

Grenfell Tower Memorial Commission Extraordinary Meeting

25th January 2021

Attendees

Memorial Commission

Thelma Stober

Michael Lockwood

Community Representatives

(Bereaved Representatives) (Survivor Representatives¹) (Lancaster West
Sandra Ruiz Abraham Abebe Representatives)
Hanan Cherbika Susan Al Safadi
Andrea Newton

Secretariat

Grenfell Tower Memorial Commission Secretariat, (2)

Meeting purpose

A meeting of the Memorial Commission to discuss how the Commission works together as the pace of the Commission's work steps up.

Opening

- A one-minute silence was held at the start of the meeting.
- Michael set out the COVID impact, and how the impact of this on the Commission's work to date can't be underestimated. However, he was clear they have achieved a lot, including:
 - Governance, which is often overlooked but is really important
 - Embedding learning from other memorials
 - Establishing stakeholder relationships, including with community groups, schools, ward councillors, and faith leaders
 - Community meetings – which have been made more effective because of the Community Representatives and their attendance
- Thelma explained that this meeting is about understanding how the Commission can leverage the expertise and knowledge that the Community Representatives can provide, and what support they might need to do this.
- Secretariat gave an overview of how the Commission are currently able to contact families and the community. The Community Representatives agreed that they needed to do everything possible to reach everyone who wants to give their views. They spoke about how they can contact the groups they represent and agreed that each of the 10 representatives need to work together to contact as many people as possible.

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

- One representative set out how they had engaged on WhatsApp, and that from their experience the best way of doing so is to have an interactive conversation and create some interest and engagement around the Commission.
- All agreed that more needs to be done, given the scale of the Commission's work. Michael suggested that everyone agree some commitments about how to work together to support this increased pace.
- Thelma ran through everything that the co-chairs will do and asked if anyone had any more suggestions. The representatives agreed with these:
 - **Additional community meetings:** increasing community online meetings to three/month. This will increase online engagement opportunities by 50%.
 - **Committing to personally reaching out to stakeholders,** rather than relying on the secretariat.
 - **Being intelligent with their time to have maximum impact.** For example, the co-chairs have agreed to split community meetings to double their capacity, with only one chair attending each meeting.
 - **Responding to emails promptly** so that decisions are made and comms are cleared on time. This will increase the Commission's engagement and the amount it can deliver.
 - **Ensuring the Commission stays focused:** have oversight of agenda content, and chair meetings to ensure maximum time spent on key items, allowing effective discussions where Representatives have ownership.
- Michael ran through suggestions for Community Representatives to commit to:
 - **Increasing informal outreach to ensure two-way information flow with the community:** The Representatives are the people who can give the Commission insight into how to reach constituents. The co-chairs and secretariat are limited by data protection restrictions. Informal discussions, bringing back concerns and filling in the gaps is therefore incredibly valuable.
 - **Monthly community meetings and scheduled events:** In addition to informal outreach, agreeing attendance at scheduled events will give the community consistency and show commitment. Michael suggested that community representatives agree in advance to a schedule of which meetings they can attend.
 - **Increasing the Commission's reach through communications:** The blogs from community representatives are very powerful. The Commission also has potential to have a wide social media reach. For example, by each sharing a WhatsApp message with 10 people, the Commission can reach 100 constituents.
 - **Working on different areas:** By signing up to 'working groups' of 2 to 4 Community Representatives that focus on an area and report back to the Commission, they will be able to give more oversight and ownership. It was suggested each representative agrees to be on two of the following groups:
 - a) Children, young people and schools working group

- b) Four-year anniversary working group
- c) Communications working group
- d) Procurement working group
- **Governance:** Ensuring that the meeting cycle runs smoothly. This includes: responding to correspondence in a timely way; attending monthly meetings, preparing for the meetings in advance, and when representatives cannot attend, actively working with the Secretariat to either share views ahead of meetings or catch up after the meetings.
- The Community Representatives agreed with these suggestions and welcomed the idea of working groups. Thelma asked what support the community representatives would need to meet these commitments. The Secretariat agreed to share timelines in advance and provide any training needed.
- Finally, the Secretariat set out its commitments:
 - **Being ready to meet the standards set by the Commission:** The Commission wants to step up engagement. To help meet goals, they agreed to share timings for the next few months to ensure a clear rhythm, eg set a timetable for the blog, dates in advance for community meetings.
 - **Recognising the need for the Commission's independence:** Supporting the chairs and Representatives by providing high quality advice that reflects the Commission's values and is based on previous decisions. This will ensure the Commission is making the key decisions and has oversight.
 - **Being clear in how we are structuring our work:** Sharing plans in advance, giving all enough time to respond to requests, and making sure that emails are streamlined and sent within working hours.
 - **Listening to and supporting the community representatives:** Providing necessary training and responding to representatives' individual needs. Eg writing WhatsApp messages or providing comms products such as slides to support community representatives in their outreach. These will be consistent, so that the Commission does not give conflicting messages, but bespoke so that each representative can speak to constituents in a personal way.
 - **Supporting the co-chairs to increase their engagement:** Being more proactive and efficient in ensuring that the co-chairs' meet their commitments on community meetings.
 - **Respecting representatives' time:** Ensuring Community Representatives are sighted on everything, and that their time is used efficiently to ensure it has the maximum impact. This includes:
 - ensuring engagement activities have maximum reach
 - distilling decisions to ensure that representatives' time is being used to highest possible impact
- The Community Representatives asked that the Secretariat share a list of actions from this meeting, to ensure that these commitments are acted on. (**See below**)

Actions

Communications:

- **Secretariat:** Update website with push notifications this week. Share comms (WhatsApp message) to publicise push notifications.
- **Secretariat:** Develop a forward look so that messaging is lined up and there is new content each week.
- **Secretariat:** Follow up with interested Representatives on envelope design.
- **Representatives:** to share WhatsApp messages with updates, community events and online publications in a way that increases engagement.
- **Secretariat:** Take actions away to look at in the round and develop comprehensive and consistent comms plan. MHCLG communications officers to support the Memorial Commission working group.

Engagement:

- **Secretariat:** add item to agenda for representatives to feed back on what they are hearing.
- **Representatives:** Sign up to which online events they will attend.
- **Secretariat:** Expand number of online events to three per month.
 - Agree schedule of community meetings in February meeting, and consider expansion to include wider North Kensington.
- **Representatives:** contact constituents directly and individually before community meetings to encourage attendance.

Governance:

- **Secretariat:** update the agenda for the 4 February meeting to make more streamlined.
- **Representatives:** to read papers in advance of the meeting and come prepared. To read papers even when they can't attend a specific meeting and contact the Secretariat with views.
- **Representatives:** Sign up to working groups next meeting via online form.
 - Children, young people and schools working group
 - Communications and engagement working group
 - Procurement working group
 - Four-year anniversary working group
- **Secretariat:** Share the planner setting out dates for proposed blogs, community engagement, commission meetings and sub group meetings for representatives to have and populate.
- **All:** Keep under review whether monthly meetings should be more frequent.

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

Phone: 020 7082 5508

Email: 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

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