

## **Grenfell Tower Memorial Commission Meeting**

**13<sup>th</sup> January 2020**

### **Attendees**

#### **Memorial Commission**

Thelma Stober (meeting chair)                      Michael Lockwood

#### **Community Representatives**

(Bereaved Representatives) (Survivor Representatives<sup>1</sup>) (Lancaster West  
Sandra Ruiz                      Mohammed Rasoul                      Representatives)  
Hanan Wahabi                      Abraham Abebe                      Susan Al Safadi  
Hassan Hassan                      Hanan Cherbika                      Andrea Newton  
Adel Chaoui  
Nabil Choucair

#### **Secretariat**

Grenfell Tower Memorial Commission Secretariat: 4 individuals

#### **Other**

Kaizen:3 individuals for the engagement update item only

MHCLG:1 attended for the risk register item, 1 for the engagement update item and 1 for the coroner's item.

Public authority representatives, 3:

Robyn Doran (CNWL public authority representative) (items 6 to 8)

Professor Fiona Wilcox (HM senior coroner) (item 8)

Suzanne Kochanowski (MHCLG) (items 6 to 8)

### **Meeting purpose**

The twenty-first meeting of the Memorial Commission to discuss the approach to communications, discuss and agree on securing wider expert support and to hear an update from HM senior coroner.

### **Opening**

- A one-minute silence was held at the start of the meeting.
- It was confirmed that the meeting was quorate.
- The Commission welcomed Nabil Choucair to the Commission as a bereaved Community Representative. Nabil was chosen from the reserve list created from the voting process.

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<sup>1</sup> For the purposes of the Memorial Commission, this refers to former residents of Grenfell Tower and Grenfell Walk.

### **Item 1: Minutes – for approval**

- The Commission agreed that they had no amendments to the circulated minutes of the previous meeting (03/12) and were content for them to be uploaded to the website.

### **Item 2: Progress update – update**

- The Secretariat provided an update on the Actions Log; there were two outstanding actions requiring a decision/action from the community representatives:
  1. *‘Community Representatives to share feedback they receive from constituents with Kaizen on themes and word clouds via Kaizen’s feedback form’*. The Secretariat reminded the representatives to send through any feedback they receive.
  2. *‘Community Representatives to advise the Secretariat on how much time they are willing to commit to the procurement process for technical support services as agreed at the 10<sup>th</sup> November 2020 meeting’*. Six representatives put themselves forward to be involved in the procurement process and acknowledged the importance of the Commission playing an active role when choosing anyone to support their work.  
**Action:** The Secretariat to ensure all Community Representatives have a copy of the agenda.  
**Action:** The Secretariat to organise procurement training for representatives.

### **Item 3 and 4: Update from the co-chairs/workplan progress – update**

- Michael updated that since the last meeting he and Thelma had met with Felicity Buchan MP, Conservative member for Kensington. Michael noted that she was very supportive of the Commission and was keen to help. The co-chairs and Felicity Buchan MP agreed to have regular meetings.
- Michael also updated that he and Thelma met with the candidate for communications advisor. This role has been created to ensure communications are engaging.
- In response to the section of the workplan on working with the Coroner, the Commission expressed that it was important that the Commission is respectful of this process and the sensitivities around these discussions. Michael agreed.
- The Commission agreed they were content with the updated workplan.  
**Action:** Secretariat to take forward work on engaging with young people for the March meeting.

### **Item 5: Risk register (report 5) – for approval**

- Thelma talked the Commission through the risk register.
- Community Representatives explained that they are not receiving much feedback from bereaved and survivors on the Commission’s work. Some

Community Representatives expressed that interest needs to be reignited and an understanding that a memorial will be established needs to be reached.

- The representatives also highlighted the varied range of views among families and the community on the future of the Tower. Community Representatives acknowledged that decisions around the future of the Tower were not part of the Commission's remit and suggested that the Commission may need to be more explicit about that to ensure families and the community understand.
- Community Representatives advised that the Commission needs to remain conscious that people are still traumatised and that some people who lost loved ones in the tragedy may also have lost loved ones to the pandemic.

#### **Item 6: Introduction to communications adviser – update**

- Thelma introduced the preferred candidate for the communications adviser role. He explained that he believes this is an important process both locally and people need somewhere to remember their loved ones. The Commission discussed how to ensure the Commission's communications contain personality and feel 'human', and reflect that the tragedy impacted the whole community. The Commission is keen to explore alternative methods of communication eg local radio or press.
- There was a discussion about how communications and engagement work will be shared across the communications advisor, Kaizen and MHCLG. The communications adviser will work with Kaizen and MHCLG and will meet with reps individually to gain an understanding of their work.

#### **Item 7: Engagement update (report 7) – for approval**

##### **MHCLG**

- MHCLG presented the communications report; detailing the engagement activities for December and a plan for future activities. They reminded representatives to let them know if they are available for the online events on 19<sup>th</sup> and 26<sup>th</sup> January (further details at end of minutes for February events).
- A community representative mentioned that she liked the green word cloud postcard that the Commission sent to Lancaster West Residents. She said that it was particularly engaging because of the format. MHCLG offered to send the word cloud postcards out to representatives to share with their constituents. When asked whether the word cloud postcards were shared with bereaved and survivors, MHCLG explained that all bereaved and survivors received letters which contained a copy of the word cloud. The Secretariat agreed to send an email setting out how we are able to contact families and local residents.
- Community Representatives expressed that they would prefer to use the mailing list from the website and other forms of direct contact as we continue building up our own database.

