



Grenfell Memory Project

London Fire Brigade Pre-consultation Engagement Report and Analysis

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1. EXECUTIVE SUMMARY

1.1 ABOUT THE ENGAGEMENT

This report sets out the findings from a period of pre-consultation engagement for the Grenfell Memory Project, which has been established by the London Fire Brigade (LFB) as a meaningful and lasting response to the Alternative Dispute Resolution (ADR) civil settlement.

This engagement process was designed to hear directly from the ADR Claimants, and especially close family of the deceased and survivors, to inform the development of detailed proposals for public consultation on delivery of the project.

LFB has ensured the most open, accessible and fluid approach to working with the Grenfell community, outside of formal adjustments for equity, such as translations, interpreters and culturally competent planning.

Verve Communications supported this process. The team's role was to review and analyse the engagement information provided by LFB, including notes from meetings, questionnaire responses, interviews, and feedback from local events. While Verve did not undertake the research directly, it has sought to synthesise the key themes and identify implications for the development of future consultation options.

The LFB process included structured engagement with key stakeholders, one-to-one conversations, community meetings, and the development of an online questionnaire co-designed with community representatives.

Insights gathered from initial conversations helped shape the questions and structure for wider engagement. As themes emerged, they were tested and refined with participants, eventually informing both the structure of the questionnaire and the framework for analysis.

Engagement activities prioritised inclusion and accessibility, with efforts made to include diverse voices, including those from underrepresented and non-English speaking communities.

The LFB team made strenuous efforts to publicise the exercise to the target group through letters, emails, WhatsApp messages, referrals from survivors and family members, hosting and attending events and working with representatives of groups supporting people impacted by Grenfell.

The LFB Engagement Lead has been available on an 'as and when' basis for Grenfell directly affected and survivors throughout the pre-consultation, fully acknowledging this is not a 9-5 or Monday to Friday commitment for the LFB, with the aim of developing lasting relationships beyond the scope of the Memory Project.

A total of 329 individuals, including young people engaged through The Space youth group, participated in the pre-consultation engagement exercise. This number includes 68 close family members of the deceased, 261 survivors, and residents from the Walkways or other ADR claimants." (Please refer to 3.4.1 Table 2 – Summary of participation – for a breakdown).

The Community Engagement team held 31 meetings (both in-person and online), while The Space, commissioned to gather youth perspectives, hosted 4 youth-led workshops and 3 "reflection sessions" with young people who were children at the time of the tragedy. These interactive sessions were complemented by an online questionnaire, requested by other Grenfell-affected individuals who preferred to share their feedback privately. Additional submissions were also received via email.

Participants shared a wide range of views, ideas and aspirations for the future of the Grenfell Memory Project, which have been analysed under four thematic headings:

1. Personal Memory Projects
2. Children and Young People
3. Preventing Future Tragedies
4. Community Resilience.

The engagement responses support the development of a bold and responsive programme, and recommendations to LFB are structured around these themes, as well as over-arching, programme-wide recommendations.

1.2 KEY FINDINGS

While opinions varied, the LFB has heard consensus around some key principles: flexibility, dignity, long-term impact, and the importance of enabling community-led approaches.

Close family of the deceased consistently emphasised the importance of choice and autonomy when it comes to remembering their loved ones. Memory, they noted, does not look the same for everyone.

Some families may want quiet spaces for reflection and prayer, while others may wish to benefit their communities or to commission creative or commemorative works privately.

It is vital that the Memory Project respects these differences, avoids a one-size-fits-all approach, and provides the flexibility to accommodate personal, faith-based, or cultural traditions.

Some highlighted the need for dedicated resources, effective administration and practical help to enable them to translate their ideas into personal memory projects that are meaningful and viable

Young people were another clear focus. There is consensus that children and young people affected by Grenfell — directly or indirectly — continue to need support to thrive and become the best versions of themselves

This includes not only those who lost family members, but also school friends of children who died, young people still living or going to school near the Tower, and those whose parents or grandparents were affected. Emotional trauma, disrupted education, and persistent mental health needs were all raised.

Participants spoke of the importance of culturally competent mental health initiatives, and opportunities for creative expression and healing. Many participants also wanted to see tangible investment in young people's futures: scholarships, bursaries, apprenticeships, training and mentoring were all discussed.

The role of community organisations in supporting youth was widely valued, and participants stressed the need for core organisational funding and better coordination with similar local initiatives to avoid duplication, make the best use of local expertise and to help build resilience at the community level.

Many people felt that the learning from Grenfell — including failures in housing safety, building regulation, and institutional accountability — had not sufficiently changed the culture of various industries

There is a clear desire for the Memory Project to support education, training, and advocacy that would prevent a similar tragedy from happening again. Participants favoured training and awareness-raising targeted at professionals especially in the Built Environment and housing for example, architects, civil engineers, construction workers, building safety professionals.

Many supported the idea of Continuing Professional Development (CPD) of these industries being informed by the lived experience of survivors and close family members. There was interest in embedding these lessons into professional accreditation, academic courses of study, and regulatory standards.

Contributors stressed the potential of survivor-led groups, bereaved family storytelling, and community involvement as key to the development of education and/or training resources— rather than top-down training or tokenistic campaigns.

Community resilience was framed not only in terms of trauma recovery but also support for community activities and capacity building (including the strengthening of infrastructure to support communities disproportionately impacted by Grenfell). Some also emphasised the value of first aid training, fire safety education, and community awareness sessions to help residents respond in a crisis.

Building confidence and knowledge at the community level — particularly in tower blocks and amongst vulnerable groups — was seen as a vital step towards resilience. There is a shared hope that the Grenfell Memory Project would contribute not only to healing, but to building strength, readiness, and collaboration into the future.

The proposal for a dedicated community hub received strong and widespread support— particularly if it can serve as a safe, welcoming, and youth-friendly space for all residents. Participants emphasised that, to be meaningful, the hub must be located close to Grenfell Tower and be easily accessible to the local community. The envisioned hub would be a multi-purpose space designed to promote social connection, healing, and personal growth. It should provide a safe environment where young people and residents of all ages can come together, feel a sense of belonging, and access meaningful opportunities.

Many voiced frustration that there remains a lack of urgency or disinterest from some institutions. A strong theme across the engagement was a determination that lessons learned must lead to lasting change.

Through this engagement exercise, the LFB has gathered a wealth of insight into ambitions for the programme, creative and inspirational ideas, and has been privileged to hear the stories of many of the people impacted by the Grenfell tragedy. People are now looking to the Grenfell Memory Project to play its part in making change happen.

1.3 RECOMMENDATIONS

Recommendations are rooted in the insights shared during pre-consultation and designed to guide the next stages of programme development and consultation. They are summarised below with more detail in section 6. of the report.

1.3.1 PERSONAL MEMORY PROJECTS

RECOMMENDATION 1. Personal memory projects - practical decisions of principle

The LFB should consider the establishment of a dedicated grant scheme to distribute a defined proportion of the civil settlement to support personal memory projects. Further consideration by LFB is required regarding the development of structures through which the scheme can be disbursed, the grant size, eligibility and application process.

RECOMMENDATION 2. Supporting people to develop their personal memory project

To ensure equitable access, feedback suggests that LFB should empower individuals to develop their own personal memory project, providing the time and space for people to reflect and define their ideas of remembrance without pressure to conform to others' expectations.

1.3.2 CHILDREN AND YOUNG PEOPLE (UP TO 30 YEARS)

RECOMMENDATION 3. Supporting learning, educational and vocational training opportunities

There is widespread support that children and young people should be helped to pursue their educational and professional aspirations.

The LFB should create a flexible grant scheme for individual young people affected by Grenfell, covering academic, vocational, and informal education.

RECOMMENDATION 4. Priority children and young people for support

Participants voiced a clear desire to focus support on those children and young people most affected by the tragedy.

The LFB should define who it is proposed will be prioritised for individual support, while ensuring fair and transparent access to all.

RECOMMENDATION 5. Informal learning and life skills

Young people and families emphasised the importance of non-academic activities that support healing, confidence and life skills.

The LFB should also consider making grants available that contribute to personal development, life skills and/or the development of an identified talent.

RECOMMENDATION 6. Support through community organisations

As an anchor institution with local presence, the LFB is ideally placed to leverage its own networks as well as funding from the ADR settlement, and it should:

- Work with established organisations supporting young people
- Encourage collaboration and avoid duplication
- Support workforce development and resilience
- Invest in physical and digital infrastructure for youth activities close to Grenfell communities.

1.3.3 PREVENTING FUTURE TRAGEDIES

RECOMMENDATION 7. Leverage the power of lived experience testimonies to raise awareness and drive culture change

Many participants emphasised the importance of telling the truth about Grenfell in ways that influence real change especially in industries within the Built Environment:

- This includes survivor and family storytelling, and testimony-sharing as part of training resources
- A co-development process, involving survivors and affected families should identify priorities and key messages
- Partnerships should be established with the built environment industry and professional institutes
- Outputs should be accessible beyond UK and grounded in rigorous research.

RECOMMENDATION 8. Clear route to delivering change in the safety of buildings

There is deep concern that the underlying lessons from Grenfell have not been embraced.

The LFB is ideally placed to leverage its expertise and relationships with key organisations to support work that directly influences practice in the built environment sector. It is recommended that:

- This should be firmly focused on industries within the built environment
- High-quality resources — toolkits, guidance, films — should be co-produced with families of the deceased, survivors and technical experts and be peer reviewed
- Dissemination should be planned strategically through regulators, education providers and industry leaders
- It should be underpinned by a robust vision – producing information and guidance accessible beyond UK.

1.3.4 COMMUNITY RESILIENCE

RECOMMENDATION 9. Establish a Community Resilience Grant Scheme

Community organisations have consistently been identified as the bedrock of local support. To further empower these groups and foster healing, inclusion, and resilience following the Grenfell tragedy, it is recommended that the London Fire Brigade (LFB) considers the establishment of a targeted grant scheme to support community-led initiatives.

The proposed grant scheme should provide both core and project-specific funding to organisations that:

- Deliver culturally competent services and activities that improve mental health, wellbeing, and social cohesion—particularly with disabled, elderly, and vulnerable residents
- Create opportunities for local people and communities to come together to learn, work, and celebrate, promoting healing and unity
- Raise awareness of Grenfell-related issues and ensure that the lessons learned continue to be shared and embedded.

RECOMMENDATION 10. Community hub development

There is strong support for a permanent, multi-purpose community space linked to Grenfell recovery and legacy with these characteristics:

- A dedicated physical hub should offer space for youth provision, multifaith prayer, therapeutic activities, and varied community activities
- Design, governance and programming must be shaped by affected residents, especially close family of the deceased, survivors and residents in the immediate vicinity of Grenfell Tower
- A clear business plan and funding model to ensure long-term sustainability.

1.3.5 OVER-ARCHING ELEMENTS OF THE PROJECT

RECOMMENDATION 11. Inclusive, collaborative, community-led working groups or structures

The LFB should establish transparent governance mechanisms to oversee each part of the Memory Project and the whole programme:

- These structures should include close family of the deceased, local community representatives and relevant experts
- Members should be selected through a fair and inclusive process, with clarity about remit, influence, and decision-making powers.

RECOMMENDATION 12. Grant giving

There is clear agreement that the LFB should deliver the ADR civil settlement largely through grant-giving and awards to individuals and community groups.

It is recommended that individual grant schemes within the project should be set up with:

- A clear statement of purpose and defined beneficiaries, which has been co-developed
- A stated approach to the structure of the scheme (size of awards; nature of activity supported, eligibility requirements for individuals, organisations and/or partnerships; etc.)
- A structured awards process (award criteria; application process; assessment and decision-making processes; any requirements for recipients to report back; etc.)
- Appropriate financial audit and accountability (with clarity on the degree of reports required of those receiving awards).

RECOMMENDATION 13. Communications strategy for the programme itself

Effective communication is essential to ensure transparency and encourage participation, and the LFB should lead development of a communications strategy and operational plan for the Memory Project itself.

RECOMMENDATION 14. Recommendations for the consultation process

Participants expect a robust, transparent and well-facilitated consultation process, and the LFB should follow best practice and build on the principles tested successfully during pre-consultation engagement.

2. INTRODUCTION

2.1 ABOUT THE GRENFELL MEMORY PROJECT

The Grenfell Tower fire on 14 June 2017 was a devastating event that profoundly affected the North Kensington community and resonated across the UK and internationally.

The Grenfell Memory Project is part of the civil settlement reached in 2023. Within this, the extra-judicial Alternative Dispute Resolution (ADR) process included a provision for Restorative Justice payment to be paid by some ADR Defendants. The London Fire Commissioner (LFC) agreed to contribute £8.25M for a legacy programme to benefit the ADR Claimants, including close family of the deceased, survivors and the wider Grenfell community. Funding for the Grenfell Memory Project is in addition to the individual compensation payments to ADR claimants.

Under this framework, the Memory Project is designed to fund and support activities consistent with memory and legacy that reflect the needs, perspectives, and wishes of the ADR Claimants, including those who lost family and loved ones, survivors and the wider Grenfell community. The civil settlement committed the London Fire Commissioner (LFC) to two core principles:

- Firstly, the interests and priorities of ADR claimants must guide project design and decisions
- Secondly, to ensure the wider Grenfell community is fully consulted on the scope and design of the programme, recognising that their support will play a vital role in its success.

In response, the LFC has committed to supporting a meaningful legacy, working in partnership with those most affected by the tragedy. LFC has engaged with the ADR Claimants and prioritised engagement with close family of the deceased who have a unique and irreplaceable connection to the memory and legacy of those lost in the Grenfell fire.

With multiple public bodies already running initiatives to commemorate the Grenfell tragedy, the LFB seeks to adopt a clear and coherent approach to joint development and funding decisions and support delivery of a distinct and complementary legacy.

At the time of the 2023 civil settlement, three proposals were outlined via ADR claimants' legal representatives as part of the Restorative Justice initiatives:

1. Memorial Archive – A digital repository featuring situated testimony
2. Memorial Exhibition – A public-facing exhibition to commemorate the Grenfell tragedy
3. Educational Outreach Project – A five-year programme of events centred on the archive and exhibition, including "outreach scholarships."

Since the settlement was agreed, various initiatives led by the Royal Borough of Kensington and Chelsea, the Memorial Commission, and other organisations with aligned aims have progressed. In light of this evolving landscape, the LFC seeks to reassess the original proposals to ensure the Grenfell Memory Project:

- Avoids duplication of existing efforts
- Operates within a clear, coherent framework which allocates investment in ways that will make a real difference
- Meets the distinct needs of the ADR claimants, while making an enduring contribution to remembrance and learning.

2.2 ABOUT THE PROCESS

It is recognised that this is part of a journey to rebuild trust and reconciliation, and therefore it is vital that the Grenfell Memory Project - and the ideas, recommendations and decisions on which it is based - is fully informed through active participation and that the programme considers cultural and faith-based perspectives in honouring the deceased and creating legacy projects.

Above all, the Grenfell Memory Project is conceived as a community-driven initiative, shaped by extensive engagement with the ADR Claimants, including close family of the deceased, survivors, and local residents. The LFB's role has been to facilitate and support this process, ensuring that the programme reflects the lived experiences and priorities of those most affected.

The consultation process for the Grenfell Memory Project has three phases, with each building on the one before to ensure a meaningful, inclusive and well-informed pathway towards decisions on the Grenfell Memory Project:

1. The current exercise builds on early pre-consultation engagement and focuses on the priority themes identified - to gather insight and suggestions which will help develop clear proposals for consultation
2. The consultation will test these proposals with the Grenfell community - to gather in-depth feedback and refine further
3. The final stage will be reviewing the consultation response - to make final decisions.

This approach is summarised in the *Roadmap to Final Proposals* (see Appendix 7).

2.3 PRIOR ENGAGEMENT

This exercise builds on the significant amount - and depth - of engagement undertaken by LFB since the tragedy with the ADR Claimants, a wide range of stakeholders including close family members of the deceased, survivors, and the wider community.

As part of developing the approach to the Grenfell Memory Project, LFB engaged in dialogue with a range of people and organisations connected to the Grenfell community, which surfaced many different proprieties and ideas.

Importantly, these discussions led to further exploration of how different cultural and religious traditions approach remembrance and legacy. This is especially significant given the backgrounds of the deceased, the majority of whom were first-generation migrants from regions including the Middle East, Africa, Asia, and the Caribbean.

Insights from these communities helped to define how project proposals should be gathered during the early engagement phase and must continue to inform how funding will be structured and distributed to ensure the Grenfell Memory Project is meaningful to those most affected.

2.4 CO-DESIGN - AN ITERATIVE AND RESPONSIVE APPROACH

The development of consultation options for the Grenfell Memory Project was rooted in a deliberate, iterative process shaped by deep engagement with stakeholders and community representatives of which this pre-consultation exercise is part.

Rather than beginning with a fixed framework, the LFB project team worked with the ADR Claimants, including close family members of the deceased, communities and partners to test and gather feedback to inform consultation options that will be continually informed and refined through dialogue.

Initial engagement with stakeholders from community groups and organisations supporting people impacted by the Grenfell tragedy surfaced key themes and concerns which helped shape the early design of the consultation. These early insights informed initial conversations with ADR Claimants, including close families of the deceased, survivors, and former residents, which in turn provided a starting point for more detailed discussions.

Approximately two-thirds of the way through the pre-consultation engagement phase the team began to draw together emerging ideas into a working framework. This framework helped give focus to this engagement exercise, and particularly the design of the online questionnaire. It reflected the aspirations and principles articulated by participants while remaining open to further input.

