

Grenfell Tower Memorial Commission Meeting

4 February 2021

Attendees

Memorial Commission

Michael Lockwood (meeting chair) Thelma Stober

Community Representatives

(Bereaved Representatives) (Survivor Representatives¹) (Lancaster West
Sandra Ruiz Abraham Abebe Representatives)
Hanan Wahabi Mohammad Rasoul Susan Al-Safadi
Adel Chaoui
Hassan Hassan

Apologies

Andrea Newton, Nabil Choucair

Secretariat

Grenfell Tower Memorial Commission Secretariat, 4 individuals

Other

Kaizen, 3 individuals (for item 4 only)

MHCLG, 3 individuals (2 individuals for item 3 only and 1 individual for item 4 only)

Meeting purpose

The twenty-second meeting of the Memorial Commission to agree and establish additional working groups, hear an update from MHCLG and Kaizen on communications and engagement, discuss and agree options for a virtual site tour and next steps following the Memorial Commission's extraordinary meeting held on 26 January.

Opening

- A one-minute silence was held at the start of the meeting.
- It was confirmed that the meeting was quorate.

Minutes

- The Secretariat shared copies of the 13 January Memorial Commission meeting minutes, Online Community Event meeting minutes and the Extraordinary Memorial Commission meeting minutes in advance of this to the Commission for approval. The minutes were agreed and have since been published [[here](#)] on the Memorial Commission website.

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

For Information items

- Three papers have been shared with the Commission in advance of the meeting for information. Changes that had been made to the items since the Commission last reviewed were highlighted. No action was required from the Commission.

Agenda item 3 – marking the four-year anniversary

- The Secretariat suggested the Memorial Commission establish a working group to plan and discuss how the Commission would like to mark the four-year anniversary of the Grenfell fire tragedy, with support from MHCLG. The ideas raised in the working group will be brought back to the Memorial Commission for approval.
- Michael asked the Commission to express their interest in the working group by email to the Secretariat. The Secretariat will update via correspondence with confirmed members of all working groups as discussed at the meeting on 25 January.

Action: Representatives to express their interest in which working groups they would like to attend to the Secretariat.

Action: The Secretariat to update the Commission with a full list of participants for all working groups.

Agenda item 4 – communications and engagement update

- Thelma updated that the co-chairs had met with three individuals/groups in January: a representative from Central North West London NHS Trust (CNWL), Notting Dale Ward Councillors and MHCLG's Director General for Grenfell, Building Safety and Net Zero.
- Thelma and Michael agreed that the CNWL representative had made a big impression on them both. They had given Michael and Thelma some helpful tips and advised that community representatives should continue to connect the Commission with the community they represent. Thelma added the CNWL representative is ready to help the Commission in any way the Commission would like, including support with ensuring children's and young people's voices are heard.
- Thelma updated that the meeting with Notting Dale Ward Councillors was very positive. The Ward Councillors agreed they would be happy to assist the Commission with engagement and offered the opportunity for the Commission to be referenced in the Ward Councillor's regular newsletter. Thelma reiterated that the Ward Councillors will not express views or opinions in the newsletter, however, the Commission could use this space to promote community events or share Commission updates more widely.
- Thelma updated that they had met with MHCLG's new Director General for Grenfell, Building Safety and Net Zero and he was keen to understand more about the Memorial Commission and their views. Thelma added that the meeting overall was positive.