- It was requested that if the word cloud postcard was to be sent to bereaved and survivors that the Secretariat explore options for the address be added directly to the postcard so that they do not have to go into an envelope.
- Thelma urged representatives to share any feedback they receive – including people saying they are not yet ready to engage.
- The group asked whether there was any way to communicate other than WhatsApp. Kaizen recommended Signal or Telegram. Some Community Representatives explained that WhatsApp is encrypted so should be safe and is easy to use. The Secretariat agreed to look into alternative options.  
**Action:** MHCLG to send word cloud postcards out to representatives to share with their constituents.  
**Action:** MHCLG to send an email to representatives explaining how we are able to contact families and local residents.  
**Action:** Secretariat to explore options for adding addresses to the postcards  
**Action:** Secretariat to explore alternatives to WhatsApp as an engagement channel.

### Item 7: Kaizen update

- Kaizen updated on December engagement in which they spoke to approximately 100 people. They received positive feedback on the word cloud. They also continue to receive engagement from bereaved and survivors and emphasised this is their primary area of focus.
- Kaizen updated on January engagement plans: letters to be sent from the Commission to bereaved and survivors, focus to be primarily on moving discussions to ‘form’ rather than ‘feel’ of the memorial at this stage. Kaizen and the Commission recognised that this is a sensitive area for families and would ensure that conversations continue to be mindful of this and move at a pace that families are comfortable with. Currently, outreach and direct engagement has been paused due to social distancing measures. Kaizen are still able to continue engagement through non-face-to-face means.
- Kaizen plan to reach out to schools soon, though they are conscious that now is a challenging time for schools. Community Representatives asked how wide Kaizen were planning to go in relation to the schools they proposed engaging with. Kaizen explained that they plan to start with schools in the Grenfell Education Fund (ie schools most affected by the tragedy), however, Kaizen explained that they will engage with any school that wants to engage as they are there to be inclusive and not exclude people from the process. They are also aware that some children may have moved schools since the tragedy. Some Community Representatives recommended that Kaizen refrain from approaching schools at this time as they are very busy due to the pandemic. The starting point should be through contacting the headteachers who attend the Grenfell Education Fund Steering Group
- Community representatives requested that the list of headteachers attending the Grenfell Education Fund Steering Group is shared with the representatives.

- It was suggested that MHCLG share with representatives a set of slides on engagement so far for them to circulate with their constituents to support community understanding of the Commission's work. MHCLG agreed that this was a good idea.
- A Community Representative explained that no one from Grenfell Walk Resident's Association (GWRA) has been contacted by Kaizen. Kaizen asked representatives to share their contact details in their WhatsApp groups with GWRA. When asked why Kaizen couldn't contact GWRA members directly, they explained that due to GDPR reasons they are not able to hold people's contact details without consent.

**Action:** Secretariat to share list of headteachers who attend the Grenfell Education Fund Steering Group with representatives.

**Action:** MHCLG to share a set of slides and other formats with information about how people can give their views with representatives.

### **Item 8: Update from the coroner – update**

Professor Wilcox attended the meeting and gave an update in relation to the remains of deceased persons from Grenfell Tower that remain in her legal care. She re-affirmed her commitment to honour the agreement made with the Bereaved and Faith and Community leaders that these remains should be buried in the foundation of the Grenfell Memorial at the Tower site.

### **AOB:**

- Michael suggested that following discussion with Thelma, the Commission have an extra meeting to take stock, discuss their strategy for enhancing direct engagement with the community and how the Co-Chairs and Community Representatives can work together to deliver this. It was suggested that further options for engagement be considered, including asking families and the community for timeframes in which they would like to engage or putting a simplified version of the timeline on a postcard.
- Community Representatives also expressed concerns that people who live locally to the site were not receiving engagement from Kaizen.  
**Action:** Secretariat to arrange an additional meeting (prior to the February meeting) to explore further engagement options with the Commission.

### **Questions and answers**

The following questions have been submitted to the Secretariat and require a response from the Commission. Questions answered as part of the minutes will also be added to the Frequently Asked Questions page on the Memorial Commission

website. Answers to the following questions have been approved by the Commission via correspondence.

**Q: How are young people's views being considered?**

A: The Memorial Commission is currently considering how to engage young people via schools, local voluntary organisations, faith groups and representative groups. However, given the current pandemic, both Kaizen and the Memorial Commission are conscious that these stakeholders are supporting families and are likely to be stretched.

The Commission is therefore exploring options for engagement with young people to carry out at a time and in a way that recognises this restriction. Many of the Community Representatives either have children of their own or work in schools, so the Commission understands entirely the importance of considering the views of young people.

**Q: Are the Community Representatives' names public? If so, where can I find out who my representatives are?**

A: The Commission took the decision to make representatives' names public in an effort to be more accessible to the bereaved, survivors and local residents whose views the Commission seeks to inform the memorial. You can find the names of your representatives at: <https://www.grenfelltowermemorial.co.uk/your-community-representatives-memorial-commission-0> The Commission is also in the process of adding [contact buttons](#) to the website so that you can contact your representatives directly.

**Next Meeting:** 25<sup>th</sup> January 2021 (extraordinary meeting)

Meeting end.

**February Memorial Commission online events**

Two events are being held in February for the Commission to meet with the bereaved, survivors and local residents via Microsoft Teams. The purpose of these meetings is to hear your thoughts and ideas and to answer any questions that you may have.

**February 15<sup>th</sup> 18:00 – 19:00:** Meeting with bereaved and former residents of Grenfell Tower and Grenfell Walk

[Click here to join the meeting](#)

Or dial in: +44 20 3443 8728 and use conference ID: 678 604 475#

**February 17<sup>th</sup> 18:00 – 19:00:** Meeting with Lancaster West Estate Residents

[Click here to join the meeting](#)

**Or dial in:** +44 20 3443 8728 and use conference ID: 172 971 041#