As the process progressed, the framework was used not only to structure the questionnaire but also to guide the final collation and analysis of feedback. In this way, the pre-consultation engagement was not a one-off exercise but a dynamic, responsive process, co-designed with those most affected and continually enriched by their insights.

2.5 THE PURPOSE OF THIS REPORT

This report aims to fulfil several purposes:

- To document the engagement process undertaken to inform the development of the Grenfell Memory Project, ensuring that proposals for formal consultation are rooted in community needs and aspirations
- To bring an independent analysis of the engagement: summarising the methods used, who participated, and the main themes and proposals that have emerged
- To provide insight to inform the forthcoming formal consultation, supporting the LFB and partners in developing options that are inclusive, equitable, and community led
- To enable and inform a feasibility study that LFB will carry out to ensure that consultation proposals are deliverable
- To provide a clear account which enables transparent and ethical decision-making.

The LFB commissioned independent analysis to ensure that the development of the Grenfell Memory Project is informed by authentic community input. During the engagement, the LFB reached out to ADR Claimants, including close family of the deceased, survivors, residents, and the wider community, with a focus on inclusivity and trauma-informed practice.

The data for this report came out of engagement activities between February and June 2025. The aim was to take ideas and suggestions for activities which may form part of the programme and begin to refine these into concrete proposals for consultation.

The process and participation are detailed within this report. It included workshops, focus groups, interviews, and survey responses, and was designed to be as accessible and inclusive as possible.

2.6 VERVE'S ROLE

Verve Communications is a values-driven company that works solely with public-service bodies in local government, health and community sectors to provide research and support to guide service transformation and change.

It draws on more than a decade of experience across London, providing engagement and communications for complex public sector programmes and formal consultation processes. Committed to inclusion, diversity and equality, Verve seeks to ensure that vulnerable and marginalised voices are heard. The Verve team combines qualitative and quantitative research expertise to enable public services to make transparent, trusted decisions even in sensitive, high-profile contexts.

Verve was tasked to:

- Review and consider the feedback received through the Grenfell Memory Project pre-consultation engagement activity
- Analyse the comments gathered, highlighting the key themes raised by participants
- Provide an independent summary of insights, including reflections on the LFB's best endeavours to deliver an inclusive and responsive engagement process.

Verve did not conduct the engagement or research directly, and we would like to record our thanks to the LFB team for providing detailed notes of all meetings, questionnaire responses, and activity reports. Please note that these have been considered as read and incorporated into this analysis without additional validation by our team.

3. THE ENGAGEMENT EXERCISE

3.1 RATIONALE AND AIMS

The main aim was to reach out to ADR Claimants, including close family of the deceased, survivors and local residents to facilitate and encourage their participation in co-developing options and practical proposals for future public consultation on the content and scope of the Grenfell Memory Project.

This section describes the approach, rationale, scope, recruitment, and participation in the engagement phase. The research objectives were:

- To understand community priorities for the legacy programme, with a particular emphasis on the views and aspirations of close family members of the deceased
- To identify barriers and enablers for participation in the Grenfell Memory Project
- To capture diverse perspectives across different groups, seeking to highlight where differences should be recognised and where there may be agreement
- To inform development of deliverable proposals for consultation and inform plans for the consultation process itself
- To ensure – through a trauma-informed and culturally sensitive approach – that those most affected were at the heart of a co-development process
- To ensure that young people—especially those who were children or teenagers at the time of the Grenfell fire—had the opportunity to express their views in their own voice and contribute authentically to the design of the future programme collectively.

Please note: “Close family members of the deceased” has an agreed meaning in relation to the groups of people involved in this engagement. It refers only to the following relatives of those who lost their lives in the Grenfell Tower tragedy: spouse or partner; parent; child; siblings; grandparents; grandchild; family nominated relative.

3.2 SCOPE AND FOCUS

The engagement focused on key programme areas which had been identified through earlier engagement with individuals and community groups and discussed with partner agencies in respect of the scope of the Civil Settlement framework. They were:

- Personal memory projects for close family members of the deceased
- Supporting children and young people up to 30 years of age (e.g. bursaries, scholarships)
- Supporting children and young people through community organisations (support and programmes of activity)
- Preventing future tragedies, including:
 - Professional education and advocacy
 - Building community resilience (grants to local voluntary groups, training, and activities)
 - Developing a new community hub.

3.3 METHODOLOGY

3.3.1 OVERVIEW

The engagement exercise for the Grenfell Memory Project adopted a mixed methods design to collect robust, complementary evidence from the widest possible cross-section of ADR Claimants and others affected by the tragedy.

This approach combined structured quantitative instruments with multiple strands of qualitative, deliberative research, giving weight both to statistical breadth and lived-experience depth. The five principal data-collection methods were as shown in Table 1.

Recruitment methods were flexible and allowed participants to join via face-to-face events, online sessions, or telephone calls, depending on preference and accessibility. Verbal invitations, print and digital information were designed to suit different groups and access needs.

Sessions were held in familiar venues such as community centres, faith spaces, and accessible local facilities. Where possible, locations were selected to reduce anxiety and logistical barriers.

Table 1 – Data collection methods

Method	Purpose	Strengths
Structured questionnaire (self-completion, online and paper, including facilitated by interpreters where appropriate)	To generate a snapshot of views across key demographic groups.	High reach; supports weighting; enables comparison between different cohorts of participants.
Focus groups and deliberative workshops	To test ideas in real time, surface collective priorities, and explore trade-offs.	Encourages collaboration and learning; seeks to understand group dynamics and the rationale for opinions.
One-to-one interviews / conversations	To capture sensitive, personal testimony—especially close family of the deceased and vulnerable residents.	Provides depth, allows emotion and explores impact and nuance.
Community organisation engagement	To reach seldom-heard cohorts (e.g. Eritrean, Middle-Eastern diaspora) through trusted intermediaries.	Builds trust; increases cultural competence.
Youth-led group analysis and recommendations	To enable young people to collectively reflect on their experiences and articulate priorities for memory, support and justice.	Empowers autonomous thinking; ensures unmediated youth voice; supports peer-led insight and self-advocacy.

3.3.2 DELIBERATIVE METHODOLOGY

Focus groups and workshop style discussions were held to consider views in depth. Where practicable, sessions followed a 'deliberative' facilitation model in which in context information is provided to support participants through structured, facilitated discussions.

Qualitative and deliberative techniques surface the “why” behind survey numbers, reveal minority perspectives, and test real-world trade-offs—critical for a project grounded in restorative justice principles.

Sessions were moderated by the Consultation and Engagement lead and community engagement team members assisted by note takers from across the Communications team. Trained interpreter-facilitators supported sessions with Eritrean /Ethiopian, Italian and Arabic speaking families to ensure linguistic inclusion.

Parallel one-to-one interviews allowed the ADR Claimants, including close family of the deceased and survivors, to contribute without group pressure and at times and locations of their choice. Topic guides covered personal memory needs, desired safeguards for the fund, and reflections on existing memorial projects. Interviews were transcribed verbatim and thematically coded.

3.3.3 QUALITY ASSURANCE AND NOTE-TAKING

Focus groups, workshops and interviews used standard discussion guides and pro forma, capturing information about the session as well as comments heard, emergent themes and verbatim quotes. Note-takers and facilitators attended pre-session briefings to understand the discussion guide and ensure awareness of qualitative principles and trauma-informed practice.

Data protection protocols adhered to GDPR and LFB governance requirements; anonymisation was applied before any information was published.

3.3.4 SYNTHESIS AND ANALYSIS

Data from the four streams were integrated through an analysis framework based around a code frame developed from the first set of data to emerging themes and updated throughout.

This also allowed for follow-up in later sessions and interviews. This iterative process provides both a rich analysis of comments and helps to ensure that the discussions were led by what was most important to the participants.

3.3.5 ETHICAL CONSIDERATIONS

All engagement activities were designed and delivered in line with ethical best practice, placing participant wellbeing and dignity at the centre of the process. Two psychologists from the Grenfell Health and Well-service were present during workshop style groups to support participants as required. A trauma-informed approach was embedded throughout, recognising the long-term emotional impact of the Grenfell tragedy and the potential for re-traumatisation during discussion of sensitive topics.

Participation was always voluntary and informed. Clear consent was sought at every stage, including for the use of notes and verbatim quotes.

Participants were reminded of their right to withdraw at any point, without needing to provide a reason and the team worked closely with the Grenfell Health and Well-being team to ensure that emotional support was available if required and participants could be signposted to relevant support.

Strict standards of confidentiality and data protection were maintained. Identifying details were removed from transcripts and notes before sections of the report were drafted, and data was stored securely in line with GDPR and LFB governance frameworks.

3.4 INCLUSION, PARTICIPATION AND REACH

3.4.1 SUMMARY OF PARTICIPATION WITH ADR CLAIMANTS (INCLUDING CLOSE FAMILY OF DECEASED, SURVIVORS AND RESIDENTS)

Table 2 below shows a summary of participation in the engagement.

Participation by	Engagement meetings groups, and interviews	Questionnaire survey ¹	Engagement by The Space (local youth group)	Total
Close family members of the deceased	53	9	6	68
Survivors and residents	106	18	137	261
Total	159	27	143	329

Table 2 – Participation summary

Please note that the full schedules of activity are attached which detail:

- Engagement through focus groups, workshop meetings and 1:1 interviews (see Appendix 1)
- Engagement through the questionnaire (see Appendix 3)
- Engagement separately arranged by the Young People's Group (see Appendix 8).

Throughout the development of the Grenfell Memory Project, the LFB made significant efforts to engage those most deeply affected by the tragedy — in particular, the close family members of the 72 individuals who lost their lives.

To ensure meaningful inclusion, LFB conducted a detailed audit of the list of deceased victims within the ADR Claimant Group and cross-referenced it with those already engaged, proactively identifying and reaching out to family voices who were less forthcoming and whose perspectives might otherwise have been missed. This approach aimed to ensure that all affected families had the opportunity to shape the proposals for future consultation.

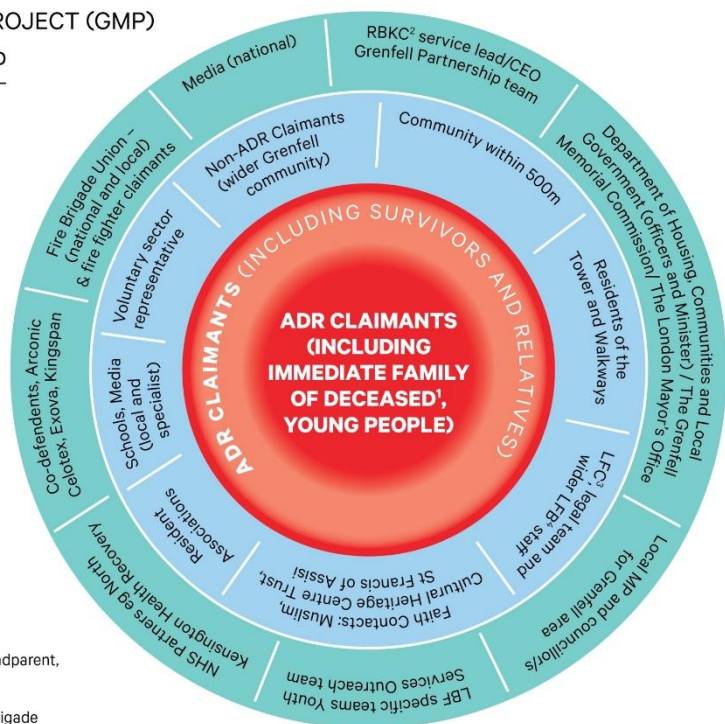
From the outset, the complex landscape surrounding Grenfell and the need for sensitivity, respect, and trust-building have been central to this project, and the LFB developed a Stakeholder Map as the basis for engagement plans, shown in Figure 1.

In line with its commitments under the ADR civil settlement, the LFB adopted a co-design approach built on the principles of inclusion, responsiveness, and restorative justice. Informed by early dialogue, the consultation team worked with community voices and those impacted by Grenfell to adapt its approach to publicising and encouraging participation among its targeted group.

The schedule of communications activity is attached (see Appendices 5 and 6).

¹ NB. Two questionnaire respondents are in both categories, as the question asked to indicate all that apply.

THE GRENFELL MEMORY PROJECT (GMP) Stakeholder engagement map



¹ Spouse or partner, parent, child, sibling, grandparent, grandchild, family-nominated relative
² Royal Borough of Kensington and Chelsea
³ London Fire Commissioner ⁴ London Fire Brigade

Figure 1 – Stakeholder Map

Particular care was taken to reach those most marginalised, including individuals with limited English proficiency, those with disabilities, and people who had disengaged from other institutional processes, and LFB co-developed principles to enable meaningful communication:

- Tailored engagement formats – including 1:1 conversations, small group sessions, drop-in workshops (online and in-person), and peer-led approaches
- Flexible scheduling and location choices – including home visits, community-centred venues, and events scheduled to maximise accessibility for Muslim families
- Cultural and language support – with translated communications in 15 languages and interpreters available for key sessions (including Farsi, Arabic and Italian)
- An extended pre-consultation period, responding to requests from families to move at a more measured pace.

The phased engagement process enabled trust to be built over time and for families who were initially hesitant to engage with the process to feel confident enough to do so — not only in terms of what the Memory Project should deliver, but also how it should be governed and communicated.

The LFB has committed to formal consultation in early 2026, alongside continued feasibility assessments and research to map existing services and avoid duplication. A new advisory panel — comprising ADR Claimants, including close family of the deceased, survivors, and residents — will inform the post consultation decision making phase and make recommendations to be progressed through the LFB's internal governance processes.

While no consultation process is without its challenges, the London Fire Brigade has made every effort to engage those most directly affected. It remains committed to ongoing, proactive engagement with individuals and groups (who may not yet have participated) in the Public Consultation phase, ensuring their perspectives are central to shaping a meaningful and lasting legacy.

3.5 PARTICIPANT RECRUITMENT

3.5.1 PRIORITY GROUPS TO ENGAGE

In line with the terms of the Civil Settlement and stakeholder input, the engagement gave priority to specific groups most affected by the Grenfell tragedy.

Within the ADR Claimant group, LFB prioritised close family members throughout the engagement. Pro-active efforts were made to hear their voices directly and unmediated – especially in respect of the Personal Memory projects. Other key groups within the Alternative Dispute Resolution (ADR) included survivors and other claimants.

3.5.2 OUTREACH

Engagement staff prioritised outreach to those less likely to come forward independently, including non-native English speakers, those who had lost loved ones and with whom LFB needed to regain their trust and build relationships damaged by the Grenfell experience.

To reach these participants effectively, the team worked closely with claimant solicitors, close family of the deceased and survivors, as well as with trusted community-based organisations who contacted and encouraged people on LFB's behalf.

Trusted networks played a vital role in identifying appropriate participants and ensuring people felt safe and confident to engage with the process. Public sector colleagues from Greater London Authority (GLA) facilitated and supported engagement with close family members of the deceased living outside the borough, and the Grenfell Dedicated Services distributed communications to their service users.

Special attention was paid to groups who have historically been underrepresented or marginalised in public engagement. This included members of the Eritrean and Ethiopian families; Muslim women family members and survivors; families who lived outside the borough and young people who were children or teenagers at the time of the fire but are now navigating young adulthood in its aftermath.

3.5.3 LANGUAGE, ACCESS AND INCLUSION

Recognising the diversity of the Grenfell-affected community, extensive measures were taken to ensure that language and access needs did not prevent participation.

The initial letter inviting participation sent by solicitors was translated into relevant languages of family members and survivors:

- Albanian
- Arabic
- Farsi
- French
- Somali
- Tagalog
- Tigrinya
- Turkish
- Bengali
- Cantonese
- Dari
- Serbian
- Italian.

The questionnaire was professionally translated into Farsi, French, Somali, Tagalog, Tigrinya and Arabic. In addition, simplified and Easy Read materials were produced to support accessibility. Where possible during focus groups and interviews, community-language interpreters were on hand to facilitate live translation where required, including for Eritrean, Somali and Arabic-speaking participants.

In some cases, the team also worked with bilingual community representatives to facilitate meetings - providing additional context and reassurance during the engagement process.

All materials were reviewed to ensure alignment with trauma-informed communication principles, using plain language, clear visuals, and emotionally safe wording. Participation was supported through a range of access routes, including in-person, virtual and paper-based formats, to accommodate different preferences and levels of digital confidence.

3.5.4 INVOLVEMENT OF YOUNG PEOPLE

Young people's feedback was gathered through two key engagements: one led by *The Space*, a local youth organisation whose members include close family of the deceased, survivors, nearby residents, and other groups of the ADR claimants; and another through a dedicated session facilitated by *EASE* (Education and Sports Empowerment), a youth-led group based in the Grenfell area.

The work conducted by *The Space* resulted in a *Young People's Group Report*, which is included in full within this report (see Appendix 8). This contribution represents more than a collection of individual opinions; it captures a process of shared reflection and collective voice, offering a qualitatively distinct form of engagement. Readers may wish to consider this as a standalone piece, given its unique depth and authenticity.

The session hosted by *EASE* involved a similarly diverse group of young participants, and feedback gathered echoed several themes explored elsewhere in this report.

4. WHAT WE HEARD

4.1 ANALYSIS OF COMMENTS FROM MEETINGS OR THE QUESTIONNAIRE

4.1.1 THEME 1. PERSONAL MEMORY PROJECTS

Key themes heard in relation to Personal Memory Projects were:

a) The need for personal – and personalised – tributes

Across all engagement activities, there was a consistent message from close family members of the deceased and survivors: memory should be honoured in an individual and personal way.

“A beautiful idea (as it makes memory) specific to each family or family member.”

