

Independent Scrutiny Function introduction

This document lays out the role of the Independent Scrutiny Function, how we will conduct our role and how you can contact us.

Background

The Grenfell Support programme will see the Royal Borough of Kensington and Chelsea Council's Grenfell Partnerships Team (GPT) provide support for bereaved and survivors and the immediate local community near Grenfell Tower. The programme is funded through the Global Settlement Agreement, which set out that the GPT would deliver the programme and that the Council should be subject to oversight, external scrutiny, and challenge by an independent organisation appointed by the Council. For further details on the appointment process, please [visit this link](#). The purpose of this scrutiny was to address concerns about the Council 'marking its own homework' and to help to ensure the immediate community's voices were heard in the delivery of the programme.

The appointed 'Independent Scrutiny Function' (ISF), is made up of two organisations: [Involve](#) and [Collaborate CIC](#). Involve is the UK's leading public participation charity, with 20 years experience of bringing people together to deliberate on complex, contested issues and find better solutions that work for local people. Collaborate CIC is a social enterprise that helps people, organisations and partnerships work better together to develop more effective and equitable approaches to tackling complex social challenges.

We also previously worked as the External Scrutiny Team (EST) in 2023-2024 to provide review of, and challenge to, the consultation led by the Council to design the support programme. The EST worked to help ensure that the consultation was effective and trauma-informed, and the process could start to repair relationships between affected members of the public and the Council. The EST also designed the scrutiny arrangements for the Grenfell Support programme alongside bereaved, survivors and community members. You can read more about the work of the EST [here](#).

What is the role of ISF?

Our role is to provide scrutiny (i.e. external review, challenge and advice) to help ensure the Grenfell Support programme is being delivered transparently and effectively in the interests of bereaved and survivors.

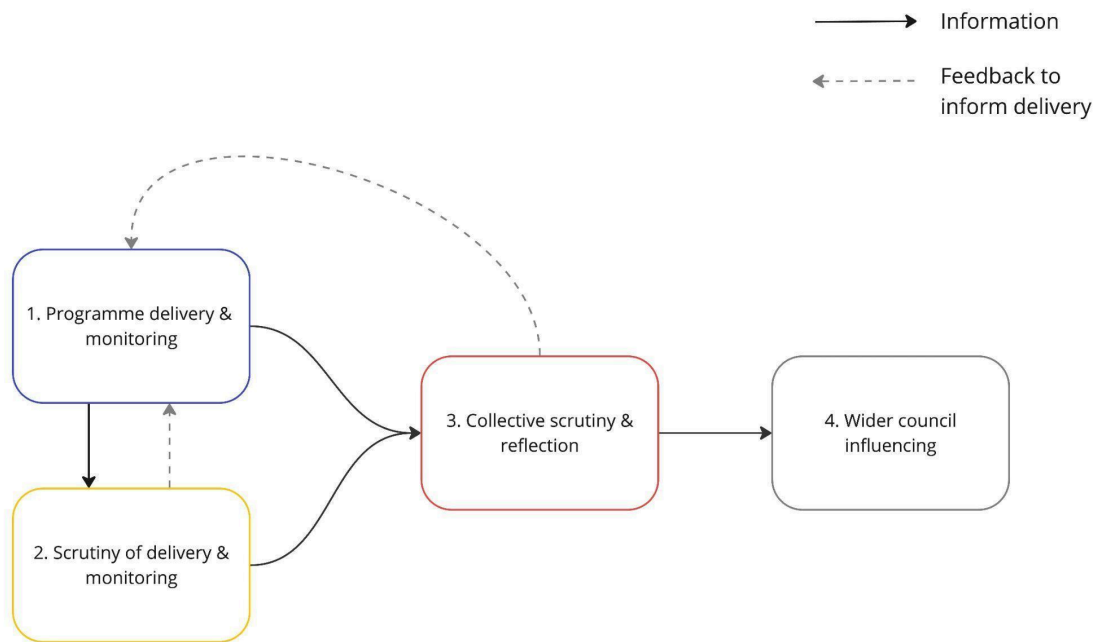
This means the ISF will assess whether the Grenfell Support programme is:

- Being delivered in line with agreed plans
- That reporting is transparent
- That delivery is being adapted as required to improve impact
- That the process of delivery and monitoring centres the perspectives and experiences of bereaved and survivors

- That the council exercises its power in delivering the programme appropriately and restoratively

How will we do this?

The diagram below shows how we will provide scrutiny to the delivery and monitoring of the Grenfell Support programme.



1. **Programme delivery and monitoring:** the delivery of Grenfell Support and the supporting monitoring processes will be done by the GPT - this includes conducting monitoring, addressing complaints and reporting.
2. **Scrutiny of delivery and monitoring:** independent external review, challenge and advice to help ensure the support is being delivered transparently and effectively in the interests of bereaved and survivors will be done by the ISF. We will do this by scrutinising updates and data submitted by the GPT four times a year. After each round of scrutiny, we will share our scrutiny verdict with you through a report. Our scrutiny will also feed in concerns you share with us directly about delivery of the programme. Please see below how you can share your concerns with us.
3. **Collective scrutiny & reflection:** this is a process for bereaved and survivors to come together with the Council to make sense of data and insight to help understand programme delivery and identify changes needed to the programme (and beyond). There will be two collective scrutiny & reflection sessions a year, facilitated by the ISF.
4. **Influencing the wider Council:** the ISF and the GPT will share insights from delivery of the Grenfell Support programme to influence wider change needed across the Council.

The same scrutiny process will apply to the delivery and monitoring of the education & training programme. However, there will only be one collective scrutiny & reflection session per year to discuss the programme, instead of two.

How can you get involved?

You will be able to feed into the scrutiny through: providing direct feedback to the GPT, providing direct feedback to the ISF, and by participating in the collective scrutiny & reflection sessions. For information about how to share feedback with the ISF, please see the 'How you can communicate with us' section below.

Please note, there is **no** obligation to get involved in these scrutiny processes and your choice to participate or not will not affect your ability to access support. You can be involved as much or as little as you would like, and your involvement can vary at different points in the programme depending on your interest and capacity.

What will the ISF not do:

- Deliver the Grenfell Support programme itself or gather data about its delivery. We will instead scrutinise data gathered by the GPT, and review and advise on how monitoring needs to be improved.
- Directly address any issues or complaints you have about your experience of the programme's delivery. Please direct these to the GPT. We are, however, keen to know if you feel that issues or complaints you raise with the GPT are not being taken seriously, and we will review overall trends in complaints and resolution across the programme.
- Directly scrutinise the wider Council beyond the GPT. We will, however, make recommendations about change needed across the wider Council based on insights from the programme.

How we will communicate with you

We will share our scrutiny reports with you through quarterly updates. All updates can also be found [at this link](#). The long-term intention of the GPT is to create a permanent hub on the RBKC website that will host all of their and our reports.

In advance of each collective scrutiny and reflection session, we will be in touch via the GPT to invite you to the session, explain what will happen at the event, and to understand how we can support you to participate.

How you can communicate with us

We want to ensure there is a clear way for you to reach out to us with any questions about the ISF and to provide feedback on how the Grenfell Support programme is running. We are also here to support your voice to be heard in the scrutiny of the programme.

If you have questions for us or concerns or complaints about the programme's delivery, please get in touch below at:

Email: isf@involve.org.uk

Phone: 020 3745 4334