The Future of the Curve

December 2017
Introduction and methodology

Introduction
Originally operating from the Westway Sports Centre, the Community Assistance Centre was set up to provide services to survivors and residents affected by the Grenfell Tower fire. The Centre is now located at the Curve, 10 Bard Road.

The survey was sent out to gain a greater insight into what services and facilities survivors and residents of North Kensington area would like the Curve to provide.

Methodology
A survey was sent out to all residents living within the Lancaster Estate and to all the addresses where survivors are known to be currently residing. A number of pop up consultation events were arranged (including Al Manaar Mosque, Baseline Studios and the Clement James Centre), alongside ‘Coffee and Chat’ events at the Curve where surveys were also given out to be completed.

In total 152 responses were received, with 16 of these being online responses.

Appendices
A separate appendix report accompanies this report. Appendix one contains data tables and appendix two contains all comments made by respondents.
Survey Results: At a glance

- 27 per cent of all respondents visit the Curve at least once a week, whilst 42 per cent have never been there.

- Over 60 per cent of respondents indicated that it was important* to keep the existing services at the Curve.

- 69 per cent of respondents indicated that it was important* for the Legal Support from North Kensington Law Centre to be present in the Curve in the future, alongside the presence from the Public Inquiry Team.

- With regards to the space at the Curve, 71 per cent of respondents indicated it would be important* to have a communal space for activities, followed by having a space for socialising (67 per cent) and a space for holding events (66 per cent).

- Emotional support: ratings of importance* in this section were the highest in the survey. With the majority of respondents indicating the need for emotional support for grieving individuals, including parents and children (76 per cent).

*where important is a rating of 7 or above
Survey Results: At a glance

- Of the variety of complimentary therapies suggested, massage was seen as being the most important* with 64 per cent of respondents rating it 7 or above.

- Homework clubs for children (63 per cent), parenting workshops and coffee mornings (both 59 per cent) were the most popular choices for important community activities to be held at the Curve.

- Over two thirds of respondents indicated that training and learning opportunities would be very useful.

- In terms of new technologies, running computer support classes (71 per cent) and technology classes for adults (67 per cent) were seen as most useful.

*where important is a rating of 7 or above.
Information about respondents

• 35 per cent of respondents were displaced as a result of the fire

• 65 per cent were female and 30 per cent male

• The majority of respondents were over the age of 45 (65 per cent)

• 40 per cent of respondents were White, whilst just over a fifth were Black British (19 per cent), 7 per cent were Asian or Asian British, 6 per cent mixed. A further 16 per cent belonged to other ethnic groups

• 35 per cent of respondents have a long term illness

• The majority of respondents were Christian (38 per cent), followed by Muslim (22 per cent)

• Respondents indicated that they were most interested in being kept informed via letter and email.
Survey Results: How often do you use the Curve?

Over a quarter of all respondents (27 per cent) visit the Curve at least once a week, with a further eight per cent visiting monthly. 15 per cent indicated that they visited less frequently. However the majority of respondents indicated that they had never visited (42 per cent)
If you have not visited the Curve, please tell us why.

**Not aware of the Curve**

- I never knew about it
- Didn't know what was there and still don't, so not sure what it's for. Should be publicised more in local area. I've only heard people talk about it

**Difficulty getting there**

- Don't really know how to get there. Also had a few health problems since the fire, so need PAR transport to get everywhere, don't think I could walk that far
- Because I have severe disability and am housebound

**Thought it was for displaced residents only**

- I thought the services at the Curve were especially for people from the Tower and Walkway who were affected by the fire and after affects
- I wasn't aware that it was for anyone else besides Grenfell Tower and Grenfell Walk residents. I used to go to the Westway but when it moved to the Curve all the emphasis was on the Grenfell residents and not the Lancaster West residents.
Q3: Current services

The majority of services were rated as important (where important is a ranking between 7-10 by respondents. Two thirds of respondents indicated that it was very important to have the Citizens Advice Bureau and RBKC Housing Service. Whilst NHS Outreach attracted the highest mean score* of 8.1 out of 10.