— Close family member of the deceased

Participants were clear that the fund should not try to standardise or limit what forms remembrance could take. For some, this was a chance to heal by creating something lasting and beautiful. For others, it was about amplifying the values and passions of those who died and bringing about change in their memory.

The form and meaning of these tributes differ greatly. Some participants expressed the desire to fund a local memorial, such as a bench or tree in a meaningful location.

Others imagined a donation to a relevant charity, or to construct a water well or school abroad in a loved one's name. Some wished to use creative projects or art.

Some of the ideas for Personal Memory projects honoured causes close to the hearts of the deceased, while others were aimed at bringing about change in their name, for example supporting communities or working to make them safer.

“I would like to build a primary school for disadvantaged children. (He) was a joyful and kind-hearted child, and I want his memory to live on through a place that brings learning, opportunity, and hope to those in need.”

— Close family member of the deceased

b) Grants to fund personal memory projects

In general, participants supported the idea one-off grants to help close family members of those who died create personal memory projects in honour of their loved ones.

“Can see how people who have lost close family members would benefit from (Personal Memory projects) – could be healing for them.”

— Resident and youth and community volunteer

Some commented that it is important to know how much is available for individual memory projects or asked if these grants could be ‘pooled’ where families had suffered multiple bereavements.

Generally, many took a view which considered grants with the main purpose of creating memorial projects to individuals as distinct from those with a broader purpose of supporting close families of the deceased.

“The money needs to be ring fenced and the amount per person should be clearly defined along with who is entitled to the money. You also need to look very clearly at the relationship between the immediate family and wider the bereaved and look more closely at the categories of people.”

— Workshop discussion, close family of deceased

To reflect this, some people called for a ring-fenced allocation of funds specifically for families of the deceased. A common suggestion was to offer a fixed sum for each close family member (as defined).

"(Glad the Personal memories fund) doesn't include uncles and nieces. It's good to keep it immediately affected — i.e. child, mum, dad."

— Close family member of the deceased

Others proposed allowing each close family member to submit their own proposal for how to use a share of this memorial allocation, provided they could show a genuine relationship.

"I have already created a project in memory of my father. I am burnt out so I need funding towards the core costs of running the project — that is how I would use my Personal Memories funding."

— Close family member of the deceased

In their joint letter, close families of the deceased expressed strong views on the process and fairness of financial distributions made so far:

"The immediate families who lost their loved ones in this tragic event are feeling deeply betrayed and let down. During the ADR process, they received the same compensation in stage 2 as 'survivors,' some of whom were neither present in the building, including those who were simply evacuated from Grenfell Walk. Leaseholders and tenants have received substantial support, including generous packages that did not extend to the immediate families left mourning their loss."

- Joint letter from the immediate families of the deceased

Common themes around the administration of a grants scheme included the following: (NB. Many of these points could relate equally to Personal Memory awards or grants and bursaries under the Community and Young People strands)

- The need for transparency on funding allocations, including awards and per family member awards
- Suggestions that funding be ring-fenced with clearly defined eligibility and allocation rules
- Eligibility criteria for beneficiaries
- Feasibility support may be needed, especially for overseas projects (e.g. local charity partners for delivery and monitoring).

"The (named charity in the UK) has trusted channels in Sudan. They can support with feasibility study and monitoring the building of the well and working with the local community."

— Interview - close family member of the deceased

Some suggested the need for advice and support for people struggling to apply for grants due to bereavement trauma, literacy or documentation challenges.

c) Cultural and religious expression

Many participants sought confidence that the application process would allow a broad spectrum of faith-based, cultural and international remembrance practices. There were repeated calls for flexibility, support with overseas logistics, and sensitivity to religious customs around remembrance and mourning.

For some individuals with a faith-based perspective, remembering and honouring the deceased was closely tied to performing charitable acts and supporting causes related to social justice. These acts - though often unrelated to the deceased's life - were seen as a meaningful way to support their loved one's well-being in the afterlife.

"Cultural and interfaith events: to strengthen bonds across diverse groups."

— Questionnaire - survivor and former resident of Grenfell Walk

d) Practical support and delivery

While participants welcomed the chance to design their own projects, some also requested help and support to develop Grenfell Memory Project initiatives, and some expressed the view that the process should be well-structured to ensure delivery and accountability.

"The application for each individual project should contain an adequate business plan, so that its relevance with the tragedy, the impact on "close relatives", its benefit to memory, durability, costs, etc. can be assessed."

— Interview - close family member of the deceased

Conversely, some families had already created initiatives in memory of their loved ones but lacked formal funding or project planning experience, and sought practical advice, guidance and resources.

There was concern that rigid criteria or postcode-based eligibility might exclude some of those most affected, and it was noted that many people have relocated.

This was particularly important where people have initiated international or overseas projects. For example, two people have already established foundation in memory of family members in their country of origin and a bursary scheme to enable students to study architecture in the UK and work with architecture firms to deepen understanding of fire safety issues.

Others had ideas ranging from community projects to educational programmes.

"Establishing a charity that does work overseas and how it works in practice in places like Eritrea could be a challenge."

— Workshop discussion - close family of deceased

Suggestions included:

- A small team to help people complete applications
- Practical expertise in planning or project development
- Optional mentoring from a community facilitator
- Legal or diplomatic help in complex situations, for example where overseas coordination was required.

e) Honouring without hierarchy or exclusion

A number of participants expressed concern that certain types of remembrance might be seen as "more worthy" than others — or that people with stronger community networks or English fluency might dominate the process. They urged an open, transparent, and equitable model that allowed multiple voices and forms of remembrance.

"Processes had become fractured, and the people who shouted the loudest tended to get heard, while others were left out."

— Workshop discussion - close family of deceased

f) Balancing personal with collective memorial efforts

Some respondents asked how personal memory projects would relate to broader commemorative efforts — such as the Grenfell Tower Memorial Commission or community plaques.

"Some sort of memorial – something that represents survivors/bereaved coming back together. It would be nice to have something with the names of all the survivors and the deceased on something."

— Online discussion – ADR claimant

While some saw value in participating collectively in Personal Memory projects, others wanted total separation and the space, freedom and delegated resources to make their own decisions.

"Each immediate family ... can determine what they want to do... Freedom to design and memorialise our own realities instead of constantly being done to through groups and initiatives that are marginalising."

— Questionnaire – close family member of the deceased

Most participants did not comment on the amount to be ring-fenced for personal memories. Of those who did, some close family members recommended allocating one-third, one-half, or two-thirds of the total sum.

Finally, participants repeatedly stated that the Memory Project should not trigger further division or retraumatisation. Compassion, flexibility and active listening were critical to the success of this strand.

Many people made the point that remembrance must be as unique as the lives it commemorates, and participants generally agreed that the Memory Project offers a chance to uplift and unify, if it is designed with care, fairness and cultural understanding.

"Can see how people who have lost close family members would benefit from (Personal Memory projects) – could be healing for them. Would support it"

— Resident and youth and community volunteer

4.1.2 **THEME 2. CHILDREN AND YOUNG PEOPLE**

This section presents a thematic analysis of feedback received on how the Grenfell Memory Project should support children and young people. It reflects the views of both young participants and adults speaking about children affected by the tragedy, with some of the sessions specifically aimed at youth engagement, one of which was specifically arranged to include a mixed group of survivors and resident young people.

As described earlier, a young people led group, facilitated by The Space, held a series of workshops and events designed to elicit their views. A full copy of the group's report is attached (see Appendix 8), and the key themes are also reflected in this report.

2A. Support for Individuals

a) Who counts as 'a young person affected'?

Participants expressed broad and inclusive views of which young people should benefit from the project.

Categories suggested included:

- Children who are close family members of the deceased
- Survivors who were children at the time
- Young people from the wider Grenfell community — including friends of those who died, classmates, neighbours, and young volunteers who helped in the aftermath
- Younger children at the time of the fire, who are still not adults
- Children born after 2017, who are still growing up in families and communities affected, such as those attending school near the tower
- Children or grandchildren of close family members/survivor adults
- Children already supported by the Dedicated Service, for whom it is important to avoid duplication
- Children with disabilities (including mental health).

"Both groups (young people from close family members of the deceased as well as those living in the area) should be prioritised ... there is shared trauma across the wider community. The need for unity, not division, in healing. All young people affected deserve care, regardless of their specific proximity to loss."

— Questionnaire - survivor and former resident of Grenfell Walk

Some advocated for an upper age limit up to 30, recognising that those who were teenagers in 2017 are now young adults still shaped by the trauma, while a range of age limits was suggested for access to children and young people programmes.

"We should prioritise the children that were younger at the time and not so much look at those that are 30 now. The line should be drawn somewhere."

— Workshop discussion – survivors and residents

Some participants cautioned against an overly rigid eligibility framework, arguing that the project should centre on impact and need, rather than formal age criteria per se.

b) Types of individual support young people need

The most frequently mentioned forms of support for individuals included:

- Mental health and trauma counselling (with a strong preference for culturally sensitive services)
- Academic and vocational support, such as tuition, mentoring, scholarships or apprenticeships
- Life skills and enrichment, including driving lessons, public speaking courses, and financial literacy
- Recreational and creative opportunities, like sports, music, art and theatre
- Safe spaces to meet, talk and express grief.

"All of these things (built environment and university) are very academic (for) a lot of the young people around here. Things like dyslexia may be common. What about the fun stuff? We're teaching kids how to use cameras, and how to DJ, carpentering, sound engineers. It's about how you pitch things to young people."

— Resident and youth and community volunteer

It was widely recognised that activities for young people should be closely coordinated with other Grenfell programmes - such as the Dedicated Service for health and wellbeing - to ensure appropriate oversight and avoid duplication. In particular, the Children and Young People strand should be designed to include targeted mental health and disability support, especially for those experiencing trauma or living with mental health conditions.

c) Focus on employment and employability

Employment and employability is clearly a key ambition for the Children and Young People strand, and suggestions ranged widely across academic and vocational learning, apprenticeships and vocational training in sectors from hospitality to building-safety, and life-skills such as money management or first aid:

- Bursaries for further education or training (academic and vocational), especially for those facing disadvantage
- Vocational courses, practical skills training and paid work placements to support non-university career development
- Apprenticeships as alternatives to academic pathways
- Driving lessons to support career access
- Life skills training (money management, first aid, communication)
- Mental health and therapeutic support beyond the standard offer to provide resilience in the workplace.

Some stressed that support should be long-term, not one-off, and tailored to different stages of development and provide for a variety of career pathways.

"Vocational courses could be beneficial. It's important that something other than university support is provided. Apprenticeships could be a good way to support young people."

— Workshop discussion – survivors and ADR claimants

It was suggested at a workshop with survivors and residents that training entitlements could be passed from parents or grandparents to children, and called for flexible, transparent funding to allow families to tailor support to their children's needs.

c) Participation and power

A strong theme across youth-facing events was the demand to be heard, included and trusted. Young people were clear they did not want to be "talked at" or "shown things too late to change."

They called for:

- Co-design of programmes
- Representation on decision-making boards
- Ongoing communication, not just one-off consultations.

"Before funding new programmes, it's important to map existing services and speak directly with young people and local organisations about what's missing or under-resourced. Supporting collaboration between groups, rather than competition can lead to more joined-up, effective services. Funding could also be used to strengthen or scale up successful existing programmes that are overstretched."

— Questionnaire - survivor and close family member of the deceased

d) Activities and legacy projects

Beyond support services, participants proposed a huge variety of youth-led or youth-benefitting activities, ranging from:

- Producing a podcast or short film documenting young people's experience of Grenfell
- Curating an exhibition or performance series
- Hosting youth leadership camps
- Creating a digital archive or memory app designed by and for young people.

Others stressed the importance of legacy — asking how projects begun now could continue to support future generations.

e) Safety, healing and solidarity

Participants highlighted the importance of safety — physical, emotional and psychological.

"Since Grenfell, violence in the area has gone through the roof, mental health too, within the young population. Employability has gone down too. The group, majority of them aren't in employment, some are in education."

- EASE Workshop – resident working with local young people

Adults, young men and young women raised issues of street safety and the need for women-only spaces, and some described feeling forgotten, invisible or under pressure to "move on."

2B. Support for Community Organisations

a) Recognising embedded youth organisations

There was widespread recognition of the role played by organisations supporting local young people. Some of the organisations mentioned were:

- Clement James
- Kids on the Green
- Lancaster West Resident Association
- Our Power Hub
- Solidarity Sports
- The Space.

There was a broad consensus that support should be directed towards trusted community groups with long standing relationships, a strong understanding of the needs of local young people and a track record of delivery.

Participants repeatedly emphasised the importance of providing core funding to enable these organisations to expand their reach and retain dedicated staff. They called for a move away from short-term, project-specific grants towards more stable and flexible financial support. This included investment in physical spaces that could be youth-led and easily accessed by those living close to Grenfell.

"We've been looking for a community youth hub space, there isn't one specifically (within) 500 metres of Grenfell. We use the resource centre and the community room for tuition, but it is not big enough and the activities we can offer from there is limited."

— Resident working with local young people

b) Capacity-building and staff support

Parents and local residents who work with organisations supporting young people spoke about the emotional strain and complex challenges of helping children and young people affected by Grenfell. Several people pointed out that many frontline workers are also members of the community and may still be coping with grief or trauma themselves.

Because of these challenges, residents working in community organisations that support local young people asked for targeted investment to help develop their staff. This includes training on mental health and how to refer children to official support services when needed. They also called for long-term planning to build a strong and sustainable group of skilled youth workers for the future.

"Community organisations should prioritise mental health support, career development, sports, arts, and youth leadership programs. They must avoid duplication by collaborating with other organisations to complement services rather than replicate them. Engaging young people in programme design is crucial. Grenfell-affected youth may require specialised support, such as trauma-informed therapy and educational scholarships."

— Questionnaire – close family member of the deceased

"Community organisations could benefit young people through teaching about overcoming adversity. It is important to teach the young survivor and bereaved individuals that their future exceeds their past circumstances."

— Close family member of the deceased - Eritrean community

c) Expanding provision and local access

Participants stressed the importance of expanding youth services to address gaps in local provision. Requests included:

- After-school clubs, tutoring, and creative outlets (e.g. drawing, podcasting)
- Trips to broaden experiences and build confidence
- Youth sports and leisure activities (e.g. football clubs, sensory gym)
- Dedicated youth spaces and youth centres within walking distance of Grenfell communities.

These services were seen as essential to support healing, socialisation and skill-building among young people.

d) Inclusion and equity

There was strong consensus that the fund must benefit a wide and inclusive group of young people. Participants urged decision-makers to include children born after the fire, school friends of victims, and young people from families that were relocated.

"Remember that not all young people affected live in North Kensington."

— Interview – family nominated representative of close family – Iranian community

Participants also raised the importance of transparency and trust in how funds are managed and distributed, noting that clear, inclusive processes would help avoid perceived favouritism.

e) Complementarity with individual support

Many contributors emphasised that community-based programmes should complement, not replace, individual support for affected children and young people. There was a clear call for coordination between funded groups to avoid duplication and competition. Some recommended a collaborative model that supports both individual budgets and trusted community programmes, working in partnership to meet the complex needs of young people affected by Grenfell.

Others felt it was especially important to support groups that work with communities who were disproportionately affected by the Grenfell tragedy and who continue to face multiple challenges in its aftermath.

"I strongly support funding for the Ethio-Eritrean group, which plays a vital role in supporting our community. This group offers emotional, cultural, and practical support and can help young people and families navigate trauma and rebuild their lives. Strengthening this group will uplift many within the community."

— Close family member of the deceased - Eritrean community

4.1.3 THEME 3. PREVENTING FUTURE TRAGEDIES

a) Accountability and systemic cultural change

Some participants expressed ongoing concern that the underlying causes of the Grenfell Tower fire have not been fully addressed. Comments suggested that institutional failures construction, building safety, and emergency response remain unresolved, and that tangible reforms have not materialised despite years of campaigning.

"The ... failures of the LFB, which we have addressed from the outset and which has been reaffirmed by the Phase 1 Inquiry Report, continue to weigh heavily on us. The foundational social contract of trust and accountability has been breached and remains unfulfilled. It is crucial to remember that discussions surrounding the £8.25 million are grounded in the tragic reality of 72 lost lives."

— Joint letter from the immediate families of the deceased

b) Embedding the lessons of Grenfell in education and professional practice

There were strong calls for any legacy project to contribute to lasting cultural change across architecture and the construction industry.

"It's not enough to simply 'raise awareness.' Grenfell's lessons should be embedded into professional standards, qualifications, ongoing training, and legal responsibilities. For example, mandatory modules in built environment education, CPD (Continuing Professional Development) tied to survivor testimony, or regulation reforms shaped by what went wrong."

— Questionnaire – close family member of the deceased

Participants supported using the Grenfell tragedy as a basis for public education and professional reform. They advocated for tailored initiatives that teach what went wrong, why it happened, and how it can be prevented from happening again. This included educational programmes for schoolchildren, awareness campaigns, and targeted training for public sector workers and built environment professionals.

"The Grenfell Memorial Project can drive change by ensuring bereaved families, survivors, and local residents share their stories through testimonials, education, and advisory panels. It should target architects, engineers, housing officials, and policymakers by promoting fire safety training, policy reforms, and community oversight boards to prevent future tragedies."

— Questionnaire – close family member of the deceased

c) Confronting inequality

The part played by racism and class hierarchies – both in the lead-up to the fire and the response afterwards – were referenced by one close family member of the deceased.

Participants felt that real prevention must involve recognition of the importance of equity and access for all – and active work to shift the culture within public services and professions in the built environment.

"The tower was cladded to appease the affluent in the area. It kept the prices down for the area."

— Interview - close family member of the deceased

d) Survivor-led education and lived-experience leadership

Participants called for the voices of survivors and close family members of the deceased to be placed at the heart of training and education efforts. Suggestions included survivor-led workshops, community panels, storytelling initiatives, and the co-creation of learning resources.

