

# Request for Funding for the project costs for the Pre-consultation, Formal Consultation and Post Consultation phases of the Grenfell Memory Project

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**Report to:**

**Date:**

Investment and Finance Board .....	29 May 2025
Commissioner's Board .....	11 June 2025
Deputy Mayor's Fire and Resilience Board.....	24 June 2025
London Fire Commissioner .....	

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**Report by:**

Angela Basoah, Consultation and Engagement lead

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**Authorising Head of Service:**

Janine Mantle, Director of Communications and Engagement

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**Report classification:**

For decision

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**For publication**

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**Values met**

Service  
Integrity  
Teamwork  
Equity  
Courage  
Learning

I agree the recommended decision below.



**Charlie Pugsley**

Deputy Commissioner and Operational Director for Prevention, Protection and Policy.

**This decision was remotely**

**Date signed on 19 August 2025**

# PART ONE

## Non-confidential facts and advice to the decision-maker

### Executive Summary

This report seeks LFC approval for the resources required to deliver the terms of the civil settlement relating to Restorative Justice reached with victims of the Grenfell Tower tragedy in 2023. The estimates are informed by the scoping and engagement activity commissioned by LFC in the preceding months.

In the civil settlement agreement, LFB committed to investing £8.25m in a Memory Project (as part of Restorative Justice proposals). The requested resources are required to ensure that the LFB is able to undertake a comprehensive, inclusive consultation process resulting in project proposals aligned to the current interests and aspirations of families of the deceased, survivors and the wider Grenfell community.

The agreement highlights key principles to advance the Grenfell Memory Project namely:

- **Community Consultation:** The Grenfell community must be fully consulted on the scope of the Memory Project initiatives, and their support is vital.
- **Protection of ADR Claimants' Interests:** The design and implementation of the project must prioritise the interests of the ADR claimants—those most directly impacted by the Grenfell tragedy.

To ensure these principles are met, the process will proceed in three phases:

- **Pre-consultation Engagement (Until the end of May):** This phase involves working closely with ADR claimants (including immediate family of the deceased, survivors, and affected residents) to co-design the proposals for the Memory Project in alignment with their needs, interests, and aspirations.
- **Formal Consultation with the Wider Grenfell Community (Autumn 2025):**  
In line with the civil settlement, the co-designed proposals will be shared with the broader Grenfell community to gather feedback and secure their support for the project/s moving forward.
- **Decision-making post-consultation and development of Implementation Plan (Winter 2025-Spring 2026):**  
Following the public consultation, an independent analysis of the consultation feedback will be conducted, leading to a comprehensive report. In collaboration with an advisory group (including families of the deceased, survivors, and other ADR claimants), the consultation

output will be reviewed to develop final recommendations.

The recommendations for the Grenfell Memory Project and a summary implementation plan will be submitted through the LFC governance process for approval.

## Recommended decision

### For the London Fire Commissioner

The London Fire Commissioner authorises Janine Mantle, Director of Communications and Engagement to take all necessary actions and expend up to the estimated costs set out in Part 2 to progress the following components of the Grenfell Memory Project for the purpose of the delivery of the following components - pre-consultation engagement, formal consultation, post-consultation and implementation plans for the Grenfell Memory Project to comply with the civil settlement of March 2023. Procurement activity is to be authorised by [David Rowell].

The London Fire Commissioner authorises **Mostaque Ahmed**, Director for Corporate Services to make any necessary amendments to the LFC and/or departmental budgets to effect the decisions in this report.

## 1 Introduction and background

**1.1 Civil Settlement and LFB's Commitment:** Following the Grenfell Tower tragedy, 904 claimants – including bereaved families, survivors, and affected residents – brought civil claims against multiple defendants, including the London Fire Brigade (LFB). A settlement was reached with these claimants through Alternative Dispute Resolution (ADR) in March 2023. This settlement incorporates sums which have been committed to Restorative Justice projects and includes the commitment of a substantial sum by LFB to fund a Grenfell Memory Project.

