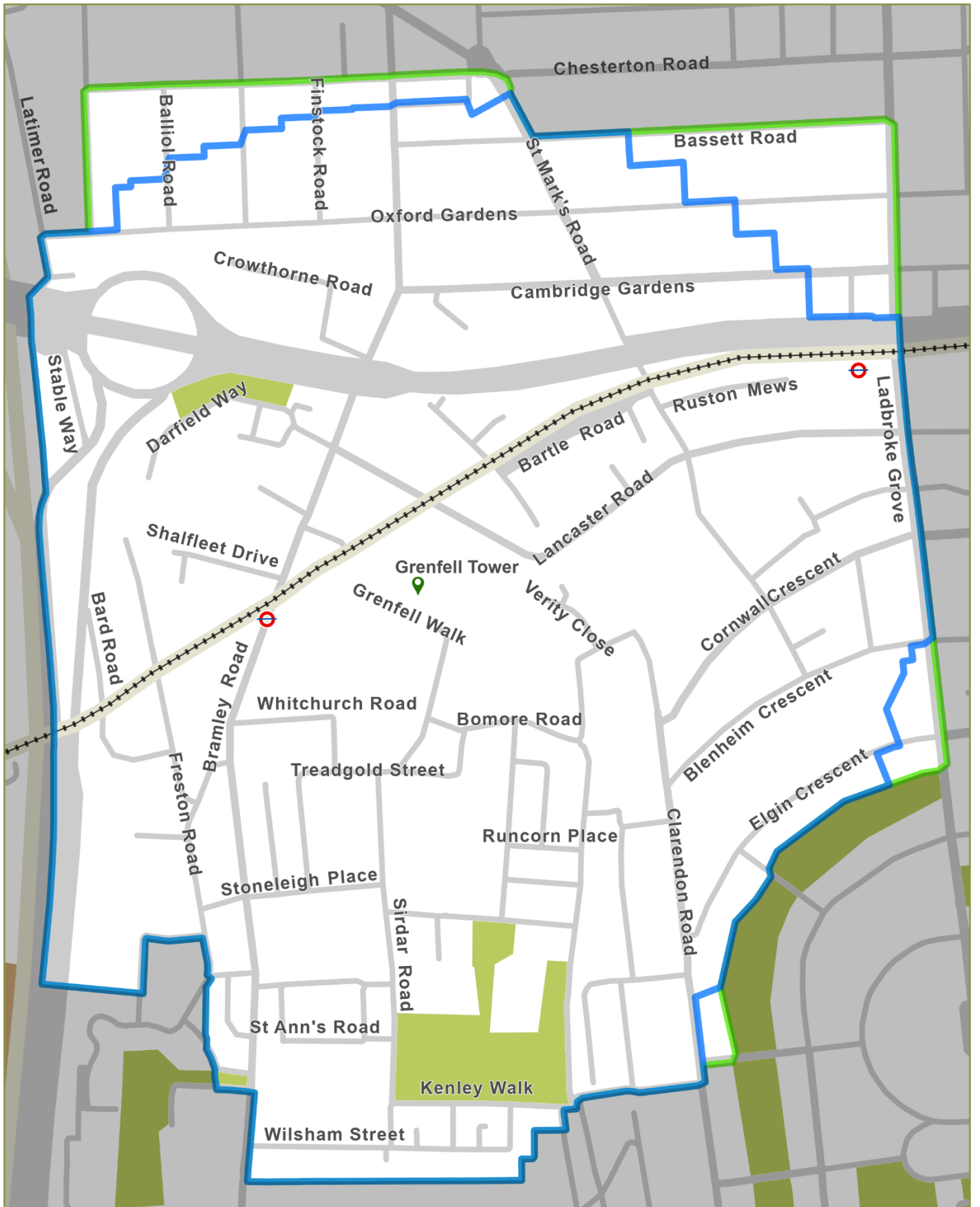
- Household wellbeing grants
- Free leisure centre memberships
- Access to the Grenfell Community Advocacy Team
- A programme of community activities
- A programme of communication and engagement


This eligibility policy will be regularly 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 is 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 is used as follows:

- Anyone living in the area located between the blue and green boundaries is eligible to access the support of the Grenfell Community Advocacy Team.
- However, eligibility for the wellbeing grants and the leisure centre memberships is not 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 apply discretion to determine their eligibility to the wellbeing grants and gym memberships. The Grenfell Partnerships Team does this through a conversation with the households / individuals to understand how they have been impacted by the tragedy. We try and ensure these conversations are as sensitive as possible and we consider some of the following:
 - Ongoing impact of the tragedy on the individual and their household
 - Experience of witnessing the tragedy
 - Personal circumstances relating to housing and benefits
 - Expected impact of the Grenfell Community Support

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 bereaved and survivor Dedicated Service are not eligible for the Grenfell Community Support.