This was seen not only as a form of accountability but also as a pathway to healing.

"The Grenfell Memory Project has the potential to play a powerful role in preventing future tragedies. Not only by documenting what happened, but by making the human impact impossible to ignore. Stories, case studies, and lessons from Grenfell should be used to drive culture change and accountability across the built environment."

— Questionnaire – survivor and close family member of the deceased

e) Concrete proposals for prevention and reform

Numerous participants suggested practical steps that could form part of the Grenfell Memory Project. These included Continuous Professional Development (CPD) training for housing and fire safety professionals, listening sessions with public officials, school curriculum content, and media projects documenting the tragedy and its aftermath.

f) 'Never Again' — strengthening fire and safety awareness in communities

Participants stressed the importance of equipping local communities — particularly tower-block residents — with the knowledge and skills to stay safe. Suggestions included fire-safety workshops, emergency response training, and local welfare schemes for vulnerable neighbours.

"Need something that raises awareness in community around fire safety. Need to raise awareness amongst the industry around the faulty buildings, the consequences (Grenfell tragedy) and their contribution to their fire."

— Workshop discussion - close family of deceased

4.1.4 THEME 4. COMMUNITY RESILIENCE

a) Building local capacity and self-reliance

Participants expressed a strong desire for the Grenfell Memory Project to help communities become more resilient and self-sufficient.

"Opportunities to learn first aid and how to handle emergency and awareness of fire hazards (are) useful as it helps community to 'step up in a crisis.'"

— Interview - close family member of the deceased

Suggestions included training in emergency preparedness, peer support, and skills development. People wanted to see investment in neighbourhood-level leadership and increased ability to respond to future challenges without relying solely on external agencies.

b) Sustaining long-term mental health and wellbeing

Mental health was identified as a key long-term priority. Participants stressed the importance of embedded, culturally appropriate therapeutic support delivered by trusted organisations. There were also calls for continuity of care, rather than short-term or crisis-based models, to help individuals and families recover over time.

c) Local leadership and trusted organisations

There was strong support for the role of community-based groups already working to support Grenfell-affected people. Participants called for these organisations to be recognised as vital assets in building resilience. Investment in their leadership, infrastructure, and continuity of funding was seen as essential to maintaining trust and effective local delivery.

d) Safety, preparedness and mutual aid

Many participants highlighted the need for greater community-led awareness and preparation in the face of future emergencies. Proposals included neighbourhood watch-style initiatives, fire safety education, welfare check systems for vulnerable residents, and training in emergency response protocols.

“Building community resilience means more than just preparing for emergencies. It’s about strengthening the bonds, skills, and trust that help people support one another in difficult times. Grants to local voluntary groups could play a vital role in fostering that strength from the ground up.”

— Questionnaire – survivor and close family member of the deceased

e) Intergenerational and community-focused approaches

There was support for community initiatives that educate across generations and strengthen resilience. This included proposals for intergenerational memory projects, advocacy and training, and resources tailored to vulnerable groups including disabled residents, elders, and low-income families.

f) Belonging, dignity and connection

People described community resilience not just in terms of services or training, but in fostering a sense of belonging, cultural identity, and shared purpose. This included spaces for intergenerational dialogue, culturally affirming activities, and events that helped rebuild community trust and unity.

g) Supporting healing

A common theme was support for projects which would support healing, whether through informal spaces or support services which people could access, such as counselling or therapy. The need for access to such support in community settings - and driven by the community itself - was a common theme.

“Some people in (the) community (are) mistrustful of organisations. Training neighbours and community members as Mental Health First Aiders could be helpful. Making more health and wellbeing support more available in the community.”

— Workshop discussion – survivors and residents

h) Community hubs and shared spaces

People consistently emphasised the importance of building lasting community resilience in the aftermath of the Grenfell Tower fire. A key proposal emerging from engagement was the establishment of a multi-purpose community hub — not merely as a physical space, but as a long-term investment in recovery, collective care, and local capacity.

Participants wanted a space that could host memory-related events, provide services for all ages, and act as a safe, welcoming place for community gathering, learning, and healing. The physical space was seen as a powerful symbol of continuity and care.

“A multi-use community hub near Grenfell could become a vital centre for healing, connection, and opportunity. To be truly meaningful, it should reflect the needs and voices of local residents, especially young people, and offer a wide range of services that respond to the lasting impact of the tragedy while building a stronger future.”

— Questionnaire – survivor and close family member of the deceased

A hub near the Tower remains a compelling, if challenging, aspiration. Some imagined something that represents survivors and close family members of the deceased coming back together.

Desired features include youth facilities, multi-faith prayer rooms, therapy suites and Community Interest Company (CIC) co-working space.

Yet there remain concerns about core-cost funding, governance and fair access making consensus difficult.

"We believe the community hub is a powerful idea. It can help redirect young people, including our nephew ... and our children, away from anti-social behaviour and toward an intellectually and emotionally supportive environment.

A hub like this would serve as a positive, educational, and safe space for youth and families alike—a vital legacy for the future."

— Interview - close family member of the deceased - Eritrean community

4.1.5 SUMMARY OF ADDITIONAL IDEAS

Relevant to all four core themes of the Grenfell Memory Project, participants shared a number of additional ideas, reflections, and aspirations. These were important to respondents and reflect a strong desire for the project to be shaped by community knowledge and lived experience.

a) Recognising faith and cultural practice in remembrance

Participants frequently emphasised the need for the Memory Project — and any funded activities — to respect and reflect the diverse religious and cultural backgrounds of those affected. Some respondents highlighted the value of faith leaders and elders in shaping remembrance activities, with suggestions that faith-based organisations should be included in delivery and design. Others suggested small-scale grants or events to mark important dates in different faith calendars — providing space for reflection, storytelling, and renewal. Several participants expressed the need for a dedicated space for prayer, accessible to people of all faiths and traditions, as a lasting element of the memorial.

"In terms of the memorial side, for me and a lot of residents that I've spoken to that have lost members, they want a space to pray. Even if it is a multifaith space, it doesn't just have to be a mosque. That is something that everyone has been asking for."

— Interview – resident and ADR claimant

b) Mental health and emotional support

Although not the principal focus of the Grenfell Memorial Project, many participants spoke powerfully about the ongoing emotional toll of the fire and expressed concern that psychological support was still inadequate.

There was a call for the Memory Project to work alongside mental health services — particularly those run by culturally competent providers — to ensure that any new spaces or programmes were trauma-informed and properly signposted.

Others wanted the project to create safe spaces to talk, whether through peer support groups, therapeutic activities, or informal gatherings.

"(We) support the initiative to support children and young people... this is a good idea, particularly for children with disabilities and mental health challenges. This would be a good way for parents to engage with their children who have experienced trauma from the fire."

— Interview – ADR claimant

c) Tackling exclusion and mistrust

A small but important number of participants raised concerns about who gets to be heard and whose voices are seen as legitimate in shaping the future of the Memory Project.

Others feared the project could unintentionally repeat past mistakes if excluded voices — especially younger people, undocumented residents, or those still in housing limbo — are not actively brought in. There were requests for more outreach, language access, and flexible engagement models during future consultation, such as drop-ins and anonymous submissions.

d) Ensuring lasting impact and accountability

There was a shared desire for the Memory Project to deliver real, visible outcomes — and to avoid becoming a symbolic gesture without substance. Participants wanted to see ongoing monitoring, clear reporting, and accountability to the community.

A few suggested community leadership groups or participatory budgeting to ensure transparency. Some warned against allowing the project to be absorbed into wider council or institutional agendas. They urged that it remain distinct, community-led, and focused on Grenfell.

Collectively, these contributions paint a complex picture: profound personal loss sits alongside a forward-looking resolve to improve life chances for the next generation and to embed the hard lessons of Grenfell in professional practice and community life alike.

With thoughtful design, there is hope that the Memory Project can honour individuals lost, empower young people, prevent future tragedies and strengthen community resilience—creating a legacy that is both personal and shared.

In short, the Grenfell Memory Project can be a vital force for change if it ensures that remembrance leads to action, and that the people most affected are never silenced or sidelined in the process."

— Questionnaire – survivor and close family member of the deceased

4.1.6 BROADER COMMENTS

This engagement process generated a rich variety of insight and suggestions from a wide range of individuals and groups.

Participants' contributions that reflect the depth of feeling surrounding Grenfell and a strong desire to create a meaningful legacy.

The ideas shared were varied and imaginative — spanning everything from practical improvements to emotional and symbolic acts of remembrance. Specific suggestions included holding an annual Grenfell Remembrance Day, establishing commemorative education initiatives, or seeking wider changes in society.

"... I think the most beautiful legacy that we can give to people is to build affordable housing. One of the best legacies is to build good quality housing. Overcrowding is a massive issue. I don't think we should have a massive memorial site, when there are people on the waiting list."

— Resident and youth work volunteer

Many participants used this opportunity to highlight broader hopes and frustrations linked to justice, equality, mental health, and the wider legacy of Grenfell — issues that are often deeply connected to how memory is expressed.

We are grateful for every contribution and recognise that many of those who participated in this engagement are also actively campaigning for justice and improvements in health and wellbeing for those impacted by the Grenfell tragedy.

While all contributions were welcomed and considered with care, the purpose of this exercise was specifically to inform the development of the Grenfell Memory Project. Some suggestions went beyond what the London Fire Brigade (LFB) is able to do or influence directly. While these ideas are important, they may fall outside LFB's role or the focus areas agreed for this work—such as personal memories, support for children and young people, preventing future tragedies, and building community resilience. However, they can still help inform wider conversations and be shared with the appropriate organisations.

Later sections of this report, will focus more closely on what has been learned through this engagement which is most directly relevant to the Grenfell Memory Project, and – specifically – will help to inform:

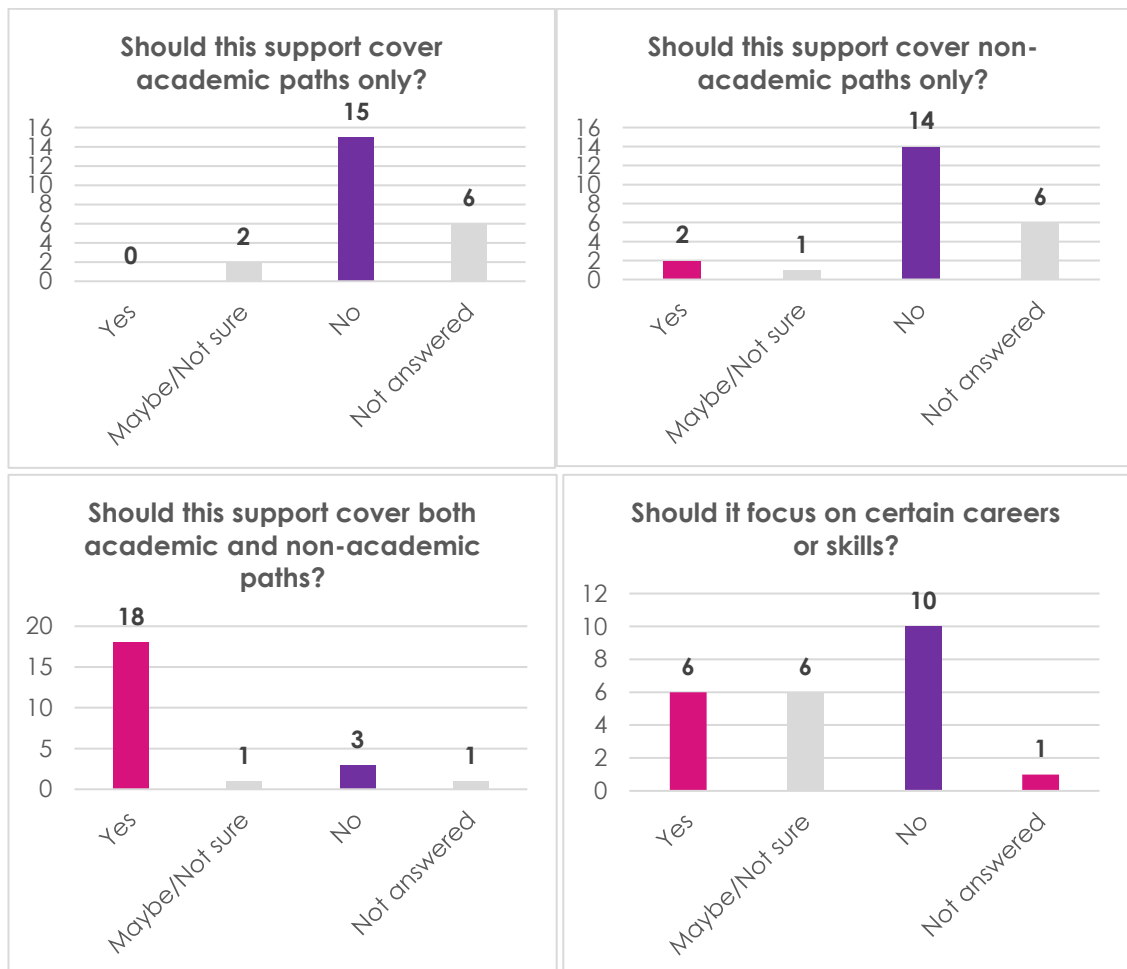
- The development of clearly defined proposals for further consideration
- The approach to consultation on these criteria to inform decisions in the design of the programme.

4.2 RESPONSES TO QUESTIONNAIRE QUESTIONS

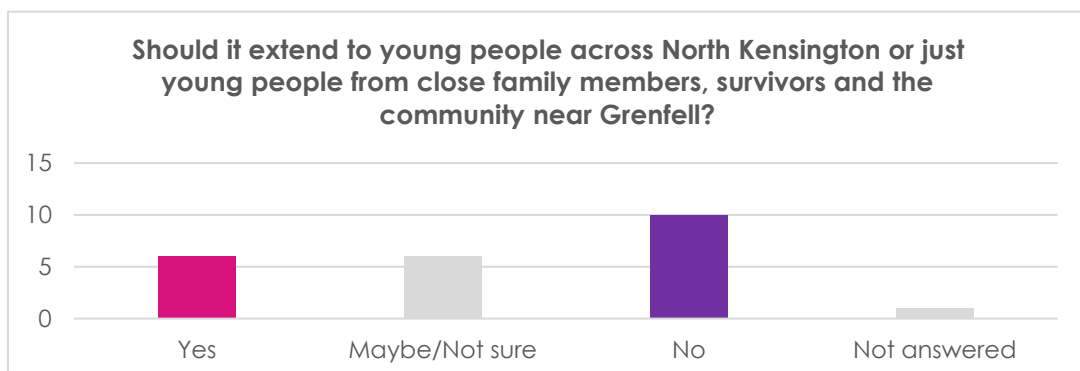
The questionnaire included both closed preference (select from a choice of answers) and open questions (free text comment boxes).

The open question responses are incorporated into the analysis section, and responses to the closed questions are shown below.

SUPPORT FOR CHILDREN AND YOUNG PEOPLE (INDIVIDUALS)



SUPPORT FOR ORGANISATIONS



5. CONCLUSIONS AND RECOMMENDATIONS

5.1 KEY FINDINGS

Participants shared their views across the four proposed strands of the Grenfell Memory Project. Their comments demonstrate a strong desire for this work to make a meaningful difference.

While opinions varied, the LFB has heard consensus around some key principles: flexibility, dignity, long-term impact, and the importance of enabling community-led approaches.

Close family of the deceased consistently emphasised the importance of choice and autonomy when it comes to remembering their loved ones. Memory, they noted, does not look the same for everyone.

Some families may want quiet spaces for reflection and prayer, while others may wish to benefit their communities or to commission creative or commemorative works privately.

It is vital that the Memory Project respects these differences, avoids a one-size-fits-all approach, and provides the flexibility to accommodate personal, faith-based, or cultural traditions.

Some highlighted the need for dedicated resources, effective administration and practical help to enable them to translate their ideas into personal memory projects that are meaningful and viable

Young people were another clear focus. There is consensus that children and young people affected by Grenfell — directly or indirectly — continue to need support to thrive and become the best versions of themselves

This includes not only those who lost family members, but also school friends of children who died, young people still living or going to school near the Tower, and those whose parents or grandparents were affected. Emotional trauma, disrupted education, and persistent mental health needs were all raised.

Participants spoke of the importance of culturally competent mental health initiatives, and opportunities for creative expression and healing. Many participants also wanted to see tangible investment in young people's futures: scholarships, bursaries, apprenticeships, training and mentoring were all discussed.

The role of community organisations in supporting youth was widely valued, and participants stressed the need for core organisational funding and better coordination with similar local initiatives to avoid duplication, make the best use of local expertise and to help build resilience at the community level.

Many people felt that the learning from Grenfell — including failures in housing safety, building regulation, and institutional accountability — had not sufficiently changed the culture of various industries

There is a clear desire for the Memory Project to support education, training, and advocacy that would prevent a similar tragedy from happening again. Participants favoured training and

awareness-raising targeted at professionals especially in the Built Environment and housing for example, architects, civil engineers, construction workers, building safety professionals.

Many supported the idea of Continuing Professional Development (CPD) of these industries being informed by the lived experience of survivors and close family members. There was interest in embedding these lessons into professional accreditation, academic courses of study, and regulatory standards.

Contributors stressed the potential of survivor-led groups, bereaved family storytelling, and community involvement as key to the development of education and/or training resources—rather than top-down training or tokenistic campaigns.

Community resilience was framed not only in terms of trauma recovery but also support for community activities and capacity building (including the strengthening of infrastructure to support communities disproportionately impacted by Grenfell). Some also emphasised the value of first aid training, fire safety education, and community awareness sessions to help residents respond in a crisis.