**1.2 Initial Project Concepts in the civil settlement:** Initial discussions with claimants proposed three core elements - a memorial archive, a memorial exhibition and educational outreach

**1.3 Developments Since the Settlement**

Recent events have informed a refreshed approach:

- RBKC Consultation on their Restorative Justice programme and the launch of their "North Kensington Story" Archive Project (which includes Grenfell memorial material).
- The Grenfell Memorial Commission's consultation on the future of the Grenfell Tower site (including a dedicated Grenfell archive project).
- Grenfell Testimony Week 2024, where 47 bereaved individuals and survivors delivered direct, unfiltered testimony to the defendant organisations and exhibited memorial material which included situated testimonies.

These developments reaffirm the importance of LFB delivering a project that is distinct, meaningful, and aligned with the expectations of close family members of the deceased,

survivors and the wider Grenfell community

#### **1.4 Consultation and Engagement Approach**

Engagement with 20 representatives from Grenfell affected groups, LFB's Community Forum and Transformation Panel and voluntary sector stakeholders has shaped a revised consultation model and funding framework.

A three-phased consultation structure is proposed:

##### **Phase 1: Pre-Consultation Engagement (expected to last until end of May)**

To co-produce proposals for the Memory Project with ADR claimants (including close family members of the deceased, survivors and residents) to ensure proposals are aligned with their current needs and aspirations.

##### **Phase 2: Formal Consultation (Scheduled for September)**

A 10–12-week consultation programme seeking broad Grenfell community and stakeholder input using diverse engagement methods - Online and printed questionnaires; Community workshops (in-person and online); One-to-one conversations; Peer research; Outreach at community events.

##### **Phase 3: Post-Consultation and Decision-Making**

- Independent collation and analysis of feedback to inform final recommendations.
- Recommendations will be developed with an advisory group (including close family of the deceased, survivors and other ADR claimants).
- Final recommendations will be submitted through LFC governance for approval.
- Implementation plans will to facilitate the involvement of ADR claimants.

**1.5** The breakdown costs for the delivery of the work described above is included in Appendix 1 of the Part 2 report.

## **2 Objectives and expected outcomes**

**2.1** The objective of the project is the delivery of a comprehensive and inclusive pre-consultation engagement and consultation process that results in Grenfell Memory Project/s that are informed by the views and feedback from the diverse range of ADR Claimants including family of the deceased, survivors and residents affected by the tragedy

**2.2** The expected outcome is a meaningful and lasting legacy to honour the lives of those lost in the tragedy

**2.3** The delivery of this engagement and consultation project is to comply with the legal settlement agreed with ADR claimants in March 2023. Failure to deliver risks breaching the legal agreement; and inadequate resources to conduct a robust process is a risk to LFB's reputation and on-going relationship with the Grenfell communities.

### 3 Values Comments

- 3.1** The LFC notes the Fire Standards Board requirements around adopting and embedding the Core Code of Ethics at an individual and corporate level. Following extensive engagement, the LFC has introduced Brigade values which build on and do not detract from the Code of Ethics.
- 3.2** The project is consistent with the Brigade's values as indicated below
- 3.3** The Brigade values are:
- Service: we put the public first – A core tenet of this project is to work with the full range of Grenfell affected individuals and groups putting their views and ideas at the heart of Memory Project proposals
  - Integrity: we act with honesty – The project maintains a robust audit trail of engagement activity and information gathered to ensure that feedback is captured and interpreted community views accurately.
  - Teamwork: The programme involves working with relevant teams across LFB to plan and deliver objectives. This is reflected in the composition of the Memory Task Group which meets regularly to discuss and support delivery the project.
  - Equity: The programme of activities takes account of and makes reasonable adjustments to accommodate the varying needs of diverse groups including those with protected characteristics as well as our requirements including limited literacy.
  - Courage: we step up to the challenge. The consultation delivery team is committed to act decisively and with creativity and valor to ensure that the needs of the Grenfell community are reflected in the process and the outcome.
  - Learning: we listen so that we can improve. The outcome of the process in developing the Grenfell Memory Project will contribute and inform LFB's engagement with Grenfell communities and those in North Kensington beyond the Restorative Justice Project.

