

**Grenfell Tower Memorial Commission Meeting**  
**13 July 2021**

**Attendees**

**Memorial Commission**

Michael Lockwood (meeting chair)      Thelma Stober

**Community representatives**

(Bereaved representatives)	(Survivor representatives <sup>1</sup> )	(Lancaster West representatives)
Sandra Ruiz	Mohammed Rasoul	Andrea Newton
Hanan Wahabi	Abraham Abebe	Susan Al-Safadi

**Apologies:**

Hanan Cherbika

**Secretariat**

Grenfell Tower Memorial Commission Secretariat, 4 individuals

**Other**

Stephanie Edwards, independent design adviser

9/11 Memorial Guest Speakers: Anthoula Katsimatides and Lauren Daly for item 2

Kaizen: 2 individuals for item 3

MHCLG: 1 individual for item 2, 1 individual for items 3 and 4

Public authority representatives: MHCLG representative (Suzanne Kochanowski) and site management representative

**Meeting Purpose**

The twenty-seventh meeting of the Memorial Commission to hear from guest speakers from the 9/11 Memorial and Museum, hear an update on the Commission's recent engagement and discuss and agree next steps on the Commission's engagement.

**Opening**

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

**Agenda Item 1 – For Information Items**

- Two sets of minutes from June were shared with the Commission and agreed ahead of the meeting.
- The Commission agreed to review its risks in more detail at the next meeting. Michael asked for this agenda item to be extended at the September meeting.

---

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

**Action:** Secretariat to extend the for-information items agenda item at the September meeting.

## **Agenda Item 2 – 9/11 Memorial & Museum Guest Speakers**

- The Commission welcomed Anthoula Katsimatides, bereaved family member and trustee of the National September 11 Memorial and Museum, and Lauren Daly, who has worked for the Memorial and Museum for 12 years. Michael explained they were joining the meeting in order to share their experiences and answer questions from the Commission.
- Anthoula explained that following the 9/11 attacks she was both a US Government employee and a bereaved family member. Anthoula explained that her role was not to represent the families, but to ensure their views were heard in the process.
- Anthoula explained that it is almost impossible to achieve 100% consensus for memorials because they are personal and often traumatic for so many people.
- A community representative said that education was a focal point for the Memorial Commission. The ultimate aim of education is to ensure that those lost are not forgotten and to prevent reoccurrence of similar tragedies in the future.
- The community representative asked whether there are any education schemes or learning around 9/11. Anthoula said education was a key part of their mission statement. Anthoula said it would not have been enough to rely on family members to tell their children – and that the 9/11 Memorial and Museum took on this responsibility. There are educational elements in all three locations of the 9/11 memorial and the 9/11 Memorial and Museum also works with schools and institutions. September 11 has become an international day of learning. She explained that the museum opened four years after the memorial in New York and serves as the core institution for education.
- A community representative asked how the 9/11 memorial encouraged residents to share their views and ideas for a memorial and ensured that these were listened to. Anthoula explained there were many residents affected by the disaster in 2001 and it had to make sure that everyone had opportunity to express their concerns.
- Most bereaved families and residents wanted to make sure that the 9/11 memorial site was a hopeful space for people to unite and remember, and be respectful, but also where they could honour their loved ones by feeling alive.
- A Lancaster West community representative asked if the LMDC had conversations around incorporating elements of what remained of the existing structure, and how these would – or could – be used as part of a memorial. Anthoula explained that part of the structure had remained standing, but that eventually the structure could not remain standing for safety reasons, and this was communicated through open conversations.
- A community representative asked about the approach to those who did not want to engage in the process. Anthoula explained the approach they had taken, which was to ensure that they over-communicated everything.

- A community representative explained that one of the biggest discussions the Grenfell community is having is about the height of the memorial and asked how they had navigated this for 9/11. Anthoula set out the considerations they had made, including the New York skyline and the name Ground Zero, which represents absence.
- Stephanie reflected that there are parallels between the Grenfell and 9/11 memorial processes, and asked Anthoula and Lauren to explain their design process and how the winning design was selected. Anthoula said there was an international competition which received over 5000 submissions. A jury of thirteen people was created which included one bereaved family member and was largely made up of experts. Anthoula explained the experts did not have any personal attachment which the LDMC felt made the process fairer. The jury chose eight finalists, and these designs were shared with families before being published. To select the winning submission, ten of the thirteen jurors had to approve the design – this happened in January 2004.

Michael thanked Anthoula and Lauren for attending the meeting and sharing their experiences. The Commission have further questions on the design process and on how public authorities were involved in this and asked for a further meeting for the Commission with Anthoula and Lauren.

**Action:** Secretariat to remain in contact with the 9/11 Memorial and Museum and arrange a further meeting for the Commission to discuss design process in more detail.