Building confidence and knowledge at the community level — particularly in tower blocks and amongst vulnerable groups — was seen as a vital step towards resilience. There is a shared hope that the Grenfell Memory Project would contribute not only to healing, but to building strength, readiness, and collaboration into the future.

The proposal for a dedicated community hub received strong and widespread support—particularly if it can serve as a safe, welcoming, and youth-friendly space for all residents. Participants emphasised that, to be meaningful, the hub must be located close to Grenfell Tower and be easily accessible to the local community. The envisioned hub would be a multi-purpose space designed to promote social connection, healing, and personal growth. It should provide a safe environment where young people and residents of all ages can come together, feel a sense of belonging, and access meaningful opportunities.

Many voiced frustration that there remains a lack of urgency or disinterest from some institutions. A strong theme across the engagement was a determination that lessons learned must lead to lasting change.

Through this engagement exercise, the LFB has gathered a wealth of insight into ambitions for the programme, creative and inspirational ideas, and has been privileged to hear the stories of many of the people impacted by the Grenfell tragedy. People are now looking to the Grenfell Memory Project to play its part in making change happen.

5.2 TOWARDS DEVELOPMENT OF CONSULTATION PROPOSALS

This report has been commissioned to support development of options for public consultation on the Grenfell Memory Project.

We have aimed to capture what was said in earlier sections of the report and to summarise the key points. All the feedback is valuable, and the LFB has committed to continue to gather and to hear it. This exercise is just one part of an ongoing dialogue.

The next stage is for the LFB to make deliverable proposals for the programme to which close family of the deceased, survivors, ADR claimants and wider community impacted by Grenfell, can respond during the consultation – and which will inform final decisions on the shape of the programme and the activities which will be supported through it.

The activity themes already identified through pre-consultation engagement are shown below, along with feedback headlines gathered during this exercise. Recommendations are also set out below against each of the Grenfell Memory Project themes.

5.3 RECOMMENDATIONS

5.3.1 PERSONAL MEMORY PROJECTS

Supporting close family of the deceased to create meaningful, personal projects that honour and remember their loved ones. Close family of the deceased are defined as - spouse or partner; parent; child; siblings; Grandparents; Grandchild: family nominated relative of those who lost their lives.

Types of support proposed:

- Grants to support varied project ideas initiated by individual close family members of the deceased. These should reflect personal choices, diverse cultural and faith practices.

RECOMMENDATION 1. Personal memory projects - practical decisions of principle

The LFB should consider the establishment of a dedicated grant scheme to distribute a defined proportion of the civil settlement to support personal memory projects. Further consideration by LFB is required regarding the development of structures through which the scheme can be disbursed, the grant size, eligibility and application process. It is recommended that:

- Eligibility should be based on being a close family member of the deceased. As part of the application process, LFB will need to determine the most appropriate method for verifying an applicant's close family status. Awards should be made per individual family member, rather than per person who died or family group, in recognition that even within families, people may wish to memorialise in different ways
- The scheme reflects the consensus that maximum flexibility is essential — including support for overseas projects and non-traditional forms of remembrance so as not to exclude those preferring private, low-profile, or spiritual forms of remembrance
- Consideration should be given to balancing fixed awards per eligible person with more flexible, proposal-based funding or making contributions to larger-scale or community-oriented projects (e.g. building schools or water wells)
- Delivery options should consider any requirements for reporting, audit, or verification, including arrangements for projects delivered abroad.

RECOMMENDATION 2. Supporting people to develop their personal memory project

To ensure equitable access, feedback suggests that LFB should empower individuals to develop their own personal memory project, providing the time and space for people to reflect and define their ideas of remembrance without pressure to conform to others' expectations.

It is recommended that personal memory project grants should be awarded through a clear application process, with assistance available for those unfamiliar with formal grant applications, and specifically:

- Information about the scheme should be accessible, translated, and available in multiple formats (e.g. Easy Read, printed copies, video)
- Practical help should be available including advice and support regarding completing the application (if applicable)
- Emotional or cultural support should be made available (e.g. through trauma-informed or faith-based counselling services) where required.

5.3.2 CHILDREN AND YOUNG PEOPLE (UP TO 30 YEARS)

This theme includes two strands:

A. SUPPORT FOR INDIVIDUALS

Scholarships, bursaries, mentoring, apprenticeships, and personal development opportunities.

RECOMMENDATION 3. Supporting learning, educational and vocational training opportunities

There is widespread agreement that children and young people should be helped to pursue their educational and professional aspirations.

The LFB should create a flexible grant scheme for individual young people affected by Grenfell, covering academic, vocational, and informal education. It is recommended that:

- The scheme should support diverse pathways — from university and apprenticeships to accredited short courses — and include wraparound support (e.g. tuition, mentoring)
- Consideration is needed about eligibility criteria of learning providers (e.g. location, safeguarding standards, quality assurance)
- Grants should be inclusive of online and in-person learning, and accessible to those affected by Grenfell who now live outside North Kensington in UK
- Coordination with existing local support (e.g. from the Royal Borough of Kensington and Chelsea), vocational and education providers and informal learning providers will ensure that pathways are meaningful and avoid duplication
- Support packages should be configured to adapt to the needs of individual young people. For academic study, this might include tuition, bursaries, equipment and exam preparation. For vocational and technical pathways or young entrepreneurs, it might include support for the costs of studying vocational subjects at college, for training through an apprenticeship, a contribution towards “start-up” business costs and/or skills development
- Access to generalised mentoring, coaching, and careers advice could be available to all young people in receipt of funding and be co-designed and tailored to the needs of those affected.

RECOMMENDATION 4. Priority children and young people for support

Participants voiced a clear desire to focus support on those children and young people most affected by the tragedy.

The LFB should define who it is proposed will be prioritised for individual support, while ensuring fair and transparent access to all. It is recommended that:

- Priority groups considered for priority support could include children and young people in the following categories:
 - from close families of the deceased
 - who are survivors and/or from survivor families
 - from the wider bereaved families
 - school friends of children/ young people who died
 - those displaced by the fire
 - those currently living near Grenfell Tower or attending nearby schools
 - those in the North Kensington area.

RECOMMENDATION 5. Informal learning and life skills

Young people and families emphasised the importance of non-academic activities that support healing, confidence and life skills.

The LFB should also consider making grants available that contribute to personal development, life skills and/or the development of an identified talent. It is recommended that:

- These should be wide-ranging, and include arts, music, sport, youth trips, or therapeutic experiences
- The offer should be based on opportunities that are safe, inclusive, and relevant to their lived experience and include youth-led cultural projects and personal development initiatives
- Eligibility should extend beyond North Kensington to reach young people affected by Grenfell living elsewhere in UK
- Quality and safeguarding standards for delivery partners should be defined, including expectations for group leaders and facilitators
- Schemes should recognise the distinct needs of different age groups (young children born into a traumatised community; children at time of tragedy with disrupted education; young people at the time of tragedy now adult)
- Schemes should be flexible and sensitive and avoid placing the burden of proof on applicants already experiencing trauma.

B. SUPPORT FOR COMMUNITY ORGANISATIONS

Grants to local youth-focused organisations offering trusted support and services such as:

- After-school clubs and tutoring
- Creative and expressive outlets (e.g. art, drama, podcasting)
- Sports, leisure activities, and youth leadership.

Emphasis on:

- Long-term investment and core funding
- Youth-led approaches
- Avoiding duplication through coordination with existing services.

RECOMMENDATION 6. Support through community organisations

As an anchor institution with local presence, the LFB is ideally placed to leverage its own networks as well as funding from the ADR settlement, and it should:

- Work with established organisations supporting young people – delivering tutoring/ homework support, arts, sports, mentoring, school holiday provision and creative approaches to mental health support
- Encourage collaboration and avoid duplication for example, through encouragement of partnerships and consortium bids subject to appropriate governance
- Support workforce development and resilience (e.g. through training and trauma support for youth workers)
- Invest in physical and digital infrastructure for youth activities close to Grenfell communities.

It is recommended that:

- Priority should be given to organisations with credibility and embedded relationships in the community, not to start-ups or new groups
- Multi-year, core funding should be considered to strengthen the infrastructure and stability of these organisations

Eligibility criteria should consider group structure (e.g. CICs, charities) and carefully assess involvement of political or faith-based organisations.

5.3.3 PREVENTING FUTURE TRAGEDIES

Focus:

Using the lessons of Grenfell to drive cultural change and protect others in future.

Proposals include:

- Case studies from family members, survivors and others affected by Grenfell, short films, and resources embedded in Continuing Professional Development (CPD), professional standards and accreditation.
- Storytelling and public education initiatives to confront systemic failures and challenge institutional culture.

RECOMMENDATION 7. Leverage the power of lived experience testimonies to raise awareness and drive culture change

Many participants emphasised the importance of telling the truth about Grenfell in ways that influence real change especially in industries within the Built Environment.

- This includes survivor and family storytelling, and testimony-sharing as part of training resources
- A co-development process, involving survivors and affected families should identify priorities and key messages
- Partnerships should be established with the built environment industry and professional institutes
- Outputs should be accessible beyond UK and grounded in rigorous research.

It is recommended that through the programme, the LFB:

- Funds the co-design and delivery of Continuous Professional Development (CPD), training, and educational initiatives led by families of the deceased, survivors and affected community members
- Partners with professional institutions (within fire safety and the built environment) to embed testimony in training and professional induction programmes
- Supports the development of family of the deceased, survivor-led short films, podcasts, talks and case studies tailored to different professional audiences
- Ensures that contributors are compensated fairly and supported emotionally in sharing their stories.

RECOMMENDATION 8. Clear route to delivering change in the safety of buildings

There is deep concern that the underlying lessons from Grenfell have not been embraced.

The LFB is ideally placed to leverage its expertise and relationships with key organisations to support work that directly influences practice in the built environment sector. It is recommended that:

- This should be firmly focused on industries within the built environment – for example professions such as civil engineering, architecture, fire safety, building, construction materials providers, safety equipment, etc.
- High-quality resources — toolkits, guidance, films — should be co-produced with family of the deceased, survivors and technical experts and peer reviewed
- Dissemination should be planned strategically through regulators, education providers and industry leaders
- It should be underpinned by a robust vision – producing information and guidance accessible beyond UK

It is further recommended that the project should consider:

- Support for education and community advocacy campaigns that promote better building safety standards
- Support alliances that monitor safety risks and challenge poor practice.

5.3.4 COMMUNITY RESILIENCE

Two strands here:

A. STRENGTHENING LOCAL ORGANISATIONS

- Core funding and practical support to help trusted community groups build long-term resilience
- Culturally competent creative, mental health and trauma-informed support
- Community cohesion and empowerment - practical preparedness and confidence in a crisis.

RECOMMENDATION 9. Establish a Community Resilience Grant Scheme

Community organisations have consistently been identified as the bedrock of local support. To further empower these groups and foster healing, inclusion, and resilience following the Grenfell tragedy, it is recommended that the London Fire Brigade (LFB) considers the establishment of a targeted grant scheme to support community-led initiatives.

Objectives of the Scheme:

The proposed grant scheme should provide both core and project-specific funding to organisations that:

- Deliver culturally competent services and activities that improve mental health, wellbeing, and social cohesion — particularly with disabled, elderly, and vulnerable residents
- Create opportunities for local people and communities to come together to learn, work, and celebrate, promoting healing and unity
- Raise awareness of Grenfell-related issues and ensure that the lessons learned continue to be shared and embedded.

Additionally, the scheme should:

- Offer capacity-building support and operational assistance to organisations working with underrepresented or marginalised groups disproportionately affected by the Grenfell tragedy.
- Encourage collaboration between organisations to share best practices and build collective strength.

Implementation Recommendations

- Sustainability Focus: The scheme should support the long-term sustainability of grassroots, community-led organisations contributing to local resilience in North Kensington
- Inclusivity Beyond Location: Funding should ensure that people affected by Grenfell who now reside outside of the immediate Grenfell area in UK, can participate in funded initiatives, ensuring broader inclusion and continuity of learning
- Eligibility Criteria: Priority should be given to well-established, community-led organisations with a proven track record of delivering impactful work in Kensington and Chelsea. Statutory bodies and corporate entities should be excluded
- Funding Criteria: Selection should be based on clear criteria, including organisational structure, governance, community representation, and capacity to manage and report on funds responsibly
- Thematic Priorities: Funded initiatives should reflect a broad and inclusive definition of community resilience. This could include:
 - Broader community capacity building
 - Culturally competent mental health and trauma-informed support
 - Community cohesion and community initiatives
 - Fire safety education
 - Preparedness and recovery training
- Governance and Transparency: A transparent and accountable process should be developed for the selection and ongoing support of grantees.

B. A NEW COMMUNITY HUB

Key Features and Functions:

○ Youth-Focused Support

A dedicated safe space for young people to:

- Socialise in a secure and inclusive environment
- Connect with positive role models and mentors
- Access opportunities for creative expression, learning, and personal development

○ Community-Wide Benefits

For all residents, the hub could offer:

- A venue for inclusive community events and activities
- Access to services and resources supporting wellbeing and life skills
- A space that fosters connection, understanding, and collective healing.

RECOMMENDATION 10. Community hub development

There is strong support for a permanent, multi-purpose community space linked to Grenfell recovery and legacy with these characteristics:

- A dedicated physical hub should offer space for youth provision, multifaith prayer, therapeutic activities, and varied community activities
- Design, governance and programming must be shaped by affected residents, especially close family of the deceased, survivors and residents in the immediate vicinity of Grenfell Tower
- A clear business plan and funding model to ensure long-term sustainability.

It is recommended that, through the programme, the LFB:

- Commits to working with community partners to explore options for design, location, and governance
- Commits to further work to determine whether proposed refurbishment of existing facilities is a viable concern
- Builds in uses such as a youth zone, multifaith prayer room, kitchen, counselling space, digital access points and creative areas
- Ensures that the hub is governed, managed and sustained by the community itself, with youth voices playing a central role.

5.3.5 OVER-ARCHING ELEMENTS OF THE PROJECT

RECOMMENDATION 11. Inclusive, collaborative, community-led working groups or structures

The LFB should establish transparent governance mechanisms to oversee each part of the Memory Project and the whole programme:

- These structures should include close family of the deceased, local community representatives and relevant experts
- Members should be selected through a fair and inclusive process, with clarity about remit, influence, and decision-making powers.

To ensure trust and long-term credibility, inclusive governance structures are critical. It is recommended that:

- Working or steering groups are formed for each main theme, with strong representation from close family of the deceased
- Members receive training and support to participate effectively
- Terms of reference and decision-making powers are clear and shared openly
- These structures are supported by administrative and technical capacity.

RECOMMENDATION 12. Grant giving

There is clear agreement that the LFB should deliver the ADR civil settlement largely through grant-giving and awards to individuals and community groups.

It is recommended that individual grant schemes within the project should be set up with:

- A clear statement of purpose and defined beneficiaries, which has been co-developed
- A stated approach to the structure of the scheme (size of awards; nature of activity supported, eligibility requirements for individuals, organisations and/or partnerships; etc.)
- A structured awards process (award criteria; application process; assessment and decision-making processes; any requirements for recipients to report back; etc.)
- Appropriate financial audit and accountability (with clarity on the degree of reports required of those receiving awards).

RECOMMENDATION 13. Communications strategy for the programme itself

Effective communication is essential to ensure transparency and encourage participation, and the LFB should lead development of a communications strategy and operational plan for the Memory Project itself.

It is recommended that:

- The plan should explain the programme clearly and respectfully, in multiple formats and languages
- Develop clear messaging, brand identity and routes to access information
- It should help people understand how to access funding and support and keep them informed of progress
- Communication should be trauma-informed and responsive to the sensitivities of the community
- Regular updates should be shared both online and in person
- Work collaboratively with trusted intermediaries (e.g. local groups, youth organisations, faith leaders) to share updates
- Publish regular updates on decisions taken, how funds are used, and next steps.

RECOMMENDATION 14. Communications strategy for the programme itself

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- Regular updates should be shared both online and in person
- Work collaboratively with trusted intermediaries (e.g. local groups, youth organisations, faith leaders) to share updates
- Publish regular updates on decisions taken, how funds are used, and next steps.

RECOMMENDATION 15. Recommendations for the consultation process

Participants expect a robust, transparent and well-facilitated consultation process, and the LFB should follow best practice and build on the principles tested successfully during pre-consultation engagement:

- Options are clearly presented and co-developed wherever possible
- Engagement methods which are accessible, trauma-informed, and allow people to contribute in their own way
- Close family of the deceased and other directly affected people are actively supported to contribute.

It is recommended that:

- Consultation plans follow national guidance. The Government's Consultation Principles should inform design <https://www.gov.uk/government/publications/consultation-principles-guidance>
- The consultation gives specific priority to close family of the deceased and supports inclusive participation
- Offers multiple ways to engage – written, in-person, digital, anonymous and facilitated
- Commits to feeding back the results of consultation and demonstrating how they shaped final decisions.

5.4 NEXT STEPS

In conclusion, this report has focussed on what was said that is most relevant to the next stage of developing the Grenfell Memory Project.

This means views which the LFB needs to hear to develop practical, deliverable consultation options which will meet the ambitions of survivors, close families of the deceased and the wider community.

The recommendations in this report are rooted in the comments heard during the engagement and focus on informing the next stage of the project – proposing criteria, methods and processes through which deliverable and effective proposals can be developed.

Our appreciation goes to everyone who contributed to the pre-engagement process whose ideas, support and assistance were invaluable to this phase.

