



## Grenfell Memory Project

### London Fire Brigade Pre-consultation Engagement **Summary Report and Analysis**

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# 1. EXECUTIVE SUMMARY

## 1.1 ABOUT THE ENGAGEMENT

This report is a summary of 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. Verve'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 Consultation and Engagement Lead has been available on an 'as and when' basis for ADR Claimants and individuals impacted by Grenfell throughout the pre-consultation period, fully acknowledging this is not a 9-5 or Monday to Friday commitment for the LFB. The aim has been and remains the development of 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.

**More detailed information and analysis of the pre-consultation engagement is available in the main Pre-Consultation report.**