



**Department for
Communities and
Local Government**

Rt Hon David Lammy MP
House of Commons
London
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The Rt Hon Sajid Javid MP

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Dear David,

Thank you for your contributions to the debate following the statement I made to the House of Commons on 5 September on the response to the Grenfell Tower tragedy. I am grateful for your commitment in helping to make sure we get the response to the disaster right. I know that you were personally bereaved in losing a friend and that you are also doing what you can to support the family.

In the House, you raised the matter of health assessments and bereavement counselling following the disaster, particularly to prevent people from making suicide attempts or resorting to self-medication. This letter sets out the key elements of the local NHS response to these challenges. I attach a fuller briefing on the rest of the work being delivered to help those who have suffered receive the mental health and emotional support that they need and deserve.

I know that Central and North West London (CNWL) NHS Trust has provided a visible presence since the morning of the disaster. They have stationed staff in the community assistance centre, established a desk in the local Westfield shopping centre, and have worked with local community groups to determine local needs and effective means of delivery. Health professionals have knocked on over 2,000 doors in the local area; talked to 1,000 people; visited residents in their temporary accommodation; and have offered specialist mental health support via extended GP appointments and 24-hour helplines. To date, NHS outreach has engaged with potential patients on over 4,000 occasions, with over 700 people seen at the community assistance centre, and over 800 seen during the Notting Hill Carnival.

Health outreach clinics and mental health training sessions have also been offered,

focusing on mental health first aid, bereavement and post-traumatic stress. I must also praise the efforts of the voluntary sector and local community groups who have further assisted this work by offering advice and assistance via helplines and internet resources, and support in schools.

The next stage involves CNWL offering the community a wellbeing assessment. Some 1,200 people will be contacted initially, and 152 have already begun receiving specialist treatment (under the Improving Access to Psychological Therapies service) with appointments booked for a further 117. In addition, those local residents with a long-term condition are being proactively contacted by their own GP who will look closely at both their mental and physical health.

NHS services are available for both adults and children in the immediate area and further afield, comprising both statutory NHS mental health services and support via the voluntary sector. Interventions are evidence-based and are informed by NICE guidelines. Particular emphasis is being placed upon:

- a. **Stabilisation and normalisation** – a period of up to 4-6 weeks in which all professionals in contact with survivors and their families are in turn supported to understand that their feelings and reactions may be a normal response to a horrible situation. Those for whom symptoms continue beyond this time-frame or exhibiting severe and immediate symptoms will receive treatment straight away.
- b. **Evidence-based treatment** interventions, including: psychotherapy; trauma-informed Cognitive Behaviour Therapy; Eye Movement, Desensitisation and Reprocessing; Group Therapy; and medication.
- c. The NHS offers a **stepped-up model of care**: this means that, for those people for whom IAPT services are not effective, other services are readily available, including drug therapy as necessary.

As I have mentioned, the voluntary sector is also playing its part in the response, particularly in addressing suicide prevention. The Government publicised information on a range of resources, support and helplines which are available to support people affected by the Grenfell tragedy. This included the helpline numbers for the Samaritans and CALM (Campaign Against Living Miserably), both of which provide listening support for people at risk of suicide. The Samaritans have also held sessions with Grenfell survivors. The Kensington and Chelsea branch of Mind has also helped direct Grenfell residents towards the support available, including from Cruse Bereavement. I am also aware of other voluntary and charitable sector organisations which have worked with people affected, some of which are detailed in the enclosed briefing note.

If people are experiencing suicidal thoughts or feel they are in crisis, they can contact the NHS helpline 24 hours a day. This is backed up by a mental health rapid response

team, which if necessary can see people at their home or a hotel. Anyone expressing suicidal feelings can also be directed to the Samaritans and CALM helplines. Furthermore, the Cruse Bereavement helplines are available to anyone who has experienced bereavement, including by suicide. However, where a person presents serious concerns about the risk of harm to themselves, then we would expect organisations to refer them to NHS specialist support services. Local IAPT services can provide support for anxiety, depression and trauma but are not appropriate for someone at serious risk of suicide or who has attempted suicide.

I am placing a copy of this letter in the Library of the House.

A handwritten signature in black ink, appearing to read 'S. Javid', followed by a comma.