<table>
<thead>
<tr>
<th>Service</th>
<th>1-4</th>
<th>5-6</th>
<th>7-10</th>
<th>Mean score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Royal Mail services for displaced residents</td>
<td>16%</td>
<td>9%</td>
<td>62%</td>
<td>7.7</td>
</tr>
<tr>
<td>RBKC Grenfell Support Service</td>
<td>11%</td>
<td>11%</td>
<td>63%</td>
<td>8.0</td>
</tr>
<tr>
<td>NHS Outreach</td>
<td>11%</td>
<td>7%</td>
<td>65%</td>
<td>8.1</td>
</tr>
<tr>
<td>Citizens Advice Bureau</td>
<td>12%</td>
<td>9%</td>
<td>66%</td>
<td>7.9</td>
</tr>
<tr>
<td>RBKC Housing Service</td>
<td>11%</td>
<td>11%</td>
<td>66%</td>
<td>8.0</td>
</tr>
</tbody>
</table>

*This is calculated by multiplying the scores given by individuals by the total number of respondents giving that score and then dividing by the total number of respondents to the question.*

Based on all responses (152)
Q4: Future Services

Over two thirds of respondents indicated that it was important to have a presence from the Public Inquiry Team (69 per cent) and to have legal support from North Kensington Law Centre (69 per cent). Legal support attracted a slightly higher mean of 8.4*.

*Based on all responses (152) *(this is calculated by multiplying the scores given by individuals by the total number of respondents giving that score and then dividing by the total number of respondents to the question).
Q5: Are there any other services that you would like to change or see operating from the Curve?

**Community run activities**

I would love to see some services take place which are organised and run by long standing community organisations in the area.

It would be wonderful to see art displayed for the community to see – art made by local school children, artists etc as they grieve and adjust. Could there be an art exhibition for the wider community?

**Help for young adults**

Young people services i.e. sexual/drugs/gang welfare/education.

Cooking club for kids.

**More classes and support**

Massage, relaxation, foot massage. Anything to make us relax because we’ve so much stress.

**Help and Advice**

Weekly advice sessions incorporating a number of external services…

Lancaster West Housing offices surgery/policy surgery.

**Further information on the Curve**

Could someone post sign the location? I find it hard to see the place and I lost the opportunity to get proper support for my depression and anxiety due to the fire at Grenfell…

I have no idea. I need to come and see you to get more information.
Q6: Curve Space

71 per cent of respondents indicated the importance of having communal space for activities at the Curve. At least two thirds suggested the importance of having a space for socialising and holding events (67 and 66 per cent respectively). 61 per cent felt it was important to have a space to reflect or pray and further 58 per cent indicated the importance of having an open space for eating.

Based on all responses (152)
Q7: Emotional Support

Over three quarters of respondents indicated the importance of needing emotional support for grieving individuals, including parents and children (76 per cent). However, having emotional support for suicide prevention and bereavement attracted the highest mean score of 8.8*.

Based on all responses (152)
Q8: Complimentary Therapy

Overall massage was rated as being the most important complimentary therapy to have at the Curve (64 per cent), followed by reflexology (56 per cent), meditation (55 per cent) and yoga (53 per cent).

Based on all responses (152)
Q9: Are there any other emotional or complementary therapies that are not mentioned that you would like to see offered at the Curve?

- Older aged groups and activities
  - Breathing and mindfulness
  - Drama therapy
  - Acupuncture
  - Reiki

- Maybe something like a salon. Like hair cuts, nails painted etc. when we look good we feel good.

Spiritual healing sessions, half or full day workshops on grief. Some woman only group sessions with women of many faiths/religious beliefs so we can get to know and understand each other better and work towards a brighter future.

Art therapy, music therapy, relaxation techniques, talking, writing

I suggest it would help to provide Cognitive Therapy. Group therapy as support for those suffering grief, both for adults, children and family groups …24 hours telephone support service.