- Michael and Thelma gave a brief overview of the two online community events in January and the topics of discussion at both. Michael added that the attendance numbers for the community events are rising, which is positive for the Commission.
- MHCLG gave an overview of comms activities since the last meeting. The final version of the [workplan](#) has been sent to all community representatives as well as community groups, bereaved, survivors, ward councillors and other stakeholders. The workplan will be live on the Memorial Commission website on 5 February 2021. MHCLG also updated that the [newsletter](#), which representatives have seen draft versions of, is expected to be sent week commencing 8 February 2021. [Mohammed's blog](#) has also been published on the website. An email is expected to be sent to community groups, bereaved, survivors and other stakeholders to share the timeline, workplan and newsletter once all have been published.
- Thelma asked MHCLG whether it would be possible to share the workplan and forthcoming community online events on electronic noticeboards. MHCLG agreed to explore producing a version of the workplan to be displayed on the noticeboards. MHCLG also agreed to run a digital sign promoting online community events on the electronic noticeboards.
- Contact buttons for community representatives, redesigned pages and push notifications were all made live on the Memorial Commission website. Thelma asked that details on how to contact co-chairs be added to the website.
- One representative has already received an email via the new function on the Memorial Commission website and has sent a response. The representative reminded the Commission that personal email addresses are hidden throughout this process. The representative also asked for a test to be run by the Secretariat to see how a reply from a community representative is received. Michael added that this is a positive step forward; it's the community representatives the community know and trust that they want to speak to.
- Kaizen updated that there has been progress with their engagement with bereaved and survivor families; at the end of 2020 they had heard from 5 people, this has since increased to 16 people. Kaizen expect this to continue to increase slowly.
- Kaizen have begun conversations with some schools and explained engagement with schools is a key element in hearing the views of young people.
- Kaizen said they have had positive feedback on the word cloud and engagement has increased across the different methods, including the online survey. Kaizen have suggested another letter is sent from the Memorial Commission to further build engagement and ensure that the community, and representatives, have every opportunity to raise any significant concerns about the emerging themes.
- One representative requested that the language on Kaizen's online survey is reviewed before it is promoted, as well as a dashboard for representatives to see engagement stats. Michael agreed this would help with understanding of Kaizen's engagement.

- The next step of Kaizen’s engagement is to have conversations around the ‘form’ of the memorial. Kaizen reminded the Commission that conversations around the ‘feel’ (which began in September 2020) of the memorial will continue alongside conversations on ‘form’ (beginning in February 2021). Kaizen expressed the importance of agility and flexibility in these conversations, which will continue to be made clear to the community.
- Thelma said she and Michael are concerned about reaching all bereaved and survivors. Thelma added that the Commission will need to be able to demonstrate that they have taken all reasonable steps to give people the opportunity to have their say. Michael and Thelma are happy to speak to anyone who would like a conversation and reminded the representatives they are the Commission’s connectors to the community.
Action: MHCLG to explore producing a version of the workplan to be displayed on electronic noticeboards.
Action: MHCLG to produce a sign to promote upcoming online community events, with dial-in details, on the electronic noticeboards.
Action: Secretariat to add line(s) to Memorial Commission website with details of how to contact the co-chairs.

Agenda item 5 – virtual site tour

- MHCLG presented a version of the site tour that had been designed to be less detailed and as a result allow people to gain a sense of the memorial space without being exposed to potentially traumatic details. The presentation consisted of three different looks for the tour, each increasing in detail. It was explained that, as requested at the December 2020 meeting, the plan was for this tour to be publicly accessible.
- One representative explained that whilst the tour is difficult to view, it is important to give people the option of seeing the tour in full detail as it is important that people can make their own decisions. The representative suggested that a warning message could be provided ahead of viewing the tour.
- The Commission acknowledged the importance of this, however, it was pointed out that if the site tour were to be made available on the Commission’s website, people would not have support available to them while viewing, as the Commission did. Thelma also described her experience after 7/7 in which she, along with other survivors and bereaved families, viewed the carriages damaged in the attack. She explained that she was more greatly affected by this than she had anticipated and expressed her concerns for people viewing the site tour by themselves without any support. Thelma said those affected need to be asked if they would like to see the site tour.
- The Commission discussed the possibility of uploading the footprint of the memorial space to allow people to familiarise themselves with the space they are working with.
- The Secretariat agreed that they would upload the footprint to the website. MHCLG agreed to progress production of the more detailed version of the tour so that it would be available for future use whilst also exploring options

for adding the site tour to the website, with warnings and access to support in place. The Secretariat also agreed to share the presentation in its current form with the Commission.