### 4 Equality Comments

- 4.1** The LFC and the Deputy Mayor for Planning, Regeneration and the Fire Service are required to have due regard to the Public Sector Equality Duty (section 149 of the Equality Act 2010) when taking decisions. This in broad terms involves understanding the potential impact of policy and decisions on different people, taking this into account and then evidencing how decisions were reached.
- 4.2** It is important to note that consideration of the Public Sector Equality Duty is not a one-off task. The duty must be fulfilled before taking a decision, at the time of taking a decision, and after the decision has been taken.
- 4.3** The protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership (but only in respect of the requirements to have due regard to the need to eliminate discrimination), race (ethnic or national origins, colour or nationality), religion or belief (including lack of belief), sex, and sexual orientation.
- 4.4** The Public Sector Equality Duty requires decision-takers in the exercise of all their functions, to

have due regard to the need to:

- eliminate discrimination, harassment and victimisation and other prohibited conduct.
- advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it.
- foster good relations between people who share a relevant protected characteristic and persons who do not share it.

**4.5** Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- remove or minimise disadvantages suffered by persons who share a relevant protected characteristic where those disadvantages are connected to that characteristic.
- take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
- encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

**4.6** The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

**4.7** Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- tackle prejudice
- promote understanding.

**4.8** The demographic composition of the Grenfell victims suggests that a significant percentage are of Middle Eastern, African, Asian and Caribbean heritage resulting in diversity in language, culture, faith and background. A core priority of the Memory Project is to reach these individuals and groups by making reasonable adjustments to accommodate their needs. This includes on-going translation of materials and communications into over 10 languages; the selection of familiar and accessible community venues; working with translators and community champions; producing communications in different formats for example, digital, large print, audio and Easy Read.

**4.9** Equality Impact Assessment is an on-going duty and therefore will be monitored and updated throughout the lifetime of the project. The estimation of costs includes provision for reasonable provision (e.g. translation, availability of interpreters) and adjustments where required (including alternative format communications materials, assistance with travel costs and childcare) to enable key groups with protected characteristics to be meaningfully involved throughout the project. An EIA has been attached as an appendix 1.

## **5 Other considerations**

***Workforce comments: N/A***

***Sustainability comments: N/A***

## ***Procurement comments***

### **5.1** External support includes:

- Commissioning a Grenfell-affected youth group to gather ideas and feedback from their peers.
- Contracting a specialist agency to support the design of consultation feedback templates; independent collation and analysis of feedback information and production of pre-consultation engagement and post consultation reports respectively.
- Accessing external professional advice and support to assist the feasibility assessment and development of Memory Project proposals informed by feedback.

### **5.2** Both are estimated to be modest amounts under procurement thresholds and compliant with financial protocols as indicated in Part 2.

## ***Communications comments***

### **5.3** A cross-functional team (communications, public affairs, community engagement) is supporting all the phases of the projects and a communications manager has been allocated to ensure a comprehensive communications approach and strategy.

## **6 Financial comments**

### **6.1** This report recommends that revenue expenditure of up to the amount set out in Part Two of this report is agreed for the delivery of the pre-consultation engagement, formal consultation, post-consultation and implementation plans for the Grenfell Memory Project to comply with the civil settlement of March 2023.

### **6.2** The cost of this work will be met from the Fire Safety Improvement reserve which has a balance of £17.8m at the end of the 2024/25 financial year.

### **6.3** This is in addition to the funding already put aside for Restorative Justice of £8.25m which is held in a provision as part of the 2024/25 Statement of Accounts.

### **6.4** Following the consultation the final recommendations will be submitted in line with LFC governance requirements, including any resulting financial implications.

## **7 Legal Comments**

### **7.1** Under section 9 of the Policing and Crime Act 2017, the London Fire Commissioner (the "LFC") is established as a corporation sole with the Mayor appointing the occupant of that office.

### **7.2** In accordance with Sections 7 and sections 5A Fire and Rescue Services Act 2004 (FRSA 2004), the LFC is responsible for making provision for fire fighting in London and, being a 'relevant authority,' may do 'anything it considers appropriate for the purposes of the carrying- out of any of its functions...'.