3. Eligibility

| Support | Who is eligible? |
|--|--|
| <p>Household wellbeing grants – One payment per household</p> | <ul style="list-style-type: none"> • Individuals who had their main and principal home within the 500m area (i.e. within the blue boundary) at the time of the tragedy and who currently live in the UK as their main and principal residency. For individuals who had their main and principal home in the extended area (between the blue and green boundary) at the time of the tragedy, discretion will be exercised as detailed in Section 2. • The wellbeing grant is a household payment, and only one application can be approved per household in each year of funding. We ask that the resident council tax account holder, the RBKC lead tenant, joint tenant or leaseholder make the application. • If the household includes several people, we require the applicant to confirm that they have sought agreement from the other household members before applying on behalf of everyone. • If several applications are received from the same address, we will consider the following points in deciding which applicant will get the grant: <ul style="list-style-type: none"> – Is the applicant the resident council tax account holder, an RBKC council housing lead tenant, joint tenant or leaseholder? – Who made the request first? • If the whole household moves to a new address, the household will be entitled to receive the next grant at their new address. Therefore, applicants are required to inform us about a change of address and provide a proof of address if required • If a household member eligible for the grant moves to a different address where no grant has been paid, they are eligible for their own grant. However, if they move after the grant was paid at their initial address, they will receive the grant at their new address in the following year. |
| <p>Free Kensington Leisure Centre memberships</p> | <ul style="list-style-type: none"> • Individuals aged 11+ who have their main and principal home within the 500m area (i.e. within the blue boundary) • For individuals who have their main and principal |

| | |
|----------------------------------|---|
| | <p>home address within the extended area (between the blue and green boundary), discretion will be exercised as detailed in Section 2.</p> <ul style="list-style-type: none"> • 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 who have their main and principal home within the green boundary • All individuals who had their main and principal home 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. |
| Community activities | <ul style="list-style-type: none"> • All individuals eligible for any aspect the Grenfell Community Support |
| Communications and engagement | <ul style="list-style-type: none"> • All individuals in receipt of the Grenfell Community Support • All individuals who have their main and principal home within the blue boundary • All individuals who had their main and principal home 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 and use council internal records where possible
- 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 keep your information safe as well as evidence of the checks and decisions we will make.
- Applicants must inform us of any change of circumstances (i.e. change of address or new bank details) as soon as possible.

Process for checking eligibility

Eligibility for the support is based on the current main and principal home address and / or main and principal home address at the time of the tragedy. To confirm the applicant's eligibility to the support and prevent potential fraudulent use of the support, we will:

- Ask for current and / or June 2017 home address and carry out checks to make sure this information is correct.
- **Request that applications are made by the resident council account tax holder or the main tenant / joint tenant / leaseholder (for residents who live in an RBKC council property).**

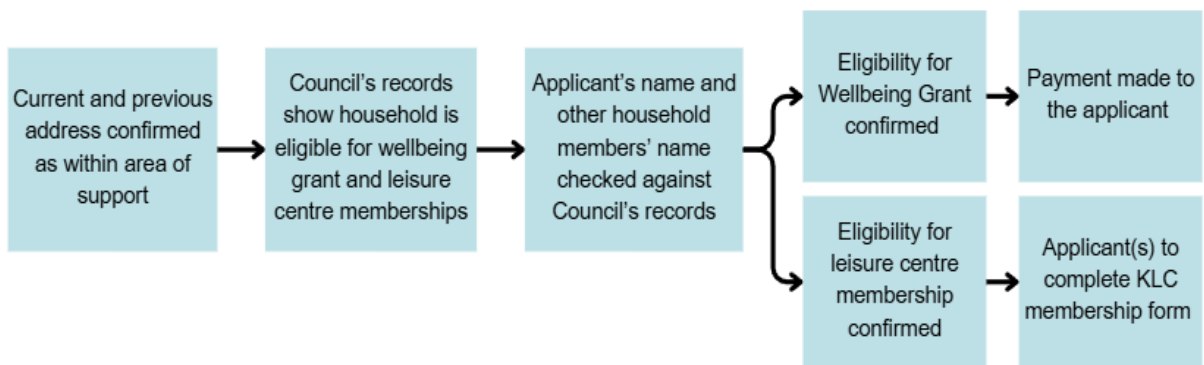
In case an applicant for the wellbeing grant is not known to the council but other household members are, we will ask for the wellbeing grant request to be made in the name of the person known to the council.

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. See in Section 6 the type of council's records we use to verify your eligibility.