THE RT HON SAJID JAVID MP

OVERVIEW OF MENTAL HEALTH AND EMOTIONAL WELLBEING OFFER FOR GRENFELL

In the days after the fire a great many local volunteers and community groups stepped forward, providing care, help and support to their friends and neighbours. Many continue to help and we thank them and pay tribute to their support.

The NHS, the local authority and local voluntary sector have been working in partnership on the delivery of a wrap-around mental health and emotional wellbeing support offer following the Grenfell Tower fire.

Support at a glance

- Over £2.5m of additional funding from the council to support over 80 local community projects that support mental health and emotional wellbeing
- 24/7 dedicated NHS support line (call 0800 0234 650 or email cnw-tr.spa@nhs.net)
- Screen and treat programme for Post-Traumatic Stress Disorder which has so far seen 330 people of which 66% were referred for treatment
- Daily health outreach pop-up clinics across North Kensington (see details enclosed)
- NHS outreach teams going directly into communities to visit people at their hotels and where they are displaced. Over 4,000 contacts have been made through the various health teams to date
- Funding for 'journey of hope' suicide prevention project operating out of A&E departments
- A 24 hour, seven day a week, converted bus located on the estate and staffed by Hestia, a London Charity supporting Adults and Children in Crisis. The bus provides emotional wellbeing, counselling and listening services
- NHS support services at the Community Assistance Centre in Bard Road have seen over 800 people
- NHS outreach at Notting Hill Carnival over 700 people spoken to by health professionals
- The council has set up a dedicated space for physical and talking therapies from Clare Gardens Children's Centre
- Local summer youth and play offer expanded, including more activities and trips out of the area
- 8,000 mental health wellbeing packs have been distributed throughout the community
- Overnight counselling now available in all resident hotels.

How this support is structured

The model and pathway is based on the good practice guidance issued by the Healthy London Partnership:

Universal Offer – 'Getting Advice'

For all adults and children who have had direct or indirect involvement. This is disseminated through community, primary care and specialist services to ensure adults and children and young people are able to access advice and support as necessary through universal services.

Targeted Offer – 'Getting Help'

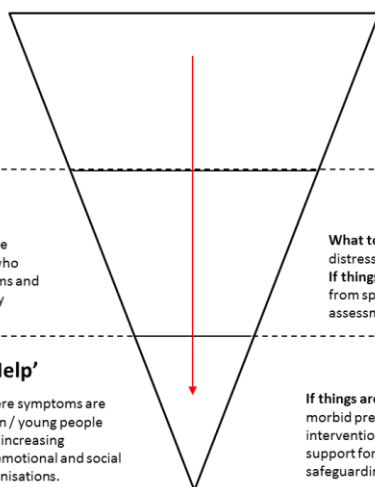
For monitoring adults who have been exposed to the trauma of the events and children / young people who continue to experience distress or ongoing symptoms and are not responding to a universal offer. Delivered by various professionals and provider organisations.

What to watch for: persistent and increasing experiences associated with continuing distress, which is impacting on day-to-day living
If things are not improving: Review risk and safeguarding issues, access consultation from specialist services, review of needs to identify people who require a mental health assessment and move to Specialist – 'Getting More Help'.

Specialist Offer – 'Getting More Help'

For adults exposed to the trauma of the events where symptoms are present between four and 12 weeks and for children / young people experiencing moderate-severe needs (persistent or increasing symptoms, impact on day-to-day living and lack of emotional and social support). Delivered by specialist mental health organisations.

If things are not improving: Enhanced support: for CYP presenting with more complex/co-morbid presentation - this may include re-formulation and an additional therapeutic intervention or change of treatment pathway. Multi-agency reviews are helpful to ensure support for CYP is coordinated. See Getting risk support for CYP with identified risk or safeguarding concerns.



In practice this means this means funding and supporting activities and organisations meeting all levels of need (from acute mental health and suicide prevention to smaller local community organisations activities) and underpinning this with a workforce development programme and network which trains and informs all providers in the system so that they understand their role and how to effectively escalate need and work together. It also supports the development of effective sign-posting and best practice. In particular the NHS are running mental health training sessions seven days a week at various locations for adults and children, covering mental health first aid; bereavement; signs of trauma and symptoms of PTSD and practical help around physical health care.