### **7.3** Under section 327D of the GLA Act 1999, as amended by the Policing and Crime Act 2017, the Mayor may issue to the LFC specific or general directions as to the manner in which the holder of that office is to exercise his or her functions.

### **7.4** By direction dated 1 April 2018, the Mayor set out those matters, for which the LFC would require the

prior approval of either the Mayor or the Deputy Mayor for Planning, Regeneration and the Fire Service (the "Deputy Mayor"). Paragraph (b) of Part 2 of said direction requires the LFC to seek the prior approval of the Deputy Mayor before "[a] commitment to expenditure (capital or revenue) of £150,000 or above as identified in accordance with normal accounting practices...".

- 7.5** This report seeks the authority of the Deputy Mayor to commit expenditure above £150,000 to obtain additional resources to deliver the proposed engagement and consultation stages which are necessary to develop restorative justice projects which comply with the legal settlement reached with ADR Claimants in March 2023
- 7.6** The procurement of any necessary future external services will need to be conducted in accordance with procurement law and the LFC's Scheme of Governance.

## List of appendices

Appendix	Title	Open or confidential*
1	Equality Impact Assessment – Grenfell Memory Project	open

### Part two confidentiality

Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part Two form, together with the legal rationale for non-publication.

**Is there a Part Two form:** YES

## Part 1: Equality Impact Assessment

Before carrying out an Equality Impact Assessment (EIA), you should familiarise yourself with the guidance notes (see Appendix) and our other resources located within the [EIA section on Hotwire](#)

An EIA should be carried out whenever you are starting (or reviewing) any major new activity/programme/policy/project/strategy/campaign \*, or where you propose changes or a review of the previous one.

\*In this document, any kind of activity/programme/policy/project will be called an ACTIVITY for an easy read, while you specify the type of your event from your end.

**The purpose of an EIA is to meet and justify the legal obligation required under the [Public Sector Equality Duty](#) (PSED), namely, the 'DUE REGARD' that documents that your activity/programme/policy will:**

- **1. eliminate discrimination, harassment, and victimisation**
- **2. advance equality of opportunity**
- **3. foster good relations between people who share a relevant protected characteristic and people who do not share it.**

In the EIA, you need to show that your activity meets the 3 conditions of the due regard, as listed above, and provide any relevant information showing that your activity caters for people with protected characteristics (where applicable), but also that it promotes equality and eliminates potential discrimination and offers additional opportunities to advance equality.

Where you identified any possible negative impacts on individuals and groups with protected characteristics, you need to complete a mitigating action plan (Section H below). After your mitigating action plan has been implemented, you need to inform the EAI Team by sending the same form again with the notification of the date when the mitigation action plan was completed.

### **A. Name, goal and the expected outcomes of the programme/ activity**

In the civil settlement agreement, LFB committed to investing a significant sum in a Grenfell Memory Project (as part of Restorative Justice proposals).

The agreement highlights key principles to advance the Grenfell Memory Project namely:

- **Community Consultation:** The Grenfell community must be fully consulted on the scope of the Memory Project initiatives, and their support is vital.
- **Protection of ADR Claimants' Interests:** The design and implementation of the project must prioritise the interests of the ADR claimants—those most directly impacted by the Grenfell tragedy.

To ensure these principles are met, the process will proceed in three phases:

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## B. Reason for Equality Impact Assessment

Please delete as applicable:

- A new activity

This Equality Impact Assessment (EIA) focuses on assessing the potential impact of the engagement activities with the Grenfell community as part of this project.



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The purpose of this EIA is to ensure that the engagement activities for the Grenfell Memory Project are conducted in a manner that promotes equality, diversity, and inclusion. The expected outcome is to identify any potential barriers that may be experienced by people with protected characteristics and provide solutions to minimise/remove these.

