

Grenfell Community Programme

Making Sense Together: Community Summary

Tuesday 7th October 2025

Hosted by: The [Independent Scrutiny Function](#) (ISF) team

About the Event

This session brought community members and the Council together to reflect on the first year of the [Grenfell Support Programme](#). The goal of the event was to understand what's working and what needs to change.

In groups, people explored the Grenfell Partnership Team's (GPT) survey findings and programme monitoring data, as well as community members personal experiences. Themed discussion covered three key areas:

- Awareness & communication
- Grenfell Community Advocacy Team (GCAT)
- Overall ambitions for the programme by 2028

The event was facilitated by the ISF to help support independent and honest conversations that allowed the GPT to share their insights alongside community members.

As part of the session, the GPT also shared some updates and their personal experiences of delivering the programme so far.

Below we have summarised key themes from these discussions. However, two further key points were raised in response to the presentation by the GPT:

- The GPT needs to be clear that the community programme is specifically designated to support community members, with support for bereaved and survivors funded through a *separate* strand of the programme.
- The GPT's communications need to remind people where funding is coming from, as people may be more willing to take up support if they understand it is funded by defendants through the Global Settlement Agreement (rather than core Council funding). This needs to be communicated sensitively, given some feelings of unfairness around individual claims as part of the Global Settlement Agreement.

Key Themes & Insights

Please note - the views captured in this document are from the approximately 10 residents who attended the event, and are not representative of the community as a whole. The insights will be used with this in mind, including to inform future engagement with the community.

1. Awareness and communication

What's working well:

- Emails, newsletters and drop-in sessions are helpful for many residents.
- People value face-to-face contact and clear, regular updates.

What could be improved:

- Many residents are still unaware of the funding or unsure what it's for.
- The term "applying" is off-putting - it sounds competitive. People suggested saying something like "let us know what you'd like from what's available."
- Flyers are not always reaching every household - some are mistaken for junk mail, and newsletters are sometimes missed.
- Some residents don't feel the drop-ins are for them or understand what they're about.
- Information should be repeated more often so that new residents and those who missed earlier communication can understand the origins and purpose of the support.
- Letters personally addressed to households (with names) would be more likely to be read.
- Information should be available in multiple languages, especially for those who haven't yet applied.
- Better use could be made of council and housing contact lists to reach people whose email addresses aren't known.

What might be missing from current communication channels:

- People whose first language isn't English.
- People who believe the money isn't for them.
- People with disabilities - for example, those who are non-verbal, have autism, or have physical disabilities. Carers should also be informed so they can support access.
- Some feel the information is enough, while others don't - showing people are having different experiences of the programme and have different needs in relation to it.

What might be missing from current communication channels:

- Use advertising boards in local spaces such as sheltered accommodation, gyms, sports clubs, community centres, and libraries.
- Connect with people already working with residents who are disabled.
- Use simple, visual communication tools - e.g., flow diagrams to show eligibility ("Do you live within 500m?" -> "Where did you live at the time?" -> "Then you're eligible for support").
- Work with local radio and community or faith leaders to share information through trusted networks.

2. Grenfell Community Advocacy Team

Who is accessing support, and who might be missing out:

- Some residents are being reached effectively through door-knocking and advocacy work.
- Others, especially those just outside the boundary area, may feel excluded and are missing out on help.
- Life circumstances (being too busy, missing deadlines) can make it hard for people to follow through with applications.

How GCAT could make it easier for people to access support:

- Share concrete examples of what support looks like - e.g., “before and after” support stories and photos.
- Simplify and visualise leaflets, making them more engaging and easier to understand.
- Use electronic noticeboards, especially outside the Leisure Centre.
- Keep checking in with residents even if GCAT is unable to offer support, so people feel continually supported.
- Consider offering out-of-hours support for those who work during the day.
- Add specialist housing support skills within the team, as this is a key area of need.
- Explore expanding eligibility to people who lived just outside the 500m boundary in 2017 but live inside it now.

Feedback on GCAT’s offer:

- More communication is needed about what housing support is and isn’t available.
- People want more transparency and clarity about what’s been said in advocacy conversations on behalf of community members.