APPENDICES

APPENDIX 1 – PARTICIPATION IN THE ENGAGEMENT

PARTICIPATION BY CLOSE FAMILY OF THE DECEASED

Engagement Type	Engagement Date	Number of Attendees
One to one phone conversation	12/11/2024	1
In-person group workshop	02/02/2025	8
One-to-One online session	04/02/2025	1
Online group workshop	11/02/2025	5
In person one-to-one conversation	18/02/2025	1
One-to-one online conversation	19/02/2025	1
Community group session and completed a questionnaire each	26/02/2025	6
One-to-one online conversation	27/02/2025	1
One to one online conversation	10/03/2025	1
One to one online conversation	11/03/2025	1
One to one online conversion	19/03/2025	1
In person conversation	02/04/2025	3
One to one in person conversation		1
Email	19/05/2025	1
One to one phone conversation	06/06/2025	1
One to one conversation on home visit in Woodford (outside Kensington)	30/05/2025	1
Listening session with GNOK and Commissioner, Goodbye Roadshow	06/10/2025	18
One to one conversation	24/06/2025	1
Total		53

PARTICIPATION BY SURVIVORS, ADR CLAIMANTS AND RESIDENTS

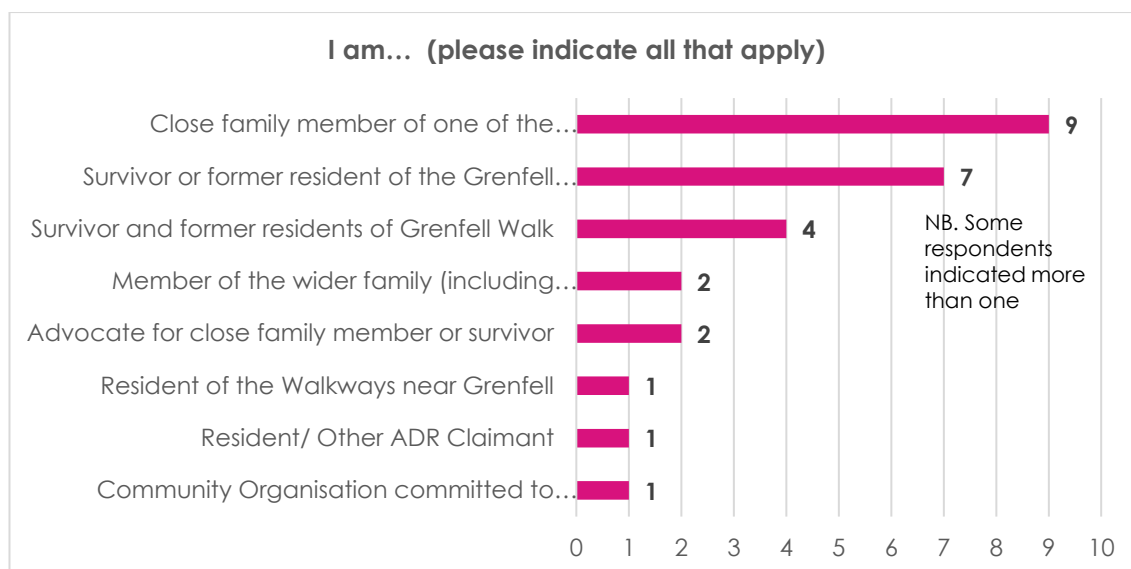
Engagement Type	Engagement Date	Number of Attendees
Residents group session	20/02/2025	32
In-person group workshop	26/02/2025	9
One-to-one online conversation	2/24/2025	1
Online workshop	2/27/2025	3
One-to-one online conversation	03/03/2025	1
One-to-one in person conversation	03/06/2025	1
One to one in person conversation	04/02/2025	3
WhatsApp call	04/07/2025	1
One to one in person conversation	04/09/2025	3
One to one in person conversation	04/09/2025	2
One to one in person conversation	13/04/2025	1
Women's lunch/ gathering in person at AL MANAAR Mosque	23/04/2025	29
In person meeting	16/05/2025	4
In person meeting	23/04/2025	16
Total		106

PARTICIPATION BY YOUNG PEOPLE ENGAGED BY THE SPACE YOUTH GROUP

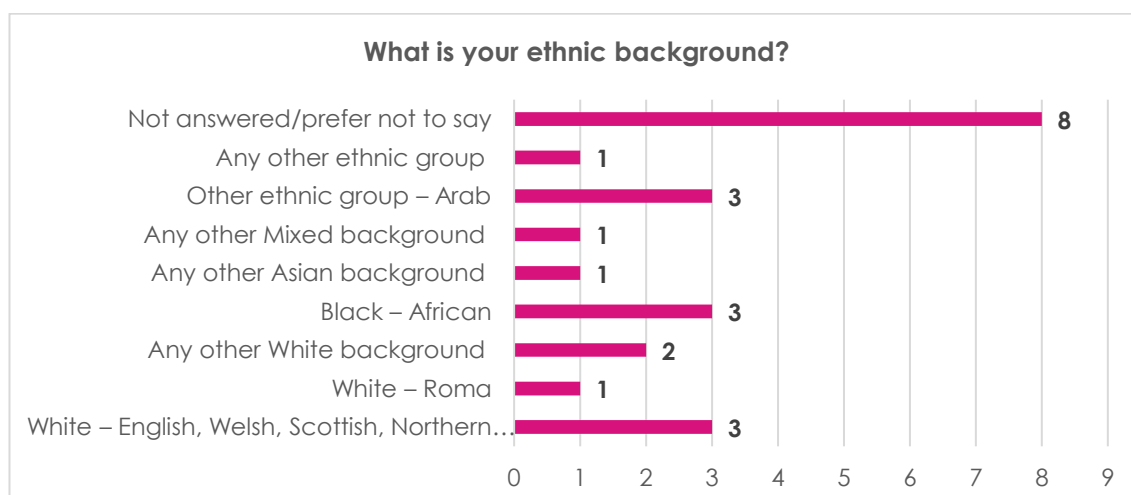
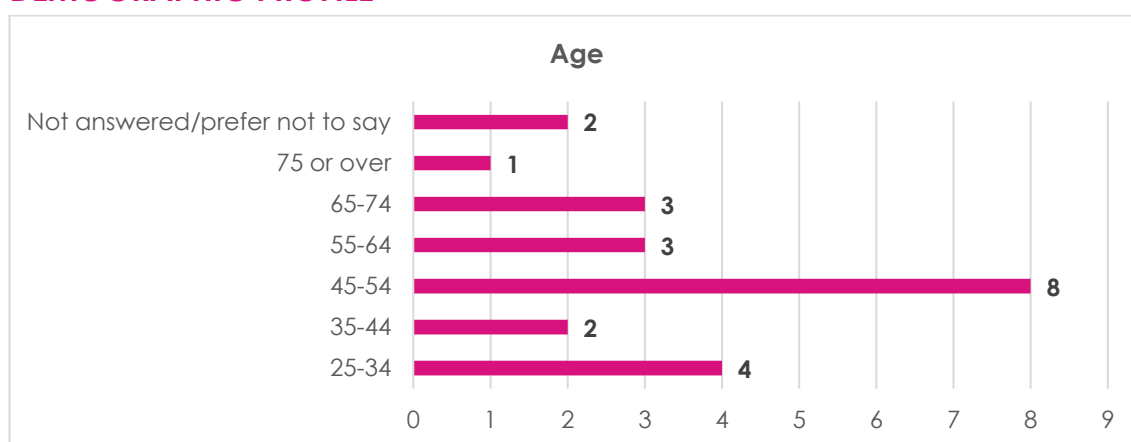
Engagement Type	Engagement Date	Number of Attendees
4 youth-led workshops	14/04/25, 30/04/25 16/05/25 28/05/25	46
A targeted digital survey targeted	12/05/25 – 30/06/25	6
Reflection Spaces (Sessions at The SPACE hub and by the Memorial Wall)	12/06/25 13/06/25 14/06/25	91
TOTAL NUMBER OF PARTICIPANTS		143
Breakdown of participants		Breakdown of participants
		6 Close family of the deceased 4 Members from wider family of the deceased 13 Survivors 120 Residents from the walkways/ other ADR Claimants

APPENDIX 2 – QUESTIONNAIRE RESPONSE

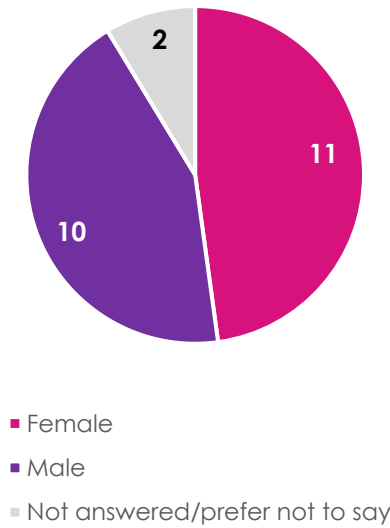
WHO COMPLETED THE QUESTIONNAIRE?



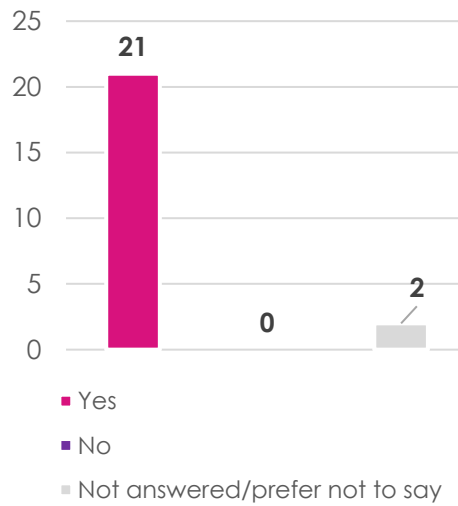
DEMOGRAPHIC PROFILE



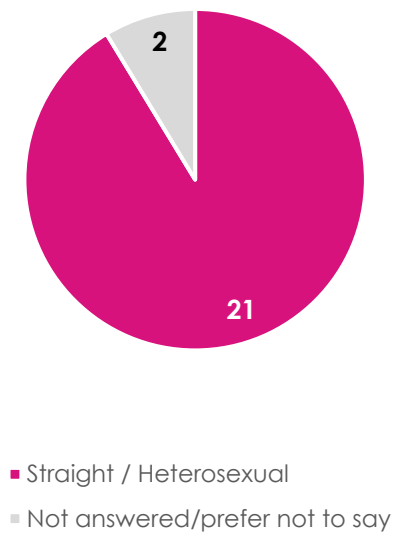
What is your gender?



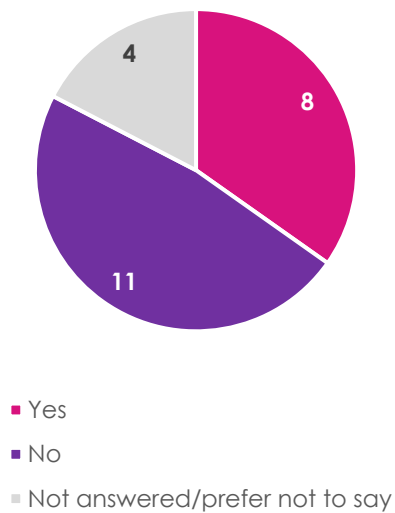
Is your gender identity the same as the sex assigned at birth?

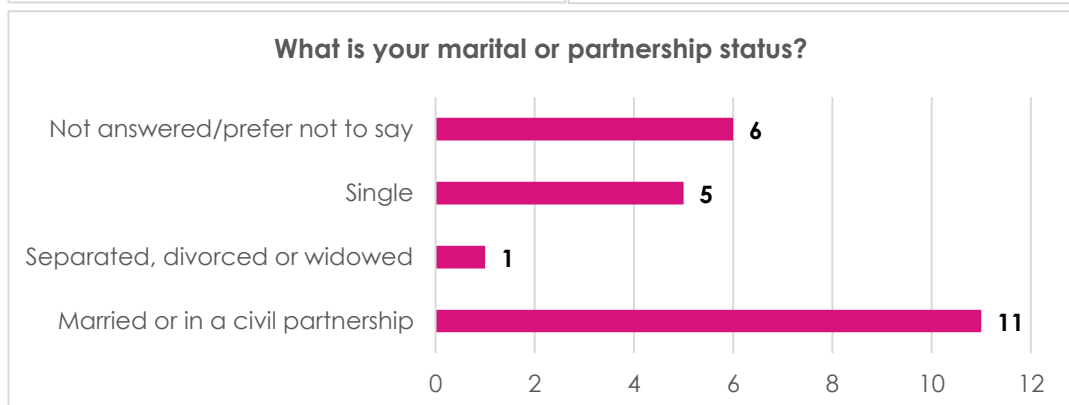
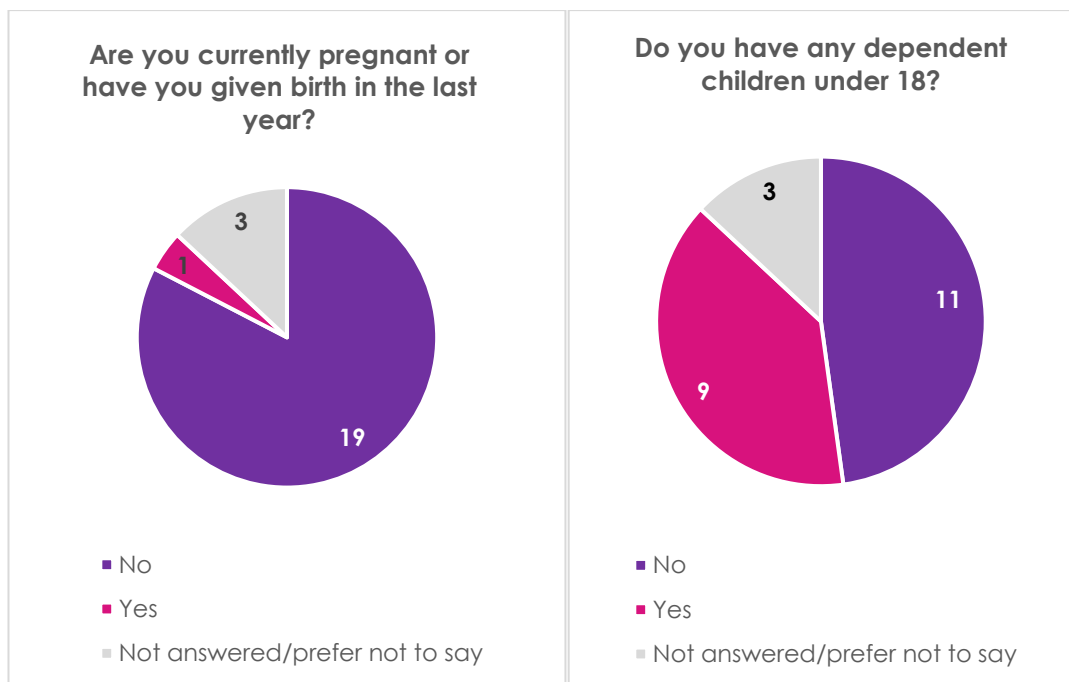
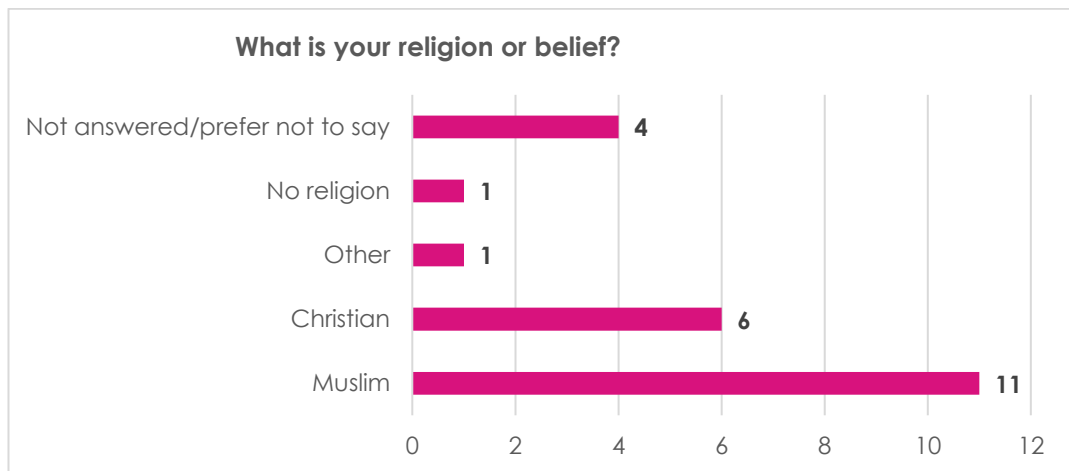


What is your sexual orientation?



Are your day-to-day activities limited by a long-term health condition or disability?





APPENDIX 3 – QUESTIONNAIRE FORM

Grenfell Memory Project Questionnaire

This questionnaire invites your views on emerging project ideas developed through engagement with close family members of the deceased, survivors, and other ADR claimants, as part of the Grenfell Memory Project. Your feedback will help shape proposals for wider community consultation. Please answer as many or as few questions as you like. Your voice matters.

* Required

About you

To help us keep an audit trail of engagement, please let us know your connection to Grenfell.

1. I am... (please indicate **all** that apply) *

- ☐ **Close family member of one of the deceased** (relatives of those who lost their lives in the Grenfell Tower tragedy - spouse or partner; parent; child; siblings; Grandparents; Grandchild: child of deceased's siblings) **or family nominated relative.**
- ☐ Member of the wider family (including friend/ aunts/ uncles) of the deceased.
- ☐ Survivor or former resident of the Grenfell Tower.
- ☐ Survivor and former residents of Grenfell Walk.
- ☐ Resident/ Other ADR Claimant.
- ☐ Advocate for close family member or survivor.
- ☐ Other

Personal Memories

We've heard support for one-off grants to help close family members of those who died create personal memory projects in honour of their loved ones.