#### **C. Names of the team responsible for the programme/ activity**

##### **Responsibility for the EIA:**

Name: Angela Basoah

Job title: Consultation and Engagement lead – Grenfell Memory Project and Grenfell Communities

Department: Communications

##### **Responsibility for the whole activity:**

**(as above)**

#### **D. Who is this activity for, who is impacted by it (all LFB staff, specific department, external communities)**

The Grenfell Memory Project will primarily impact the Grenfell community, including the immediate families of the deceased, survivors, and local residents.

Internally it will also impact colleagues from Communications, Legal, local station officers.

Externally, this will impact contractors carrying out the independent analysis work, the 14 solicitor firms and RBKC Dedicated Services who are cascading communications on our behalf. We also anticipate this will impact the Voluntary Community Sector (VCS) including charities, community and faith groups.

#### **E. What other policies/documents are relevant to this EIA?**

Grenfell Tower Memory Project Paper for Investment and Finance Board Part 1

## F. Equality and diversity considerations

Describe the ways how your activity meets the conditions of the due regard of the PSED and how LFB employees and communities of London may be affected by your activity, especially those ones with protected characteristics. Explain whether your programme/activity may disproportionately affect any group named below?

### Protected characteristics Equality Act 2010:

- Age
- Disability/Barrier
- Gender and gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race including ethnicity and nationality
- Religion or belief
- Sexual orientation
- Socio-economic backgrounds
- Caring responsibilities

At the end of your explanation, please, list the sources you have used.

### Age

According to the 2015 Indices of deprivation, there were 369 children aged 0-15 and 267 older people aged 60+ in low income households living in the electoral district Kensington and Chelsea, which includes Grenfell Tower ([Gov.uk](http://Gov.uk)). Both children and older adults are vulnerable groups within the community, requiring special consideration during the consultation process to prevent any negative impacts.

Children and young people may require different approaches to engage effectively, considering their shorter attention spans and the importance of a relaxed environment for participation. Similarly, some older adults are more likely to experience digital exclusion and have limited computer/internet access. Both the pre-consultation and consultation phases will offer a range of communication styles that include digital channels, but also include printed out materials, face-to-face consultation opportunities and reasonable adjustments for those facing health issues related to aging and may require additional assistance with accessibility and communication.

Removing barriers to participation from these groups will involve providing language and materials suitable for different ages and ensuring venues are equipped with facilities such as feeding and changing areas for families with young children.

### Disability

In Kensington and Chelsea, where Grenfell Tower is located, around 5.9% of residents are disabled, but among survivors, bereaved families, and neighbours, this figure is likely higher due to emerging disabilities over time ([RBKC JSNA for Grenfell Community](#)). Individuals with disabilities may face barriers to participation if accommodations are not met.

To remove barriers, we will ensure that all venues for in-person engagement/consultation events are accessible for wheelchair. The estimated budget also makes provision for sign language interpretation, alternative formats (such as audio, Braille or large print). We are mindful that some people may not be able to access Internet and digital materials and therefore, there is an on-going commitment to produce printed materials and ensure that communications is tailored to the needs of participants. Additionally, during the consultation phase we will engage with disabled individuals and local organisations including Action Disability Kensington and Chelsea, to address any further barriers that are identified

#### **Gender and gender reassignment:**

##### **Gender**

Females are more likely to take on the burden of care, both childcare and as informal carers i.e. for older relatives ([Centre for Progressive Policy](#)). In addition, women are more likely than men to be unpaid carers ([ONS](#)).

Caring responsibilities can have an impact on an individual's ability to participate in consultation activities. The consultation will seek to provide flexible participation options, such as evening or weekend sessions, as well as online participation opportunities. Additionally, offering respite support or childcare services during project activities can facilitate their involvement without the burden of managing their caregiving responsibilities.

##### Gender reassignment

Transgender and non-binary individuals should be respected and accommodated in all project activities.

Engagement activities should be conducted in a respectful and inclusive manner for individuals who have undergone or are undergoing gender reassignment using language (including pronouns) that they would prefer.

#### **Marriage and civil partnership:**

The Grenfell tragedy may have had an impact on marital relations: Anecdotal research appears to suggest some couples and families are estranged with other couples divorced. There will be options for families and couples to join different sessions.