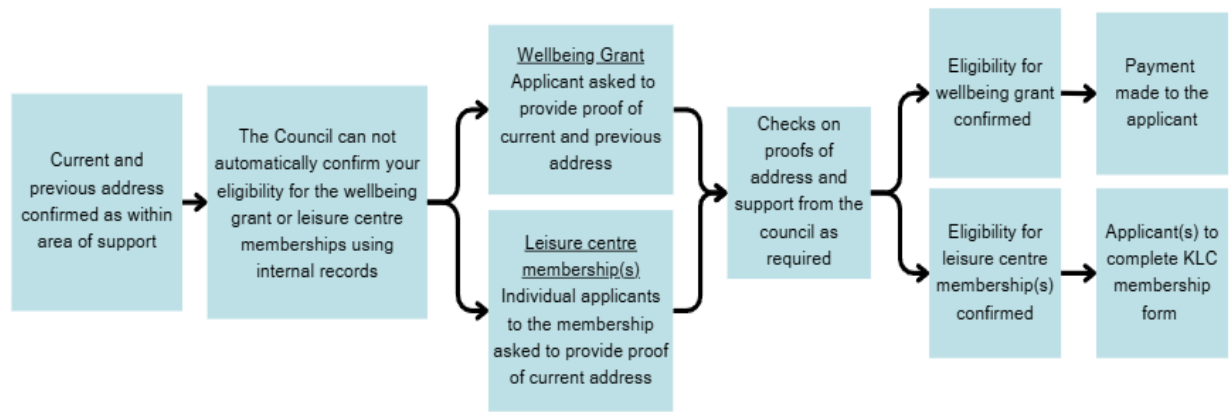
We may also work with other Council departments, such as Housing Management, Council Tax Team, or the Fraud Team to verify your eligibility.

Two possible scenarios:

Scenario 1 – The applicants' current and / or time of tragedy address are verified using council's records.



Scenario 2 – Applicants are not known to the council. This is expected to be the case for households who have moved out of RBKC since the tragedy or for household members who are not listed on the council's records. In this case, individuals applying for the support will have to provide proof of current address and / or previous address.



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)
- relate to their main and principal home address (not a secondary home or business address)
- **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:

| Documents | Accepted as proof of current address | Accepted as proof of June 2017 address |
|---|--------------------------------------|---|
| Bill from utility company providing a service (NB. Mobile phone bills are not accepted) | Yes | Yes |
| Full UK photocard driving licence | Yes | No – Unless driving licence is issued between June and September 2017 |
| Council Tax bill | Yes – Except for RBKC (1) | Yes |
| HMRC / Inland Revenue letter | Yes | Yes |
| DWP letter about benefit entitlement | Yes | Yes |
| Letter from NHS GP with relevant stamp | Yes | Yes |
| Payslip, P45 or P60 | Yes | Yes |
| UK bank statement | No (2) | Yes |
| UK TV licence letter or Direct Debit schedule | Yes | Yes |
| Tenancy Agreement | Yes | Yes |

| | | |
|---|--|--|
| Email from a housing association confirming applicant's address | Yes – Email confirming applicant's current address (3) | Yes – Email confirming applicant's June 2017 address (3) |
|---|--|--|

- (1) As a temporary measure since the cyber-attack, RBKC Council Tax bills are no longer accepted as proof of current address
- (2) As many banks no longer require a proof of address to change an account holder's address, we no longer accept bank statements as proof of current address
- (3) Emails from housing associations must be sent directly from the housing association to GrenfellCommunitySupport@rbkc.gov.uk

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:

- Enrolment letter from a school
- Certificate of school attendance

The document must clearly show your full name, full address at the time of the tragedy and be dated between June 2017 to September 2017.

Evidence provided should not be edited or altered in any way. We will only accept image files (JPEG or PNG) or PDFs under 5MB.

If the name of the applicant has changed and does not match the name shown on the evidence, we will request a proof of name change including:

- Marriage or civil partnership certificate
- Deed poll

Important information

- The Council may conduct verification checks and if it is found that false information has been provided, appropriate action will be taken, which could affect current and future grant payments or access to free leisure centre memberships.
- Where there is a conflict in evidence, the council's internal records will supersede evidence provided by the applicant.

6. Documents accepted as evidence of bank details

The wellbeing grant can only be paid to the main applicant. To pay the wellbeing grant we require evidence of the applicant's bank details. We safely store your bank details on our system for audit purposes and to be able to use them for future grant payments.

Acceptable bank detail evidence must be in the applicant's name and include:

- A scan, photo or screenshot of a redacted bank statement that shows the applicant's 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 your bank card that shows the applicant's name, the sort code and bank account number, as well as the name of the bank (redact the card number and the security code)
- A bank welcome letter instead of a statement for accounts opened in last 3 months.

7. Overpayments

In case of overpayment due to human error, we will:

- Inform the applicant immediately that an overpayment has been made
- Ask for the overpayment to be paid back or reduce the future grant accordingly.

If two members of the same household receive a grant, the request made by the Council tax account holder, RBKC lead tenant, joint tenant or leaseholder will be deemed valid, and we will seek to recoup the overpayment from the other requester.

If none of the applicants are the Council tax account holder, RBKC lead tenant, joint tenant or leaseholder, the first request will be deemed valid, and we will seek to recoup the overpayment from the second requester.

If we do not get the overpayment back, we will reduce the following year's household wellbeing grant accordingly.

8. Council records used as proof of current and previous address

We will use the following information to verify your eligibility for the Grenfell Community Support

- Current Council Tax records, as well as records from June 2017
- Housing management records about RBKC lead tenants, joint tenants and leaseholders
- Housing Needs records about households placed in temporary accommodation
- RBKC school records of pupils and students
- Grenfell service records about wider community individuals who accessed the keyworker service following the tragedy

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

Email: Grenfellcommunitysupport@rbkc.gov.uk