2. **What are your thoughts on this "Personal Memories" funding idea?**

You might consider:

- What support might families need to design or apply for their project?
- Does the current definition of "close family" feel right? (Spouse/partner, parent, child, sibling, grandparent, grandchild, family nominated relative).
- What should we consider when deciding how to allocate this funding?

Supporting Children and Young People (Individuals up to 30 years)

There have been calls for bursaries or scholarships for children and young people affected by Grenfell.

3. Please answer the following questions about providing bursaries or scholarships for children and young people affected by Grenfell.

	Yes	No	Maybe/ Not sure
Should this support cover both academic and non-academic paths?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Should it focus on certain careers or skills, and why?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Should it extend to young people across North Kensington or just young people from close family members, survivors and the community near Grenfell?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Should this support cover academic paths only?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Should this support cover non-academic paths only?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Do you have any other comments about providing bursaries or scholarships to children and young people affected by Grenfell?

5. What types of bursaries should be offered to children born after Grenfell, but still affected by it?

Please share any suggestions you have for what these bursaries may look like, e.g., respite care.

Supporting Children and Young People (Through Community Organisations)

Some have suggested we fund trusted community groups who already support local young people.

6. Should preference go to groups that work directly with young people from close family members, survivors and the Grenfell community?

- ☐ Yes
- ☐ No
- ☐ Maybe/ Not sure

7. What kind of programmes or activities for young people should be supported through community organisations?

You might consider:

- What services are most needed or missing locally?
- How can we avoid duplicating what's already out there?
- Why or why not preference should go to groups that work directly with Grenfell-affected young people.

Preventing Future Tragedies

Some believe the Grenfell Memory Project should help ensure lessons from Grenfell are used to improve professional practice in the Built Environment and prevent future disasters.

8. How can stories, case studies and lessons from Grenfell drive real change and stop future tragedies?

You might consider:

- How can survivors, family members of the deceased and local residents be involved?
- What professionals should this target (e.g., architects, housing officers)?

Building Community Resilience

Some have said the project should help local communities become stronger and better prepared for emergencies, through grants to local voluntary groups.

9. What kinds of training or activities would help build resilience in your community?

You might consider:

- What would enable community members to support each other better in future emergencies?
- What would help bring people together and build stronger community ties?

10. Should funding cover the core costs of local organisations that are already doing work around community resilience?

- ☐ Yes
- ☐ No
- ☐ Maybe/ Not sure

A New Community Hub

Young people have suggested that there is a need to transform an existing space near the Grenfell Tower a multi-use community hub space.

11. What could a new community hub offer to meet local needs?

You might consider:

- What activities or services should it provide?
- Are there examples of great community hubs we could learn from?
- How can the hub stay open and thriving long-term, even after the project ends?
- What partnerships could help make the hub stronger and more sustainable?

12. When allocating grants, do you think priority should be given to organisations that support young people who are:

- a) from bereaved and survivor families, and/or
- b) living in the immediate area surrounding Grenfell Tower?

Please explain your answer or share any other groups you feel should be prioritised.

Please tell us about yourself

We want to make sure that everyone has the opportunity to be heard, and to check that different voices and experiences are reflected in the final plans. **This information is optional and will remain confidential.**

13. Question

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75 or over
- ☐ Prefer not to say

14. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Other
- ☐ Prefer not to say

15. Is your gender identity the same as the sex assigned at birth?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

16. What is your sexual orientation?

- ☐ Straight / Heterosexual
- ☐ Gay or Lesbian
- ☐ Bisexual
- ☐ Other
- ☐ Prefer not to say

17. What is your ethnic background?

- ☐ White – English, Welsh, Scottish, Northern Irish or British
- ☐ White – Irish
- ☐ White – Gypsy or Irish Traveller
- ☐ White – Roma
- ☐ Any other White background
- ☐ Mixed – White and Black Caribbean
- ☐ Mixed – White and Black African
- ☐ Mixed – White and Asian
- ☐ Any other Mixed background
- ☐ Asian – Indian
- ☐ Asian – Pakistani
- ☐ Asian – Bangladeshi
- ☐ Asian – Chinese
- ☐ Any other Asian background
- ☐ Black – African
- ☐ Black – Caribbean
- ☐ Any other Black background
- ☐ Other ethnic group – Arab
- ☐ Any other ethnic group
- ☐ Prefer not to say

18. What is your religion or belief?

- ☐ No religion
- ☐ Christian
- ☐ Muslim
- ☐ Hindu
- ☐ Jewish
- ☐ Sikh
- ☐ Buddhist
- ☐ Other
- ☐ Prefer not to say

19. Are your day-to-day activities limited by a long-term health condition or disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

20. Are you currently pregnant or have you given birth in the last year?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

21. Do you have any dependent children under 18?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

22. What is your marital or partnership status?

- ☐ Single
- ☐ Married or in a civil partnership
- ☐ Separated, divorced or widowed
- ☐ Prefer not to say

APPENDIX 4 – TOPIC GUIDE

Explanation
The aim of these sessions is to engage with ADR claimants about the scope and content of the Grenfell Memory Project.
Sessions will include group meetings (face-to-face and online) and one-to-one conversations (face-to-face, online or by telephone).
All sessions should use this document to guide conversations, and record the views expressed by participants.
For those who prefer not to be involved in the sessions there will be an online survey.
The data collected from the sessions and the survey will be analysed and written up by Verve, an independent company.

Notes for facilitators and note takers:

- Please use one of these documents per session.
- Submit as a typed document.
- Ensure quotations from participants are clear.

Information about the session:

Date		
Time		
Type – tick as appropriate	Group: F2F	<input type="checkbox"/>
	Group: Online	<input type="checkbox"/>
	1-2-1: F2F	<input type="checkbox"/>
	1-2-1: Online	<input type="checkbox"/>
	1-2-1: Telephone	<input type="checkbox"/>
	Other: (write in)	
Venue (if F2F)		
Facilitator		
Note taker		
Number of participants in group		
Equality group, if applicable		

Participants:

Person No.	First name	Survivor/Immediate family/Resident/Other
1		
2		
3		
4		
5		
6		
Add more rows if needed		

The following sections are discussion points and prompts. Please use the boxes to make notes of what participants say. The boxes will expand as you type.

Personal memory projects – supporting the personal memory initiative of immediate family members of Grenfell victims

- What do you think a personal memory project would be like you / for people who have lost immediate family members?
- What would be important for you / people?

- What do you think needs to be in place to make this work?

(Note, this doesn't have to be a tangible list. It would be good to get ideas which can be developed.)

PLEASE PROBE if people have ideas ask them to explain (e.g. "That's interesting, how might that work?") and note in detail below for each suggestion

POSSIBLE PROMPTS:

- What would work as personal memories?
- How could the Memory Project support personal memories?
- Can you think of examples of things people might do?
- If there were a grants programme what might it fund?

- What do you think would be the impact of projects like these?

- Other comments, thoughts and ideas

Children and young people – supporting initiatives targeted at children and young people affected by the tragedy and within the North Kensington area.

Note:

Children and young people could fall into three categories:

- Young people currently aged 18-25 (who would have been of school age at the time of the tragedy)
- Children currently of school age (who might have been babies or toddlers at the time of the tragedy, or were born afterwards to parents affected by the tragedy)
- Parents of children of school age (who were affected by the tragedy)

Where possible, please differentiate which group suggestions apply to

- What could this strand of the Memory Project do for these three groups of young people?
- What do you think the Children and Young People strand should be like?

Note – if people have ideas ask them to explain (e.g. "That's interesting, how might that work?") and note in detail below for each suggestion

POSSIBLE PROMPTS:

- Educational scholarships
- Things children and young people might get involved with, e.g. LFB youth programme – what would they like to see as part of that?
- Given that some children and young people have moved away, what might work for them?

- What do you think would be the impact of projects like these?

- Other comments, thoughts and ideas

“Never again” – supporting projects aimed at preventing a similar tragedy happening in the future

- What could the Memory Project do to support this strand?

Note – if people have ideas ask them to explain (e.g. “That’s interesting, how might that work?”) and note in detail below for each suggestion

POSSIBLE PROMPTS:

- How can learning from Grenfell be used?
 - Inspections
 - Incorporating fire safety in e.g. curricula such as architecture and civil engineering
- What can LFB do to add weight to the suggestions?

- Other comments, thoughts and ideas

- What do you think would be the impact of projects like these?

Final plenary session, or wrap up session for small groups/1-2-1s

Feedback from facilitators on what has been said in sessions
(Please keep a note of this)

If appropriate, ask people to think about all the suggestions made and see if they can priorities two or three practical suggestions from each strand which they would like LFB to develop into ideas.

Could do a sticky note/flip chart exercise (please photograph and send in with notes if you do this, labelled with date and any other details)

- Thoughts, views and ideas
- What do people like about the ideas?
- What would make them work?
- Can any problems be identified? Are there ways problems could be overcome?
- Who to participants think would benefit most from these ideas?

After the discussions we have just had, can we end by thinking about how the projects would create a meaningful legacy?

- Thoughts, views and ideas

Is there anything anyone would like to add which hasn't been covered in this session?

Thank and close

APPENDIX 5 – COMMUNICATION TO PROMOTE PARTICIPATION

Communication Method	Subject/ Purpose	Date Sent	Sender / Distributor	Recipient(s)	Estimated reach
Email/ letter	Initial letter to all ADR Claimants via solicitors informing 904 claimants of the start to pre-consultation engagement and dates for workshop	03/01/2025	Solicitor	ADR Claimant(s)	904 claimants
Email/ letter x 2	letter/ Email to over 700 family members of deceased, survivors and residents on the Walkways informing them of the start to pre-consultation engagement and dates for workshop and subsequently of extension of pre-consultation engagement phase	05/01/25; 20/05/25	RBKC (Dedicated Services)	Bereaved, Survivors and residents of the Walkways - most impacted cohort	over 700 impacted by Grenfell
Flyer	Promoting Women's Lunch at Al Manaar	20/04/2025	LFB / AL MANAAR Mosque	Mixed group of Grenfell survivors, residents and family members	11 plus Al Manaar list
Flyer, Word of Mouth, WhatsApp/ Text Messages, Tanoy (at Mosque)	Promoting Women's Iftar Gathering at Al Manaar	20/03/2025	LFB/ Al Manaar Mosque	Muslim women in North Kensington Community (inc those impacted by Grenfell)	11 Plus Al Manaar list
Word of Mouth/ Email	Listening with GNOK : Commissioner leaving too	27/05/2025	GNOK Rep (Kimia)	Close family	GNOK submitted list of 93 people
Flyer - WhatsApp, Eventbrite	Face to Face Workshop for Survivors, Residents, and other ADR Claimants (Hilton Kensington)	23.01.25 and 14.02.25	LFB	Survivors, Residents, other ADR Claimants	Publicity sent to over 25 contacts (including groups)
Flyers - WhatsApp, Word of Mouth, Eventbrite	Face to Face Workshop for Close Families of the Deceased (Hilton Kensington)	23.01.25	LFB and Grenfell United	Close Family	Publicity sent to over 25 contacts (including groups): Grenfell United did a "ring around"

Communication Method	Subject/ Purpose	Date Sent	Sender / Distributor	Recipient(s)	Estimated reach
	Online Workshop for Survivors, Residents, and other ADR Claimants (Hilton Kensington)	23.01.25 and 14.02.25	LFB	Survivors, residents and other claimants	Publicity sent to over 25 contacts (including groups): Grenfell United did a "ring around" to their membership
	Online Workshop for Close Families of the Deceased (Hilton Kensington)	23.01.2025	LFB, Grenfell United	close families of deceased	Publicity sent to over 25 contacts (including groups): Grenfell United did a "ring around" to their membership
Email/ letter	Reminder of pre-consultation engagement events	01/03/2025	Solicitor	ADR Claimants	904 Claimants
Email/ letter	Communications after Easter advising of extension of deadline and including link to questionnaire	28.04.25	Solicitor	ADR Claimants	904 ADR Claimants
General Leaflet - Printed Copies, Solicitors, WhatsApp, Word of Mouth	Detail around what the Grenfell Memory Project entails	on-going	Miscellaneous; Solicitors; Community Groups: family member and survivor contacts	Close family/ residents/ Claimants/ survivors	904 Claimants plus additional contacts
Networking at woman's IFTAR at Al Manaar Mosque	Identified and obtain contacts re: Muslim women impacted by Grenfell	27.03.25	Consultation and Engagement lead and Community Engagement colleagues	Muslim women in North Kensington Community (inc those impacted by Grenfell)	24
Dedicated email inbox	To receive enquires/ information request	on-going	Overseen by Community Engagement team	n/a	n/a
Grenfell Memory Project web page	General information about the project	on-going	Overseen by Community Engagement team	n/a	n/a

Communication Method	Subject/ Purpose	Date Sent	Sender / Distributor	Recipient(s)	Estimated reach
Multiple texts and phone calls to existing family, survivor and resident contacts to encourage participation	Reminders re: engagement activities; invitations for 121 and small group conversations	<p>Jan 06.01.25;08.01.25; 09.01.25; 13.01.25; 17.01.25; 20.01.25; 23.01.25; 24.01.25; 31.01.25</p> <p>Feb 02.02.25; 4/02/25; 06.02.25; 13.02.25; 14.02.25; 20.02.25; 24.02.25; 28.02.25</p> <p>March 12.03.25; 18.03.25; 20.03.25; 27.03.25.</p> <p>April 08.04.25; 09.04.25; 22.04.25.</p> <p>May 12.05.25; 18.05.25; 19.05.25; 20.05.25; 22.05.25; 23.05.25; 27.05.25.</p> <p>June 02.06.25; 03.06.25; 09.06.25; 22.06.25</p>	Consultation and Engagement lead	Close family/ residents/ Claimants/ survivors; community reps	50 LFB contacts

APPENDIX 6 – COMMUNICATION MATERIALS

YOUTUBE VIDEO

<https://youtu.be/f4vSZyAtIVg>

WHATSAPP PROMOTION

Shape the Grenfell Memory Project

We want to hear from you! Share your thoughts on funding for personal, family memories, projects for children/young people, and ideas to prevent future tragedies.

Workshops for immediate family members/ family nominated relatives:

In person:

- Sunday, Feb 2, 11am – 1pm (*buffet lunch included*)
- Thursday, Feb 13, 5:30 – 8pm (*supper included*)

Online:

- Tuesday, Feb 11, 6 - 8pm

Register here: www.eventbrite.com/cc/grenfell-memory-project-workshops-3920423

Or for a private chat, contact Angela Basoah, Consultation and Engagement lead on **07385 382580**

Your voice matters Don't miss out!

Shape the Grenfell Memory Project

We want to hear from you! Share your thoughts on funding for personal, family memories, projects for children/young people, and ideas to prevent future tragedies.

Workshops for survivors, residents and relatives:

In person:

- Wednesday, Feb 5, 11am – 1.30pm (*lunch included*)
- Thu, Feb 20, 12:00 – 2.30pm (*lunch included: Arabic and Farsi translators on site*) -

Online:

- Tuesday, Feb 4, 6 – 8pm
- Thursday, Feb 27, 12:00 – 2pm

Register here: www.eventbrite.com/cc/grenfell-memory-project-workshops-3920423

Or for a private chat, contact Angela Basoah, Consultation and Engagement lead on **07385 382580**

Your voice matters Don't miss out!

NEW DATES

Help Shape the Grenfell Memory Project

We're inviting Grenfell survivors, residents, and relatives to help create a meaningful legacy to honour the lives of lost in the Grenfell tragedy. Share your views about projects to build a stronger community, help prevent future tragedies and shape meaningful projects for children and young people.

In-Person sessions:

North Kensington Resource Centre

Whitchurch Road London W11 1WG

Thursday 20 February, 12pm – 3pm (*lunch included*)

Hilton Kensington

179-199 Holland Park Ave, London W11 4UL

Wednesday 26 February, 11:00am – 2pm (*lunch included*)

Online session: Thursday 27 February 12pm – 2pm

Register here: www.eventbrite.com/cc/grenfell-memory-project-workshops-3920423



The Grenfell Memory Project is also recommended to include allocated funding for close family members of the deceased to fund their own personal memories.

For more information, contact **Angela Basoah**, Consultation and Engagement Lead.

Email: Grenfell.Engagement@london-fire.gov.uk

Text or call: 07385 382580

Your voice matters

Don't miss out!

Women's Iftar Gathering

Hosted by London Fire Brigade

Thursday, 27 March 2025 6.00pm – 8.00pm

We invite you to join us for a special women's Iftar gathering during Ramadan to come together, reflect, and connect with the community. A free Iftar meal will be served to all attendees.

Venue: Al Manaar (Muslim Cultural Heritage Centre)

244 Acklam Road, London W10 5YG

This is an open invite for women and children only.

No registration required.