### **Pregnancy and maternity:**

The ONS notes that in 2022 there were 106692 births in London. In Kensington and Chelsea there were 1387 live births in 2022 <https://data.london.gov.uk/dataset/births-by-mothers-country-of-birth-in-london> (<https://www.londonworld.com/your-london/kensington-and-chelsea/kensington-and-chelsea-sees-fewest-births-in-a-decade-4261122>). During and after the period of evacuation from Grenfell Tower, it was reported that pregnant women were amongst the groups not given adequate access to services and support ([ONS](#)).

Pregnant individuals and those with caregiving responsibilities may face challenges in participating fully in project activities due to their specific needs and circumstances.

Consultation activities should consider potential pregnancy and early years-related issues. This includes providing facilities and support for reduced mobility, addressing changes in physiology, accommodating pregnancy-related sickness, and ensuring quiet spaces and time for resting and feeding young children. Additionally, venues should have changing facilities and early years toys/activities to accommodate participants with caregiving responsibilities.

### **Race (including nationality and ethnicity):**

Individuals from ethnic minority backgrounds have been disproportionality impacted by Grenfell, with 85% of those who lost their lives in the fire from ethnic minority backgrounds ([Shelter UK](#)). 48% of residents living in the Grenfell Tower area were born outside the UK and 59% of residents came from an ethnic minority background, with many residents in the North Kensington area previously fleeing persecution in other countries before suffering from the fire ([RBKC JSNA for Grenfell](#)). The ethnicity and heritage of survivors, friends and family members of the deceased is less well documented.

In North Kensington, there are over 1,800 households where no occupant speaks English as their main language, and over 1,400 residents speak very little to no English ([NHS](#)). Individuals with English as a second language may experience barriers to participation through comprehension and ability to participate and feedback.

It was easier to find data for school pupils main language spoken at home than it was to find a comprehensive list of community languages spoken in North Kensington. Links to demographic information on the RBKC website were often not working or the data was very old (2009). Documents included as part of the Grenfell Inquiry listed the names of those who passed away and survivors but all information relating to ethnicity, languages and religion of Grenfell residents was redacted. (source [TMO00869931 Exhibit TB 5 - 14.06.2017 12 21 Email from Kiran Singh RE Current resident list \(attachment\).xlsx \[XLSX\]](#) )

The JSNA for Grenfell notes that main languages spoken at home by school pupils were English, Arabic, Somali, Spanish, Tigrinya, Amharic, Tagalog, Bengali, Portuguese, French, Albanian, Persian, Italian, Polish and Kurdish. ([RBKC JSNA for Grenfell Community](#)).

A report by the Equalities and Human Rights Commission on Grenfell survivors, bereaved families and neighbours' access to services provided translation into the following languages; English, Somali, Arabic (various dialects including North African and Middle Eastern), Urdu, Tamil, Sinhalese, Tigrinya, Amharic, Portuguese, Spanish, Farsi, Dari, Pushtu, Bengali, Tagalog and Polish ([Equality and Human Rights Commission Report](#))

The Grenfell Inquiry has provided information to bereaved families, survivors and local residents throughout phase 1 & 2. The Inquiry uses 17 main community languages for translation purposes ([Grenfell Tower Inquiry](#)).

The estimated budget includes provision for translated materials in multiple languages and interpretation services for non-English speakers. We also propose to use the Community languages listed in the Grenfell Inquiry.

### **Religion or belief**

According to the 2011 census, the most prominent religions in RBKC are Christian (54.2%), Muslim (10%), Jewish (2.1%), Buddhist (1.5%), Hindu (0.9%), Sikh (0.2%) ([NHS](#)). However, Muslims have been disproportionately affected by Grenfell. Al Jazeera noted that 42 of the residents who died in the fire were given Muslim funeral rites ([Al Jazeera article](#)). It has been estimated that approx. 80% of residents living at Grenfell Tower were Muslim.