Capoeina (martial arts)

Like hair cuts, nails painted etc. when we look good we feel good.
Q10: Community Activities

The community activity viewed as being most needed at the Curve is homework clubs for children (63 per cent). It also had the highest mean score of 8.1. 59 per cent of respondents indicated a need for parenting workshops and coffee mornings, whilst 57 per cent were keen on cooking clubs being made available. Film nights were viewed as important by 53 per cent and just under half of all respondents suggested that gardening clubs were needed (49 per cent)

<table>
<thead>
<tr>
<th>Activity</th>
<th>1-4</th>
<th>5-6</th>
<th>7-10</th>
<th>Total</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gardening workshops</td>
<td>13%</td>
<td>13%</td>
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<td>71%</td>
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</tr>
<tr>
<td>Film nights</td>
<td>13%</td>
<td>13%</td>
<td>53%</td>
<td>74%</td>
<td>7.4</td>
</tr>
<tr>
<td>Cooking clubs</td>
<td>13%</td>
<td>13%</td>
<td>57%</td>
<td>76%</td>
<td>7.6</td>
</tr>
<tr>
<td>Coffee mornings</td>
<td>13%</td>
<td>13%</td>
<td>59%</td>
<td>77%</td>
<td>7.7</td>
</tr>
<tr>
<td>Parenting workshops</td>
<td>10%</td>
<td>13%</td>
<td>59%</td>
<td>77%</td>
<td>7.7</td>
</tr>
<tr>
<td>Homework clubs for children</td>
<td>9%</td>
<td>9%</td>
<td>63%</td>
<td>81%</td>
<td>8.1</td>
</tr>
</tbody>
</table>

Based on all responses (152)
Q11: Training and learning opportunities

Over two thirds of all respondents indicated that training and learning opportunities are needed at the Curve. Volunteering opportunities had the highest response (69 per cent) and also attracted the highest mean score of 8.6*.

![Chart showing training and learning opportunities]

*Based on all responses (152)

*(this is calculated by multiplying the scores given by individuals by the total number of respondents giving that score and then dividing by the total number of respondents to the question).
Q12: New technologies

71 per cent of all respondents indicated a need to have computer support classes. This was the most popular response and also had the highest mean score (8.4). Over two thirds of respondents (67 per cent) indicated a need for technology classes for adults and 46 per cent felt there was a need for a virtual reality room for children.
Q13: Other services you would like to see offered at the Curve

Facilities for children/young adults

- Trips for children
- Play area for younger kids, as we lost the playground since the fire and kids only have the walkways to play in. Activities for teens and older children. My son is 12 and has no where to go. Somewhere where residents can just sit and talk, especially in the evenings and weekends.
- Activities for children of all ages i.e. self defence, homework clubs

Adult Education

- Sewing, Quran lessons, motivational speaker, knitting
- Translating, help with forms, arranging appointments
- Financial Club – with lessons on financial management. Nutrition Club on a low wage for those seeking better health regarding mind/body
Q14: Are there any other improvements in relation to the Curve that you would like to suggest

- **More friendly and inviting**
  - Less formal process on arrival – walk into the building into a warm and welcoming space before signing in (if sign in is needed). Musical being played. More clear signage to find the building.
  - More friendly staff that you can talk to.
  - All the assistance tables on the first floor can be placed in a more ‘pleasant way’, I mean as soon as you are walking in all eyes are on you and is off putting.

- **More information about the Curve**
  - Better advertisement. There isn’t anything that tells anyone what is on offer.
  - Residents need to know about what is happening in the Curve (weekly timetable of activities) to encourage more to come. Not everyone has been told about the trips so they miss out, especially the children who would highly benefit. Volunteers need to be regulated on how many trips they are allowed to go to allow more residents to attend.

- **Timings of activities**
  - Activities/events in evenings and weekends as some of us do work so coffee mornings are no use to me. Maybe have coffee evenings as well, it doesn’t have to be everyday but just an evening or two in the week, residents can get together and try to be normal for an hour or two.
Q15: Are you a local person interested in being part of our Steering Group?

23 per cent of respondents indicated that they were local and would be interested in being part of the Steering Group. 59 per cent were not interested, whilst 18 per cent did not respond to this question.

Based on all responses (152)
Q25: How would you like to be kept informed?

Most respondents indicated that they would like to be kept informed via letter (59 per cent), with just over a third (34 per cent) suggesting email. 18 per cent would like to be kept informed through the Grenfell Newsletter and 13 per cent via face to face communication. Nine per cent suggested being informed through the website, with a further seven per cent indicating that they would like information through their keyworker.

Based on all responses (152)