### **Agenda Item 3 – Engagement Paper**

- The Secretariat highlighted that face-to-face conversations are important, but the flexibility of online meetings due to Covid-19 have been beneficial to many who are overseas or have caring responsibilities. The Commission agreed to consider a hybrid option for future engagements. The Secretariat reported that community representative-led conversations have led to much higher engagement especially among bereaved and survivors, and that the [anniversary video message](#) is likely to have contributed to this.
- The Commission reviewed some of its emerging findings on recent engagement. A community representative added that they had also been hearing strong views about the importance of education and requested this was reflected in the Commission’s findings.
- The Commission agreed that it needed refreshed plans for communication and engagement from September with clear objectives, including relationship building and gathering the right information for its report.
- The community representatives discussed feedback in recent months from those who are geographically close to the Tower and who do not feel sighted on the Memorial Commission’s progress. The Secretariat asked, as previously discussed at the communications and engagement working group, whether

the Commission should extend the reach of their letters to include those living beyond the Lancaster West Estate. Thelma added that the Commission should think about how to empower and include the local community, who will live alongside the future memorial. The Commission agreed that this would be helpful and agreed to discuss the exact boundary at a future meeting.

- The Secretariat talked about the vision statement, that had been shared at some meetings. The Commission agreed it would like this to be shared more openly to get views and adjust based on community feedback.
- The Commission asked the Secretariat to advise on additional questions that should be added to the current list of engagement questions to ensure data is captured in the most robust way.
- The Secretariat talked about the importance of a clear data and privacy process, so that those who give their views understand how these will feed into the Commission's work. Those analysing the data for the Commission, Kaizen, need the names of people who have given views to the community representatives to ensure accurate analysis and that views of those who have had more than one interaction are not duplicated. The Secretariat was clear that all information, including names, will be anonymised in any reporting, including anything that would make anyone identifiable to anybody. Kaizen explained that only two people within its organisation would see the names. The Secretariat confirmed that the information shared will include the name and the views expressed; no contact details would be shared with Kaizen. The Commission was clear that it needed to be as transparent as possible about its data sharing. Names of the people who have given the views should not be shared without consent. The Secretariat agreed to contact all those shared their views to date, to let them know these will be passed on to Kaizen for reporting purposes.

The Secretariat also agreed to share the privacy notice with all those who have spoken to the Commission to ensure they understand how their personal information will be stored.

**Action:** The Secretariat to draft a letter to 'playback' emerging findings as part of the Commission's communications. The distribution area of this letter will be extended to include those living close to the Tower.

**Action:** Secretariat to provide an updated GTMC comms strategy for September.

**Action:** Community representatives to share vision statement as part of community engagement.

**Action:** Secretariat to make changes to the questionnaire being used by the community representatives: questions to be amended to make sure data collected is easy to analyse.

**Action:** Secretariat to share progress on bereaved and survivor engagement with the Commission on an individual / family level to enable further outreach.

**Action:** Stephanie to review the findings that have been collected so far and provide advice on gaps to a design brief.

**Action:** Based on engagement gaps, Kaizen to provide a proposal on next steps to the Commission. Stephanie to review this.

**Action:** MHCLG to share with Kaizen an anonymised form with the data captured, and to seek consent from those the Commission has spoken to about name sharing for reporting purposes to ensure robust analysis.

#### **Agenda Item 4 – Communications and Engagement Update**

- MHCLG updated the Commission and said there has been good communications and engagement activity over the last month across all channels, i.e., Twitter and Instagram.
- MHCLG updated the Commission on key points raised at the Communications and Engagement Working Group. They mentioned that the video published shortly before the anniversary had a lot of interaction. At the recent Communications and Engagement Working Group there were conversations about how to build on these channels and how to learn from the engagement.
- MHCLG suggested that the Commission should consider the communication products they want to use for the Commission's in-person events from September.

**Action:** Consultation working group to develop a comms plan for the autumn.

**Action:** Commission to consider communication products for in-person sessions from September.

#### **AOB**

- The Secretariat spoke through the plans for the [Memorial Commission's visit to Aberfan](#) on 31 July.

#### **Questions and answers**

**Q: Will the Commission continue to do in person drop-in events after the summer break?**

A: Yes. The Commission will do in person events as long as Covid-19 guidelines allow. The next in person event will be on the 4 September and will be open to bereaved families, survivors, and residents. It will take place from 12-4pm and will be at the Clement James Centre. More information about the Commission's meeting schedule can be found [here](#).

**Q: When will the Commission deliver its report?**

A: The Commission is hoping to share what it has been hearing in a report by the end of this year. The report will contain views the Commission has heard from bereaved families, survivors, and residents.

The Commission is committed to listening to the views of the community about the pace of its work, and will continue to go as fast as possible, but as slow as necessary.

**You can contact the Memorial Commission directly using the details below:**

**Phone:** 0303 444 4831

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

**Website:** [www.grenfelltowermemorial.co.uk](http://www.grenfelltowermemorial.co.uk) or get in touch via our [contact](#) page

**Next meetings:**

**Online meeting with bereaved and former residents:  
13 September 18:00 – 19:00**

**Online meeting with Lancaster West and North Kensington community:  
22 September 18:00 – 19:00**