It is important to consider diverse religious beliefs and practices of community members when planning and implementing activities. This includes recognising the varying religious observances and practices that may impact participation in project activities. Consultation processes should be sensitive to the religious needs of participants, with consideration given to scheduling events at times that accommodate religious observances and providing suitable facilities for prayer or meditation.

Religious observation requirements such as prayer days, times and religious holidays i.e. Ramadan, Eid, Easter, Diwali, Vaisakhi and Yom Kippur may affect an individual's availability to participate in with consultation activities. Consideration should be given of religious practices and observances during consultation activities i.e. provision of washing facilities and single sex sessions. Also the use of venues where consultation activities take place must be carefully considered to enable residents of all faiths and none to participate and feel safe.

### **Sexual orientation:**

LGBTQ+ individuals should be respected and accommodated in all project activities.

Engagement activities will be conducted in a respectful and inclusive manner for individuals from the LGBTQ+ community using pronouns and language that takes into account their preferences.

### **Socio-economic backgrounds:**

Residents from lower socio-economic groups may be reluctant to attend some face-to-face sessions due to limited money for transport or childcare constraints. The estimated budget includes costs to mitigate these barriers e.g. reimbursement for childcare costs and travel when required. The aim is also to hold engagement and consultation activities within the North Kensington area so that affected communities and residents will not ordinarily have far to travel in order to attend.

Grenfell Tower was made up of social housing units accommodating primarily lower-income residents of minority ethnic origins (The Bloomsbury Geographer).

Individuals living in poverty in comparison with higher income groups experience cognitive constraints on their time i.e. focusing on managing day to day survival rather than being able to fully take part in daily life (<https://www.lse.ac.uk/business/consulting/assets/documents/how-poverty-affects-peoples-decision-making-processes.pdf>). Additional costs may be involved in taking part in any consultation i.e. transport, refreshments and care including childcare. This may deter some residents from participation.

### **Caring responsibilities:**

Individuals who have caring responsibilities may experience barriers to participation.

To support carers, consultation activities are being designed to be inclusive of individuals with caring responsibilities. The consultation should provide flexible participation options, such as evening or weekend sessions, as well as online participation opportunities. Additionally, offering respite support or childcare services during project activities can facilitate their involvement without the burden of managing their caregiving responsibilities.

## **G. Evidencing Impact**

Please answer the following four questions:

### **G1.**

- a. List all the internal/external stakeholders and organisations you have consulted or contacted regarding your activity, along with the insights gained from these interactions?
- b. Explain how you have gained and evaluated your insights and whether you intend to conduct a follow-up or seek post-activity feedback from those stakeholders?

In designing the approach to engagement and consultation, we have engaged representatives from the following groups and continue to identify and engage others

- c. Al Manaar – Muslim Cultural Centre
- d. Clement James
- e. Eritrean Ethiopian Group
- f. Grenfell United
- g. Grenfell representatives on LFB Community Forum and
- h. Grenfell representatives on LFB’s Transformation Advisory Panel
- i. Grenfell Tower Trust,
- j. Grenfell Next of Kin
- k. Humanity for Grenfell
- l. Justice for Grenfell
- m. Kids on the Green
- n. Kensington and Chelsea Social Council
- o. Lancaster West Residents Association
- p. Solidarity Sports
- q. Our Power Hub
- r. The Space
- s. Young K&C

Key insights gathered while designing the approach to consultation are:

- **Grenfell affected individuals and communities are still very traumatised from the tragedy** which has led to divisions and tensions within families, resident population and communities
- **Memorialisation is a crowded landscape** leading to consultation fatigue and need to differentiate the Memory projects from other initiatives in this space.
- **Close family of deceased want to be heard and acknowledged:** “Designing a Memory Project that does not explicitly take account of our wishes is like holding a

funeral service for your mum, where everyone but you gets to pick the hymns for the service.”