Alongside the significant growth in clinical capacity which the NHS have been putting in place, the local authority has been working with voluntary and community sector providers (most of whom were already known and working in the local community) to scale up their offers. To date over £2.5m of additional funding has been put in place by the council for services that support mental health and emotional wellbeing in North Kensington. To date additional funding on health services – primary care, mental health, children’s services and community teams, delivered in people’s homes through outreach and GP practices and health clinics is approximately £1.3m on top of baseline services.

The NHS also have a dedicated telephone line in place providing a single point of access for mental health support and crisis care (call 0800 0234 650 or email cnw-tr.spa@nhs.net). This is available for residents and for voluntary organisations to make sure people who need help from the NHS can get it.

Detail on what support is offered

NHS trauma response service

- The NHS is delivering the clinical trauma response through their **screen and treat programme to identify and support people with Post Traumatic Stress Disorder**. The first 1200 screenings have begun and those showing signs of trauma will be referred onto the mental health or wellbeing services that they need.
- Alongside this, the NHS have been offering a wide range of supporting services for other needs such as through their **time to talk service** and have been reaching out into the community by all appropriate means from door knocking on local estates, to running pop up clinics (see below) and offering debriefing and other sessions for local volunteers and groups as they are requested. All of this helps to ensure that people showing signs of trauma get the clinical help that they need.

Health outreach pop-up clinics can be found at the following location:

Date	Venue	Time
Mondays	Harrow Club 187 Freston Road London W10 6 TH	3pm to 5pm
Tuesdays	The Clement James Centre 95 Sirdar Road, London W11 4EQ	3pm to 7pm
Wednesdays	Kensington Leisure Centre Silchester Road, London W10 6EX	4pm to 8pm
Thursdays	Latymer Community Church 116 Bramley Road, London W10 6SU	4pm to 8pm

Fridays	The Muslim Cultural Heritage Centre 244 Acklam Road, London W10 5YG	4pm to 8pm
Saturdays	Maxilla Community Space 4 Maxilla Walk, London W10 6NQ	4pm to 8pm
Sundays	Westway Sports and Fitness 1 Crowthorne Road , London W10 6RP	4pm to 8pm

Suicide prevention and crisis services

- The local NHS is providing a walk-in centre, which provides NHS Mental Health Specialists alongside third sector support. It also runs a community outreach service which provides door-to-door visits, daily pop-up clinics and a dedicated Grenfell response team who are targeting key areas – hotels, tower blocks and existing community centres. The team are tracking at an individual level who has been spoken to, and offered support. An Overnight Rapid Response Team gives telephone support and fast access to MH assessment.
- NHS Screen and Treat programme
- The local authority are extending existing provision of **suicide prevention projects** including working with a local project ‘journey of hope’ that has been operating out of A&E departments. This will be expanded over the year.
- Journey of hope was set up to reduce the number of people who take their own life through suicide by delivering evidence based non-medical interventions. It has been working with NHS Trusts to improve people’s A&E experience, by providing access to trained volunteers.
- Other projects include the listening place who offer face to face support for those who no longer think life is worth living – more information can be found at www.listeningplace.org.uk or calling 0203 906 7676
- The NHS **crisis response team** continue to offer 24 hour emergency response services and are working closely with local voluntary sector services, particularly our overnight services, to ensure that there are effective referral routes.

Overnight support services

- Emotional distress and trauma aren’t just 9-5 challenges so neither is the response. The local authority have mobilised and extended the support available throughout the night including:
 - A 24hour seven day a week **converted bus located on the estate and staffed by Hestia**, a London Charity supporting Adults and Children in Crisis.
 - Three nights a week of overnight counselling support through **Total Family Coaching located at the ‘Baseline’** and in the longer term **working alongside some local accredited volunteers to offer a five day a week service.**
 - A **crisis care service linking to targeted services delivered by the NHS** to deal with those most at risk

Community based offer for adults

- Mental Health Charity MIND has established a consortium of local providers via their **Healing Minds network** who provide support for adults. There are **38 small local organisations providing support to adults**. Many of these organisations have been financially supported by the local authority through their grants programme. For example:

- **Al Manaar** Muslim Cultural Heritage Centre is providing relief and support to meet the needs of all families and victims of the fire, regardless of their faith. This includes provision of therapists, translation and counselling.
- **Midaye Somali Development Network** who are providing practical and emotional support to families and the community members affected. This is an outreach service which operates on the ground and in partnership with support centres by linking the affected members of the community to access mainstream services as well as other available support services.
- **Al-Hasaniya Moroccan Women's Centre** is providing support the survivors and their families as well as those affected within the community. Drop in sessions will be available to provide emotional, practical and psychological support.
- Mother Tongue Counselling service also provide free one to one counselling sessions in Arabic and Farsi languages for management of symptoms of psychological trauma and other common mental health difficulties (mothertongue@wwmind.org.uk)
- Open age also undertake outreach and connect with older people over 50 who have been affected by Grenfell to provide them with support and access to a range of services. Open Age are located at St. Charles Centre for Health and Wellbeing, Exmoore Street, London W10 6DZ.
- This is complemented with a wide range of additional support from national charities and organisations providing **online and telephone based support**, for example:
 - Online counselling via MIND through Elefriends
 - Samaritans telephone based counselling services
- We are additionally working in close partnership with our lead adult mental health provider Hestia, on a significant expansion of their offer locally. **Hestia's offer includes employing outreach workers working in local community languages, a recovery café (open until 11pm from the Oremi Centre)** offering a range of support services such as physical therapies, safe space and talking services in 1:1 and groups.

Support for young people and families in schools

- The local authority has increased the range of support available so that local schools have:
 - Dedicated **educational psychologists and CAMHS link workers**
 - **Counselling capacity** from one of our charity partners (MIND, Place2Be or Catholic Children's Society). This provides 1:1 sessions and group work with young people and families.
 - An **online counselling service**, available late into the evening and at weekends is in place for all schools and integration workers are running activities to promote this to young people
 - Access to **art and drama therapy** delivered by local community providers.
 - An **early help worker** from our Grenfell Support Service embedded in the school to provide practical welfare advice to families on a range of issues

Support for young people and families in the community

- The local authority has funded a number of smaller local organisations for provision such as **art and drama therapy** working in community locations across the area.
- They have established a dedicated space for **physical and talking therapies from Clare Gardens Children's Centre**
- Over the summer there has been a **significant expansion to the local summer youth and play offer** including more activities and trips out of the area many of which are supported by embedded counsellors. This includes £450,000 government funding for summer school activities through the John Lyons Trust.
- **Childcare and Children's Centres** are also able to offer advice and support for families with young children and can provide access to traditional counselling services.
- **British Red Cross** (0800 458 9472) and **NCPCC** (0800 1111) helplines are also available for those who need support. In addition the NCPCC also provides for a one to one online chat at www.childline.org.uk

Support for those who have been displaced and the bereaved

- The local authority is working with **Victim Support, Cruse, Child Bereavement UK, Winstons Wish in a consortia to provide a dedicated offer for bereavement counselling**. This will include specialist 1:1 key workers operating out of our Friends and Families Centre for those who are directly bereaved or critically injured alongside the provision of training for the universal workforce (schools, volunteers etc) and some drop in activities. Much of this is currently operational and is due to be expanded and extended to be in place over the next year and beyond.
- The local authority have also put in place **drop in counselling sessions in hotels** through the afternoon and evenings – this has been a partnership approach from the NHS, Samaritans, Help counselling and Child Bereavement UK.

Publicising the offer

- We have also set up a **website** which has details of all the support available which can be accessed here: [our local offer](#)
- The local authority have also been distributing packs of information: **8,000 mental health wellbeing packs** have been distributed throughout the community via a mix of face to face activity at school gates, community centres and youth clubs, engagement with GPs and distribution via hotels and commissioned providers.
- All schools have been given **letters for parents** to share with children via school bags at the start of term.
- We have been attending **community events and sharing information on the offer via MIND's network** alongside setting up our own information sharing and workforce development network to ensure knowledge and good practice is shared.

Monitoring the impact

The local authority has established a framework for monitoring the impact of delivery of services. This covers both the NHS response and the local community based delivery. In order to ensure that local providers were given appropriate time to mobilise their offers, the first tranche of outcome reporting from them is due in mid-September.

However, in the meantime the NHS reports weekly and the latest information as of 6th September we have available is as follows:

- A response team is based at The Curve in Bard Road, they have seen over 800 people.
- NHS Health professionals were at the Notting Hill Carnival to let as many people as possible know where to go to get help if they need it with 700 people spoken to.
- Council outreach teams are going directly into people's communities to visit people at their hotels and where they are currently living.
- Our figures show that screening for Post-Traumatic Stress Disorder has been provided for 330 people so far, and 66% of people have been referred for treatment as a result.