Action: The Secretariat agreed to share the virtual site tour presentation with the Commission.

Action: MHCLG to progress production of the more detailed version of the site tour and to explore options for adding the tour to the website with warnings and support in place.

Agenda item 6 – Follow-up to extraordinary meeting

- The Secretariat provided a brief summary of the 25 January 2021 Memorial Commission meeting for those who were unable to attend.
- Thelma encouraged representatives to attend future online events and explained that a timetable was being shared later that week to agree attendance.
- The Commission agreed to a schedule of future online events, which can be viewed [here](#). The Commission agreed that bereaved, former residents and Lancaster West Estate Representatives would be mixed for each meeting so that they can support each other and hear from all parts of the community. Representatives also reflected that some bereaved and former residents had mentioned that they liked the online events being mixed, however, the representatives understood that some bereaved families may prefer to have an opportunity to engage by themselves.
- Community representatives updated on telephone interviews conducted by Kaizen. They agreed it was important that the discussion on the Tower was not confused with the discussion on the memorial. They asked that future conversations carried out by Kaizen as part of their work for MHCLG separate questions on the Memorial from questions on the Tower. The Secretariat committed to explore this and report back to the Commission.
- A community representative asked that the Commission be kept updated on the work around Tower, and said that it is important that the Commission, and the community, has clarity on this. Michael asked that MHCLG provide an update on the Tower at the next meeting.
- The Commission asked that MHCLG review how they explain the relationship between decisions on the Tower, to prevent any further confusion on the Memorial Commission's remit.

Action: Secretariat to circulate online events schedule.

Action: Secretariat to explore separating the Tower and memorial conversations in Kaizen's engagement, and to report back to the Commission.

Action: MHCLG to update on the Tower at the 4 March meeting.

Action: MHCLG to discuss the current engagement approach with the co-chairs.

Via correspondence:

- The Commission agreed to proceed with the process to appoint an independent design adviser with experience of developing design briefs.
- The Commission agreed to seek independent conservation advice, and that MHCLG should develop and share a scope for clearance.

Questions and answers

What are the roles of the Independent Memorial Commission, MHCLG and RBKC?

The government has committed that the community will determine a future memorial on the Grenfell Tower site. The role of the independent Memorial Commission is to consult with bereaved families, former residents of Grenfell Tower and Grenfell Walk, and local residents about their views on the memorial. The Commission will produce a report setting out the community's vision for a memorial, and preference for how it will be owned and sustainably managed in the long-term.

The government provides support to the Memorial Commission in the form of the Secretariat. The Secretariat facilitates meetings and provides the Commission with the papers it requests for these.

MHCLG is also one of the public authorities the Commission engages with on a regular basis due to their ownership of the Tower. The MCHLG secretary of state will take a decision on the future of the Tower. The Commission accepts that a decision on the Tower may impact the memorial process, and has asked to be kept informed of any decisions.

RBKC is also one of the public authorities the Commission engages with due to their role as planning authority, and because some of their local authority responsibilities may be impacted as part of the memorial process. These considerations might include access to the area, road closures, and public safety.

Both RBKC and MHCLG attend Memorial meetings as needed on an ex-officio basis. This means that they have no decision-making role in meetings.

How will you decide how the memorial is owned and managed?

There is a restrictive covenant on the site that ensures that, once it is ready for future use, it will be handed over to an ownership body of the community's choice.

As part of its work, the Commission will establish a proposal for how the memorial site will be owned and sustainably managed for the long-term. We will need your help with this. We recognise the importance of ensuring that the memorial is owned and managed in a way that ensures it will last for future generations, so that Grenfell is never forgotten.

We are exploring how other memorials have been owned and managed for the long-term and as part of this work we will be speaking with a guest speaker from the Aberfan Memorial to learn from their experience at our March 2021 meeting.

It is important that the whole community is able to give their views on future ownership and maintenance, so this is something we will be exploring with you at future events and in our engagement.