- **Diversity among Grenfell affected is more significant than the rest of RBKC:**  
Language, culture, faith, socio-economic circumstance : 1<sup>st</sup> generation immigrants from Middle East, Africa, Asia & Europe.
- **Children and young people is a potential theme for a common ground within divided community** – “I am not interested in plaques or any physical (memorialisation) projects; I want projects that will benefit the lives of my children and grandchildren.”
- **Preventing another Grenfell:** Aside from the pursuit of justice and accountability for Grenfell, most were united in their potential support for initiatives that could prevent a similar tragedy

Key ways we translated these insights gathered into the consultation approach included:

- ☐ **Structure of Memory Project framework:** Three potential strands – Projects to support personal memories; children and young People and to contribute to prevention of similar tragedy and strengthens Grenfell communities
- ☐ **Multiple methods of engagement:** workshops (online and in person); 121 conversations (by phone, online, in person); smaller group discussions; online questionnaire: Peer engagement
- ☐ **Terminology:** use of term – immediate/close family of the deceased – instead of - bereaved
- ☐ **Separately held workshops** for close family of deceased and survivors and residents
- ☐ **Choice of venues:** recommended by community representatives
- ☐ **Translation of materials;** availability of translators (on request); One session in Farsi and Arabic
- ☐ **Flexibility and staggered engagement:** Scheduled activity from end of Jan to end of February pre-Ramadan; on-going in March and final push in May
- ☐ **Recruitment of advisory group** of close family of deceased, survivors and residents

**G2. Have you faced any gaps in evidence for assessing your activity's impact, and if so, can you justify proceeding with the EIA without addressing them or are you considering a mitigation action plan?**

We are still gathering specific data regarding the demographics that make up the surviving Grenfell community. Data exists for those who have died as a result of the fire. The EIA has been completed to include data where possible mindful that the Equality Impact Assessment is an on-going duty and will be undertaken throughout the different phases of the engagement and consultation to ensure comprehensive and inclusive participation in the development of the Memory Project process.

**G3. What adjustments have you considered for people with protected characteristics, and how does your activity promote equality of opportunity and caters for equity for them?**

Throughout the EIA, accessible venues/tools and consideration to religious events has been highlighted. Additionally, reimbursement/mitigation of costs associated with the consultation has been suggested to support particularly those from low-income backgrounds. In order to overcome digital exclusion, the budget includes provision for printed materials, free postage and opportunities to give feedback via phone and/or text. Provision has also been made to translate materials into different languages and have interpreters available on request for participants for whom English is not their first language.

**G4. How do you communicate the activity to those involved, especially with protected characteristics, and have you considered diverse formats such as audio, large print, easy read, and other accessibility options in various materials?**

The EIA considers interpreters, translated materials and materials available in diverse formats (audio, large print, easy read etc).

**H. Mitigating action plan** (where an adverse impact has been identified, please record the steps that are being taken to mitigate or justify it?)

**Actions to mitigate barriers identified are described throughout the document.**

Protected characteristic and potential adverse impact	Action being taken to mitigate or justify	Lead person/department responsible for the mitigating action
1. Disability – accessibility	Ensure venues are accessible, and materials are provided in accessible formats.	The Consultation and Engagement lead supported by two officers will ensure that all identified mitigating actions are completed
2. Gender – possible caring responsibilities for females	Offer flexible participation options, respite support and/or childcare services.	
3. Gender reassignment – possible discrimination	Options for participants to self-identify their gender identity and expectation is set for this to be respected by all participants.	
4. Pregnancy – facilities, physical support	Ensure venues are accommodating and have areas where participant can take a break from activities. Sessions to include appropriate breaks and refreshments.	
5. Race – language barriers	Provide translated materials in a range of different languages, offer interpreters during consultation.	
6. Religion or belief – a clash with religious events and obligations	Research religious events ahead of any planning, provide prayer/mediation facilities and breaks, and ensure venues are suitable.	
7. Sexual orientation – possible discrimination	Options for participants to self-identify their pronouns and expectation is set for this to be respected by all participants.	
8. Socioeconomic – additional costs	Reimburse/mitigate costs associated with consultation.	
9. Caring responsibilities – time	Offer flexible participation options, respite support or childcare services.	
<b>I. Signed by the Submitter</b>		



LONDON FIRE BRIGADE

**Name:** Angela Basoah

**Rank/Grade:** TMG C

**Date:** 15/05/2025