



Press release

Date: 6 June 2018

Family Action launches the Grenfell WellCommunity Service offering long-term support to those affected by the Grenfell Tower tragedy

The Grenfell WellCommunity Service, run by the charity Family Action, is now open and delivering support to those most directly affected by the Grenfell Tower fire from premises in Harrow Road. The Service has been designed and set up in consultation with members of the Grenfell Community to ensure that it meets their needs. It is independently funded by the Haley Yearwood Fund and money raised by Family Action. The Service offers tailored support to anyone who was living in Grenfell Tower or Grenfell Walk including families, children, the elderly and single people. We offer practical help with issues such as parenting, education, housing and employment. Emotional support - helping people deal with the ongoing effects of trauma and disruption - is also a priority. Our specialist children and young people's support worker will work to meet the particular needs of younger survivors. In addition, specialist staff from the charities Child Bereavement UK and Winston's Wish are co-located with Grenfell WellCommunity Service, both offering bereavement services for the community affected.

The Service's location was chosen following consultation with the Grenfell community, as a majority wanted it to be close to, but not adjacent to Grenfell Tower. The Service includes a community space, children's area and one-to-one space for privacy. People do not need an appointment and can visit the Service at any time during opening hours. We also offer drop-in sessions, which we hope will help to maintain friendships and relationships and reduce isolation. However, we understand that not everyone is able to visit our service and it is important that we ensure that as many people as possible can receive the support they need. Therefore, our specialist staff are able to visit people at a location convenient for them. Visits can be arranged by contacting the service by telephone or email.

Address: 439 and 441 Harrow Road, London, W10 4RE

Opening hours: 9am- 6pm (Monday – Friday)

People can also contact the Service by:

Email: GWCrefferrals@family-action.org.uk

Telephone: 0208 960 0744

David Holmes CBE, Family Action's Chief Executive said

"Family Action was honoured to provide financial support to those most directly affected in the weeks immediately following the Grenfell Tower fire through money generously donated to the Family Action Grenfell Tower Appeal. Through our many years of experience supporting vulnerable families, we knew that long-term practical and emotional support would also be needed in the months and years to come. Therefore, we are very grateful for a very generous donation from the Haley Yearwood Fund which has enabled us to set up the Grenfell WellCommunity Service. This new service offers practical and emotional help and support to the former residents of Grenfell Tower and Grenfell Walk for the long term, whenever and wherever it is needed. We feel deeply privileged to be providing this service and we are committed to getting it right."



Hayley Yearwood said

"In the early days after the fire, it was difficult for me to imagine what could be done with the £1.4m raised by my fundraising page. Family Action share my aspirations for long-term support for the Grenfell community and have already made a huge impact in terms of grant-giving; I have no doubt that the Grenfell WellCommunity Service will continue to deliver to a high standard. Their expertise mean they are capable of listening closely and carefully to residents to ensure they can provide what they need and want most. It is a service that aims to cater for all ages and demographics, and Family Action's commitment to "getting it right" is fantastic. I look forward to all that can be achieved for the Grenfell Community in the years to come."

Dr Ann Rowland, Director of Bereavement Support and Education, Child Bereavement UK , said

"Child Bereavement UK is committed to the long-term support of bereaved children, parents and families in the community, and working alongside Family Action will enable us to continue to deliver this support."

Sacha Richardson, Director of Family Services for Winston's Wish, said

"Winston's Wish is grateful for the opportunity to share a base with Family Action. This is an example of the partnership working which is so vital for the community effected by Grenfell Tower fire."

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For further information, please contact:

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Notes to Editors:-

About Family Action

Family Action is a charity committed to building stronger families and brighter lives by delivering innovative and effective services and support that reaches out to many of the UK's most vulnerable people. We seek to empower people and communities to address their issues and challenges through practical, financial and emotional help.

Our work is wide-ranging and includes help for parents-to-be, the provision of many Children's Centres in local communities, intensive family support, emotional health and wellbeing services, counselling, mediation and therapies, support in schools and financial grants programmes. Family Action is also recognised as a leading provider of training.

Registered Charity Number: 264 713

Website: www.family-action.org.uk

Twitter: @family_action

Facebook: Family Action

For information about bereavement support:

Call: 07964 560175

www.support4grenfell.com