Ideas for clearer communication:

- Print hard-copy maps of the boundary areas to share with community connectors (e.g., church offices).
- GCAT to be more visible where people already go (e.g., community markets, local parks, and noticeboards).
- Use larger posters, roller banners, and on-the-ground visibility (e.g., near KLC or the tower site).

3. Overall ambitions for the programme by 2028

How people feel about progress:

- Broadly, residents feel the programme is on track based on initial commitments: they feel they have choice, are in control, are receiving physical and mental wellbeing support, and dedicated housing help.
- However, there is frustration that some community activities haven’t started yet. People want open discussions about this, rather than being presented with fixed options or closed questions.

Gaps and priorities identified:

- More respite and wellbeing activities (not just gym memberships).
- Better access for people in sheltered and supported accommodation.
- Legal advice relating to housing (beyond what GCAT currently offers).
- Focus on older and disabled residents who face barriers.
- Stronger links with existing community activities to avoid duplication.

Broader ideas and legacy hopes:

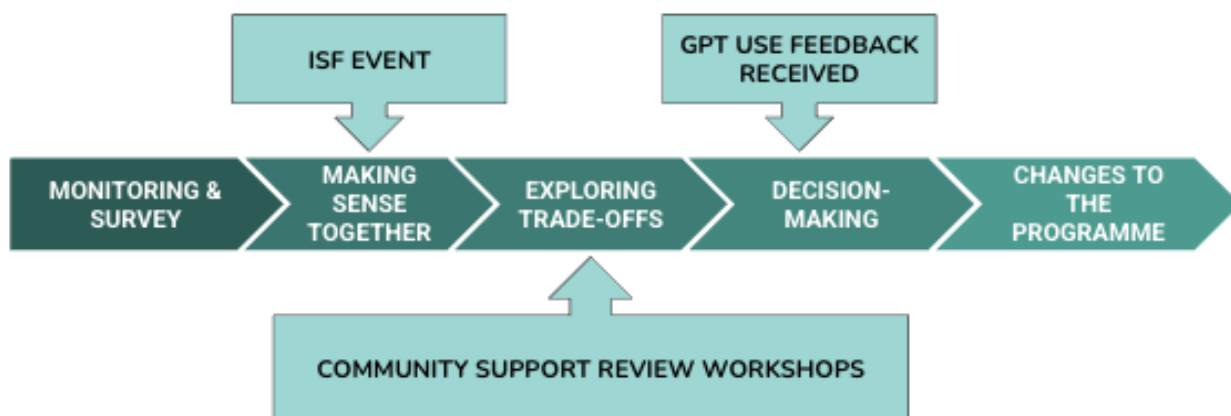
- When residents contact the Council multiple times, could they be automatically referred to GCAT?
- Clarify what happens to unclaimed grants and how decisions are made about their use.
- Keep asking throughout the programme: What legacy do people want to see?

Long-term vision and wider change:

- The programme is seen as a chance to shift how the Council works:
 - More presence and listening in the community.
 - Open, trauma-informed approaches.
 - Greater trust and transparency.
 - Personalised, caring services (a “name and a face”).
- People want lessons from the programme to influence housing, health, and how the Council supports residents more widely.
- The legacy should also connect with other initiatives such as education and training, “Curve” projects, and potentially a Grenfell charity or endowment.
- Some suggested lasting symbols of remembrance and care – such as a sculpture or statue.

Next Steps

For the **GPT**, the insights from this event will contribute to helping adapt delivery plans for year two of the Community Programme.



As the **ISF**, we will draw on insights from this session in our next round of scrutiny (Quarter 3 2025/26), and use them to inform the focus of our future scrutiny work.

The ISF will also host another **Making Sense Together** event in six months, using the next set of monitoring data from the Grenfell Community Programme. More information on all of this will be shared through the community newsletter from the GPT.

If you have any questions about the ISF or would like to share feedback about the programme's delivery, please contact us at isf@involve.org.uk or call **020 3745 4334**.

(Please note: complaints about the programme should still be made through the formal [GPT complaint process](#).)