For more information please contact Angela Basoah:

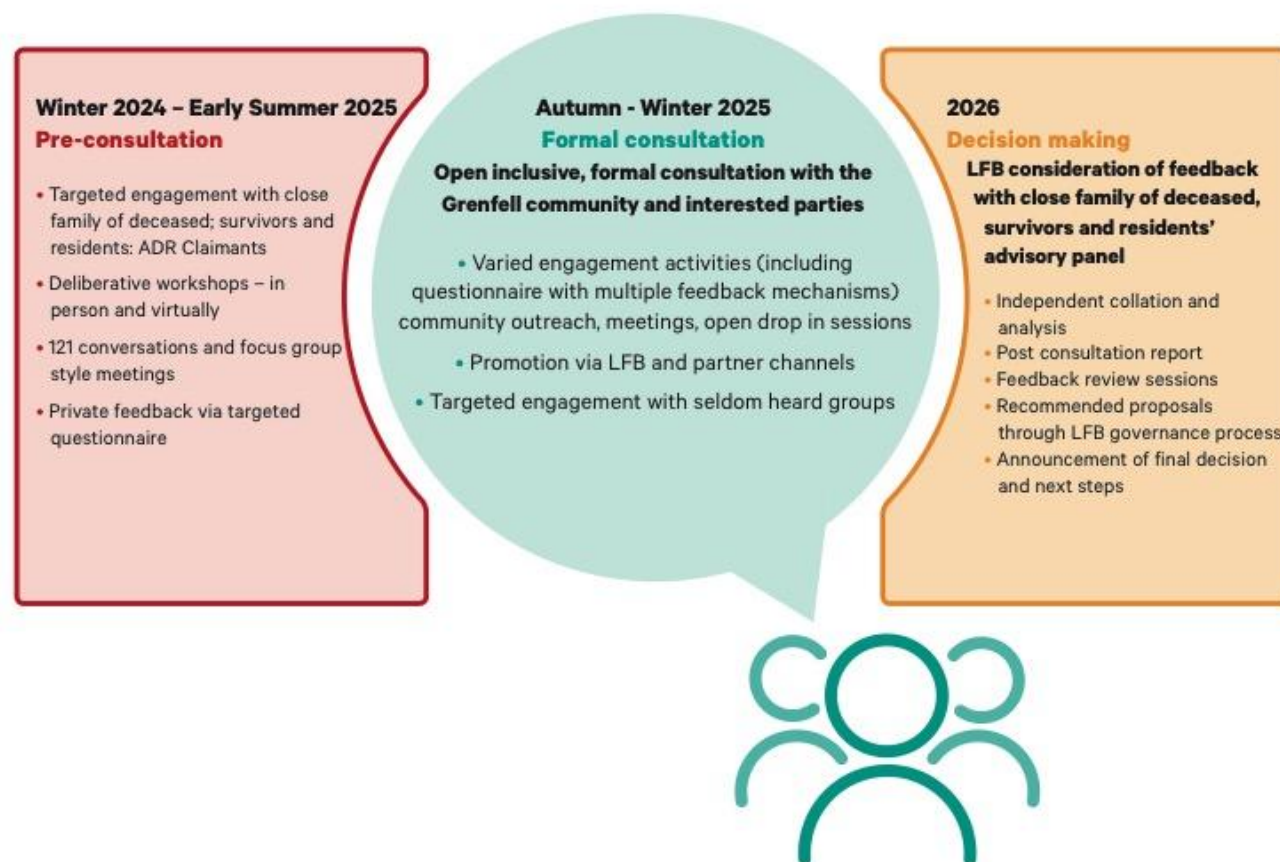
Email: grenfell.engagement@london-fire.gov.uk text or call: 07385 382 580

Grenfell
Memory
Project



APPENDIX 7 – ROADMAP TO CONSULTATION

ROADMAP TO MEMORY PROJECT'S FINAL PROPOSALS



APPENDIX 8 – YOUTH ENGAGEMENT REPORT

FINAL Grenfell Youth Engagement Report by
Samia Badani – The Space, Senior Project Lead: 11.07.25

1. Executive Summary

This report presents the findings of a youth-led engagement process designed to inform the Grenfell Memory Project. The engagement focused on young people aged 16–30 affected by the Grenfell Tower tragedy, including close family members of the deceased, survivors, evacuees, and the broader local community. From April to June 2025, youth researchers facilitated workshops, collected survey data, and hosted reflection spaces, culminating in a set of youth-informed recommendations.

A key conclusion is the urgent need to center youth voices in all aspects of the Memory Project, especially as the deconstruction of the Tower risks eroding physical and emotional landmarks essential to healing. It is also important to recognise that the wider climate of engagement - including announcements about the tower's deconstruction and the ongoing anniversaries — has been deeply emotional and, at times, retraumatising for many young people in the community. For young people in particular, these developments have often reopened wounds, intensified feelings of loss and uncertainty, and affected their willingness or readiness to engage in healing activities and conversations

2. Introduction

The Grenfell tragedy continues to shape the lives of those affected, particularly the generation who were children or adolescents at the time. The Memory Project, part of a civil settlement agreement, offers an opportunity for a restorative, future-facing legacy. This report was

commissioned to ensure youth voices directly inform the Memory Project design.

3. Methodology

The process included:

- **Workshops:** Four youth-led workshops were held between April and June 2025 (14 April, 30 April, 16 May and 28 May) at the SPACE Hub in Freston Road. These sessions used storytelling and structured, safe peer-led discussions to support healing and to capture young people's perspectives. Attendance was 46, with participants including young people from close family of the deceased(2), survivors (4), and local resident claimants (28 from the Walkways/Treadgold or Bramley House and 12 from Notting dale ward who were close friends to the deceased). Peer note-takers were present to document insights, and participants' consent was sought before any recording or transcription took place.

Survey: A digital survey was distributed in May to June 2025 targeted at those preferred to give feedback privately. We received six responses. While the response rate was limited, it provided valuable supplementary insights on engagement and feelings of safety.

Reflection Spaces: Held on 12, 13 and 14 June 2025 around the time of the 8-year anniversary of the fire, these spaces focused on young people who were children at the time of the tragedy. Sessions took place at the SPACE hub and by the Memorial Wall with 91 participants, again drawn from close families of the deceased (4), survivors (7), and the local community (80 participants: 47 were from the Walkways/Bramley House and 33 from Notting Dale Ward: 69 reported they were close friends to the deceased). These spaces allowed for private reflection, emotional support, and facilitated conversation. Notes were taken sensitively, and contributions were anonymised to protect participants' emotional safety

- Ongoing Support: Trauma-informed methods

Participants included close families of the deceased, former residents of Grenfell Tower and Grenfell Walk, and those from surrounding buildings.

4. Key Themes Emerging from Engagement

4.1 Personal Memories

- Broad support for ring-fenced funding for families of the deceased.
- - Recognition that friends and peers also carry grief and should be included.
- Fear of memory erasure due to the tower's deconstruction.
- Desire for culturally diverse memorials: benches, murals, pilgrimages, creative tributes.
- Acknowledgement that while grief is widespread, close families of the deceased have unique and ongoing needs that justify dedicated funding.
- "That building is where my whole childhood happened. Taking it down without giving us something back is like erasing us." A 19-year-old survivor

4.2 Preventing Future Tragedies / Community Resilience

- Strong desire to embed Grenfell stories into professional training (Bachelor of Technology BTEC, Continuing Personal Development CPD).
- Call for youth-led safety and life skills programmes.
- Demand for training in fire safety, emergency response, mental health first aid.
- Survey feedback echoed these themes, with 5 respondents supporting confidence-building and safety training.
- "We were the first on the scene. Now give us the training to do it better next time." A 24-year-old resident of the Walkways

4.3 Support for Children and Young People

- - Calls for expanded scholarships and bursaries (academic, vocational, creative).
- Strong support for flexible support recognising displacement and trauma.
- Safe, long-term funding for youth organisations.
- Emphasis on opportunity as part of healing.
- "Memory isn't just looking back — it's what helps us build forward." 24-year-old from Bramley House
- Youth validated driving lessons, memory preservation, and resilience training.
- Proposed enhancements: mental health first aid course, developing public speaking course to improve confidence, and when possible peer-led delivery.
- Support for expanding eligibility while maintaining ring-fenced bereaved family funding.

4.4 Alignment with Existing Provision & Council Feedback

- Aligned with RBKC Future Grenfell Support Plan and JSNA findings.
- Recommendations complement rather than duplicate existing projects.
- Enhances areas like peer-delivery, access to tech/business careers, and participatory governance.

5. Co-Creation and Ownership

- Youth researchers co-designed and delivered all sessions. Youth researchers co-designed and delivered all sessions, receiving ongoing support and mentorship from the senior project lead to build their skills and confidence.
- Data analysis was led by senior project lead, with active input from the youth researchers to ensure that their perspectives informed interpretation and findings.
- Peer-facilitation and flexible engagement methods fostered safety

and trust.

- Young people want lasting power and presence in project design and decision-making.

"If you want it to work, let us help lead it." resident from Hurstway Walk (Lancaster West Estate)

6. Recommendations

1. Co-Create and Protect Memory During Tower Deconstruction

Work with memorial and environmental initiatives to embed youth-led creative projects (murals, digital storytelling, poetry). Involve youth researchers in Tower deconstruction dialogue, ensuring memory is shaped from within the community. Provide spaces for ongoing reflection and ritual, especially around anniversaries.

Expand the scope of ring-fenced personal memory funding to include:

- Close friends and youth peers of the deceased
- Children and young people from Grenfell Walk, the Tower, and surrounding blocks
- Bereaved young people who were not formally classified as close family of the deceased

Why:

Grief was experienced by whole networks, not just by nuclear families. Young people particularly expressed how losing friends or witnessing trauma shaped their lives. The loss of the Tower will amplify this grief, and support must be flexible and inclusive to meet the emotional complexity of this moment.

"We all lost someone. Don't draw lines that cut us out of healing." 17-year-old survivor

2. Broaden Eligibility for Personal Memory Support

Recognise peer grief and community trauma by including close friends and neighbours in funding streams. Introduce tiered access to memory support: maintaining ring-fenced resources for close families of the deceased while offering scaled access for the wider youth community. Use trauma-informed eligibility models that centre relationships, not just legal status: we recommend creating support programmes that focus on people's experiences and what they have been through, rather than only looking at their legal or immigration status. The aim should be to build trust and caring relationships, so people feel safe and truly supported.

Develop youth-led, place-based memorials and storytelling initiatives that:

- Acknowledge the emotional and cultural significance of the tower
- Preserve community history in ways chosen by local young people
- Offer tools for emotional processing, archiving, and expression

Why:

The deconstruction of the tower is likely to re-trigger trauma, especially among those who were children in 2017. The tower is a physical memory, its removal without meaningful youth-led remembrance may create a lasting void.

"That building is where my whole childhood happened. Taking it down without giving us something back is like erasing us." 19 year old resident

3. Embed Grenfell Testimonies into Education and Training

Incorporate Grenfell case studies into civic education, health, housing, and emergency response training. Include youth-generated

materials (videos, testimony, artwork) in CPD and vocational pathways (e.g. BTEC, apprenticeship induction). Offer storytelling and public speaking coaching to prepare young people to share their experiences and shape institutional memory.

Co-produce learning resources with youth for:

- BTEC and university courses in architecture, engineering, social care, public health
- CPD for housing officers, planners, emergency responders

These should include:

- Survivor and youth testimonies
- Creative formats (videos, podcasts, zines)
- Facilitated dialogue between professionals and youth

Why:

Youth strongly voiced a desire to make sure “Grenfell never happens again.” Embedding their experience in the training of future professionals is not just symbolic — it is **systemic prevention**.

“Make them hear from us before they get a job building homes.”

20-year-old Notting Dale resident

4. Fund Peer-Led Youth Resilience and Mental Health First Aid

Build capacity in peer-delivered MHFA, safety workshops, and emotional literacy. Align these peer-led programmes with existing providers (e.g. Kooth-online mental health and wellbeing platform, Trailblazers- multi agency pathway) but ensure cultural and age relevance. Support creative forms of healing (spoken word, photography, movement), especially in underserved groups such as young people from minority ethnic backgrounds facing multiple barriers

Establish a “Grenfell Youth Resilience Programme” that includes:

- Accredited driving lessons + first responder training
- Fire safety, mental health first aid, and emergency preparedness
- Life skills: money management, advocacy, digital safety, public speaking

Delivered by a combination of:

- London Fire Brigade
- Youth trainers and peer educators
- Local community groups

Why:

Youth want to feel empowered, not passive or vulnerable. They see this training as a bridge between memory, responsibility, and future leadership.

“We were the first on the scene. Now give us the training to do it better next time.” 23-year-old Notting Dale resident

5. Expand Bursaries to Include Non-Academic and Underrepresented Pathways

Extending funding into life skills and vocational areas, including driving lessons, IT skills, creative residencies, technical roles in film, design, and the built environment. Prioritise access to industries currently underrepresented in North Kensington such as technology (coding, UX/UI, data), business/management (entrepreneurship, project leadership), and sustainability & design. Work together with businesses and programs that help new ideas grow (called incubators) to create special opportunities for young people who have been affected, so they can get started with jobs, training, or new projects.

Offer flexible bursaries to young people from affected families and communities to pursue:

- Higher education (university, foundation courses)
- Vocational training (construction, mental health, care work, tech)
- Creative fields (film, design, architecture, arts therapy)

Include support for:

- Tuition
- Living costs
- Travel and digital access
- Mentorship and peer coaching

Why:

Young people want to rebuild — not only remember. These investments recognise memory as a **launchpad for opportunity**, especially for those who faced disrupted education and ongoing trauma.

*“Memory isn’t just looking back — it’s what helps us build forward.”
18-year-old living in Barandon Walk (Lancaster West Estate)*

6. Create a Permanent Youth Advisory & Design Group

Establish a Grenfell Youth Advisory Panel tied to Memory Project delivery. Include paid roles, peer mentoring, and training in governance, strategy, and advocacy. Ensure decisions are made with, not for, youth, and visibly influence commissioning, evaluation, and policy.

Establish a **Grenfell Youth Advisory Group** to:

- Help design future stages of the Memory Project
- Evaluate and score proposals for funding
- Monitor impact and advocate for continued improvements

Group should be:

- Paid for their time and expertise
- Supported with mentoring, training, and wellbeing support
- Representative of the range of lived experiences (close family of the deceased, survivor, evacuated, local community)

Why:

Youth don't want to be "consulted and forgotten." They want lasting power to influence decisions, shape delivery, and protect legacy.

"If you want it to work, let us help lead it." 16-year-old resident in Notting Dale

7. Sustain Trusted Youth Spaces and Mentoring Models

Invest in long-term funding for place-based and digital youth hubs. Extend existing mentoring (e.g. Ventoring- safe space to speak openly) to support girls, BAME youth, and those interested in tech or business sectors. Embed cultural safety, trauma-informed practices, and youth-led evaluation in all funded programmes.

Provide multi-year core funding to local organisations already delivering:

- Youth mental health support
- Creative expression and healing
- Leadership development
- Trusted relationship-building

Examples include Solidarity Sports, Our Power Hub, Kids on the Green, Clement James, and other youth-led initiatives.

Why:

Young people described these spaces as "lifelines." These groups already hold community trust and can carry the work forward. Funding should not start from scratch, but sustain what works.

"These are the people who showed up for us. Fund them to keep going." 14-year-old resident in Notting Dale (Silchester Estate)

8. Implement a Participatory Budgeting Model

Dedicate a portion of Memory Project or youth recovery funds to a youth-led participatory budget. Support a cohort of young people to: develop funding priorities, receive training in budgeting and governance, and decide, with transparency, how funding is distributed. This model builds trust, ownership, and financial literacy, and ensures resources reflect real needs and lived experiences.

9. Build Capacity and Embed Sustainability for Youth Leadership

Develop a youth leadership pipeline offering structured training in financial management, project delivery, governance, communication, and advocacy. Provide paid roles, internships, and shadowing opportunities. Create a pathway from engagement to leadership—ensuring young people who begin as contributors can become designers, facilitators, and decision-makers.

Participatory Budgeting & Capacity-Building Model

Participatory Budgeting & Capacity-Building Model



7. Conclusion

The Grenfell Memory Project must do more than preserve history; it must nurture healing and agency. The generation that lived through Grenfell are not just survivors they are architects of memory, resilience, and justice. Their leadership is not optional; it is essential.

This generation of young people has lived through a uniquely painful chapter in British history. Their reflections are clear, constructive, and deeply humane. To honour the lives lost — and protect those still living — we must ensure they are not only heard but empowered to lead.

The Grenfell Memory Project offers not just remembrance, but **redemption** — a chance to show that communities can heal through justice, participation, and care.

Survey data and engagement sessions both confirm that the project's strength will lie in its ability to balance universal access with targeted

support. Close family members of the deceased carry distinct pain and must be supported through ring-fenced resources, even as broader youth needs are met through inclusive programming.

"Don't just take our ideas and put them in a spreadsheet. Let us build the next part with you." 18-year-old resident in Notting Dale (Henry Dickens Court estate)

Appendices

Appendix A: Survey Response Summary

- Total respondents: 6 (primarily aged 16–30)
- Key demographics: Mix of close family members of deceased, survivors, evacuated residents, and wider local youth
- 5 respondents support for resilience training (e.g., fire safety, first aid)
- 4 respondents supported for inclusive scholarships (academic and vocational)
- 4 respondents expressed concern over memory loss with tower deconstruction
- 5 respondents support youth-led story preservation projects

Appendix B: Workshop Format and Materials

- Four peer-led workshops using:
 - Story mapping
 - Scenario discussions
 - Artistic expression (drawings, poetry, visual design)
 - Anonymous feedback cards

Appendix C: Quotes from Participants

"We didn't want it to be like school or therapy. We made it feel like us." Evacuated resident

"My grief matters too, even if I wasn't related by blood." Local resident

"We are ready to lead. Trust us with it." Survivor

“Without the tower, we need something we can build together.”
Evacuated

Appendix D: Alignment with Emerging Ideas

See alignment table in full report body (Section 4), confirming strong youth support for:

- Personal memory initiatives
- Driving lessons and life skills
- Scholarships and inclusive education
- Community safety training
- Testimony-driven education reform

Appendix E: Engagement Timeline

- March–April 2025: Youth researcher training and survey design
- April–June 2025: Engagement sessions and data collection
- June 2025: Reflection spaces and synthesis
- June 2025: Final reporting and review