

**Grenfell Tower Memorial Commission Meeting  
with Lancaster West residents**  
(Tuesday 26<sup>th</sup> January)

**Attendees**

**Memorial Commission**

Thelma Stober  
(Meeting Chair)

**Community Representatives (8)**

(Bereaved Representatives)  
Sandra Ruiz

(Survivor  
Representatives<sup>1</sup>)

Mohammed Rasoul

(Lancaster West  
Representatives)

Andrea Newton  
Susan Al-Safadi

**Secretariat**

Grenfell Tower Memorial Commission Secretariat (2)

**Other**

Lancaster West Estate Residents<sup>2</sup> (3)

**Meeting purpose**

The purpose of these meetings is to update residents on the Commission's work and to provide an opportunity for residents to share their thoughts or concerns and to ask questions.

**Opening**

- A one-minute silence was held at the start of the meeting.

**Introductions**

- Thelma introduced herself and explained her role as co-chair, alongside Michael Lockwood. Thelma also provided background on her experience with as a survivor of 7/7 and her understanding of the importance of the Grenfell Tower Memorial.
- The Community Representatives introduced themselves and explained why they are on the Commission and what their role is.
- Commission members expressed how they wished to be able to engage in person but explained that due to the current circumstances, this was not possible. The Commission explained that it had taken a while for them to devise methods of engagement during the pandemic, but they are now trying to keep as many avenues open as possible for engagement. It is hoped that outdoor meetings may be possible in the summer.

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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.

<sup>2</sup> For the purposes of these minutes, all mentions of "resident" refers to Lancaster West Estate Residents who attended the meeting.

## Update of Commission's work

- Commission members updated on their work over the past year, including: electing the co-chairs, learning from the processes and challenges of other memorials, organising engagement events with bereaved and extending these to survivors and local residents. They explained that at this stage there have been no discussions on the design of the memorial because the Commission's current priority is to listen to the community to hear their views.
- The Commission explained that Kaizen, an engagement specialist, had been procured to help gather the ideas and views of the bereaved, survivors and local residents.
- The Commission highlighted the various methods in which people can get in touch. They explained that contact buttons are going live on the website: <https://www.grenfelltowermemorial.co.uk/your-community-representatives-memorial-commission-0> giving people an option to contact Community Representatives directly. The Commission also emphasised the importance of engagement with residents. They acknowledged that the bereaved and survivors are at the forefront of this process, however, it is also important for residents to have a say in a memorial that will be on their doorstep. The Commission also highlighted that they are working on a newsletter to regularly provide updates on their work and that a timeline is being published on the website to allow everyone to familiarise themselves with the next steps in the process. The Commission explained that they are also working on developing a contact list so that they are able to contact people directly. **You can sign up for the mailing list at:** <https://www.grenfelltowermemorial.co.uk/contact>

## Q&A

- Residents expressed concern that the online event was not promoted well enough and asked that the Commission utilise the Lancaster West Residents' Association (LWRA) to advertise their events and any updates they may have. Residents also expressed concerns about engaging via digital methods and how this may exclude those without access to technology. The Commission explained that they are aware many people are fatigued by receiving letters and want to find other ways to promote events. The Commission agreed it should work more closely with the LWRA to promote their events and asked for LWRA's help in getting information onto neighbourhood notice boards. The Commission asked that if they shared the word cloud with LWRA, whether LWRA could arrange to share it with residents they are in contact with. Community Representatives agreed to attend a LWRA meeting on 18<sup>th</sup> February to provide updates to the LWRA and discuss how they can work together to share information.
- Residents expressed that it seemed not much had been achieved since the establishment of the Commission. The Commission explained that this has been a learning process for them and that they have had to take their time to

ensure that they do it right. The Commission is aware some people are not ready to engage at this time, particularly with the ongoing Inquiry.

- Residents asked how the Commission were making an effort to include those for whom English is not their first language. The Commission explained that they ensured Kaizen's word cloud was translated into different languages so everyone could see the outcome of the first stage of engagement on how a memorial should feel. They also explained they are exploring options for holding online events with translators in attendance to support those who speak other languages. Conversations with Kaizen are available in multiple languages.
- Residents asked whether the footprint of the memorial had been agreed and the degree to which Grenfell Walk may be involved in this. The Secretariat explained that decisions around the future of Grenfell Walk were a matter for RBKC and they understood that conversations were ongoing. The Secretariat answered that Grenfell Walk has been discussed in relation to the site and the footprint, and a decision is to be made on whether the memorial includes the walkways and the bridge. In response to a question on the walkways being demolished, the Secretariat explained that they had not received any news of this having been considered.
- Residents asked whether the Commission's remit covers a decision on the Tower. The Commission explained that a decision on whether the Tower remains or is deconstructed is outside of their remit as this is a decision for the government. They recognised that the decision on the Tower could impact the practicalities of a memorial, however, these practicalities have not been discussed as the Commission is currently in its listening phase.
- Residents expressed a desire for the key organisations involved in the Lancaster West Estate area to work more closely and provide a single channel where people can find answers they are seeking or gain an understanding of the items each organisation covers. Residents emphasised the importance of small updates in dispelling rumours. The Commission asked the Secretariat to explore options for outlining the the remit of the three entities on the Commission's website. Thelma also made clear that any questions anyone has can be sent to the Commission's email address: [GTMCSecretariat@communities.gov.uk](mailto:GTMCSecretariat@communities.gov.uk)
- One resident asked who Kaizen have engaged with so far and whether they are collecting data to keep track of how many people they have engaged with and who they have missed. They also highlighted the importance of ensuring that Kaizen engaged with a broad range of individuals to reflect the diverse make-up of the community. The resident emphasised the importance of providing multiple opportunities for people to engage. The Commission confirmed that Kaizen were collecting this data and that Kaizen leave cards with contact details on for anyone who was not available during door knocking activities. The Secretariat agreed to come back to the resident with further details on Kaizen's demographic data.

**Close**

- Thelma thanked residents for attending and asked whether they found it helpful. Residents reflected that the discussion was useful and that it was important to work together going forward.

**Action:** Community representatives to attend a LWRA meeting and work with them to share information about the Commission.

**Action:** Secretariat to share word cloud with LWRA for them to share with other residents.

**Action:** MHCLG to arrange to discuss ways of streamlining information between the key organisations in the Lancaster West area, RBKC, MHCLG and the independent Memorial Commission.

**Action:** Secretariat to explore options for clarifying the roles of RBKC, MHCLG and the Commission on the Commission's website.

**Action:** Secretariat to send demographic data collected by Kaizen to resident.

**To share ideas about the memorial, you can contact our engagement specialists, Kaizen:**

**Phone:** 020 7082 5508

**Email:** [grenfellmemorial@kaizen.org.uk](mailto:grenfellmemorial@kaizen.org.uk)

**Letter to:** Kaizen, 22a Cliff Villas, London, NW1 9AT

**Alternatively, you can contact the Memorial Commission:**

**Phone:** 0303 444 4831

**Email:** [GTMCSecretariat@communities.gov.uk](mailto:GTMCSecretariat@communities.gov.uk)

**Website:** <https://www.grenfelltowermemorial.co.uk/>

**Next meeting with Lancaster West Estate Residents:**

17<sup>th</sup> February 18:00 – 19:00

[Click here to join the meeting](#)

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