

Grenfell Recovery Programme

Second annual report
on delivery, reach
and impact (2022-23)



March 2023



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Foreword

This is the second annual report on the delivery, reach and impact of the Council's Grenfell Recovery programme.

Since the last report, the community has marked the fifth anniversary of the Grenfell tragedy. It was a significant and difficult day for many, but thanks to the tireless efforts of the community, bereaved family members, survivors and local residents were able to come together to remember their loved ones.

The same is true of the activity captured in this report. The Grenfell Recovery programme is supported by the Council, but it is made possible only through the hard work and commitment of our communities. I would not only like to thank the over 100 local organisations who have delivered the services and initiatives set out here, but also the hundreds of bereaved, survivors and local people who have been involved in developing and shaping aspects of the programme as well as the thousands of residents who have taken the time to tell us about what difference it has made to them.

This year, thanks to the Dedicated Service Steering Group and feedback from hundreds of bereaved and survivors, we have been able to make major changes to the Dedicated Service giving families more choice and control over the support they receive.

In the local community, we have reached over 2,000 children and over 1,000 adults, through a range of exceptional local organisations providing emotional health and wellbeing support in schools and community-based settings.

Thanks to the dedicated efforts of the Grenfell Projects Fund's Resident Panel and the 1,400 North Kensington residents who took part in the public vote, over 1,300 local people have been able to participate in almost 40 community projects.

Finally, I would like to thank our community partners, who have helped us improve the information we gather so we know who our existing services and initiatives are reaching and what difference people feel they are making. This report is a testament to them.

As we look to the future, we must continue to listen to and learn from our communities and partners. We will only be able to support bereaved, survivors and local residents through the challenges to come if we talk openly with them about what support they want to see in the next phase.

We are also making sure that the lessons from the tragedy are shaping the whole organisation. The Grenfell Legacy feedback from over 600 bereaved, survivors and residents shows that we have a long way to go but lays the foundations for the future. We have made sure it is at the heart of our new Council Plan, as is the challenge set by our community to become the best Council for a greener, safer, fairer borough. Our next report will have more to say about these wider changes and our plans to address the challenges to come.

In the meantime, I would encourage anyone reading this report to get in touch to find out more about the support on offer and how you can be involved in shaping the next phase.



Cllr Elizabeth Campbell
Leader of the Council

Grenfell Recovery programme

In April 2019, the Council launched a Grenfell Recovery programme to support long-term recovery for the bereaved, survivors and the local community, supported by £50m over 5 years. The programme aims to support community-led recovery and is designed and delivered in partnership with over 100 local organisations, shaped by feedback from thousands of residents, and steered by a number of resident led focus groups.

The programme provides support for the bereaved and survivors through a Dedicated Service and ongoing housing support for survivors who lost their home. It also provides a range of services and initiatives for the local community, including emotional health and wellbeing services for children and young people and adults in schools and community settings, and a Community Programme for local residents.

Many of these elements were in place from the beginning of the Recovery programme, but in 2021 and 2022, we introduced new projects which aimed to:

- expand the range of emotional health and wellbeing services for adults and children and young people, with a new peer support programme for adults and new community-based projects for young people;
- tackle school exclusions, through a new North Kensington Inclusion pilot project, recognising that this was a key priority for local families;
- provide employment and skills support to North Kensington residents affected by the tragedy;
- support local housing initiatives for residents living in Council-owned properties in Notting Dale and;
- help to embed learning from Grenfell and residents' voices in the Council's work with residents in housing need.

These new projects were launched between October 2021 and April 2022.

This report provides a summary of the delivery, reach and impact of the programme from October 2021 to September 2022 for most areas, or up to the end of December for others.

This is the second annual report and we have worked with local organisations, residents and partners to collect more information about who the projects are helping and what difference people feel they are making. A more detailed version of the report with more information is available [here](#).

Summary of Grenfell Recovery Programme

Dedicated Service for bereaved and survivors (DS)

- ▶ Personalised, wrap around support for bereaved and survivors helping them focus on what matters most to them.

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Grenfell Housing Services (GHS)

- ▶ Dedicated housing management service for survivors, former residents of Grenfell Walk and bereaved families living in Council-owned properties.

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Emotional and well being support for children and young people

- ▶ A broad range of emotional and wellbeing support activities delivered
- ▶ In schools by Catholic Children Society, Future Men, Latimer Community Art Therapy (LCAT) and Place2Be
- ▶ In the community by Kids on the Green and LCAT, and 6 new providers (ACAVA, Baraka, Caravan Theatre, The ClementJames Centre, P3 and Youth Action Alliance). **NEW**

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Emotional and well being support for adults

- ▶ Counselling and group sessions in community settings provided by Together For Grenfell (Al Manaar, Al Hasaniya and Midaye) and new peer support projects by ACAVA, JNC Fitness, Minds United FC, Our Power Hub, the Renegade Theatre and The Space. **NEW**

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Grenfell Projects Fund (GPF2)

- ▶ 40 community-led projects delivered by local organisations that reflect local priorities selected by a resident panel and North Kensington residents.

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North Kensington Inclusion project **NEW**

- ▶ Trauma informed embedded workers in schools working with young people to prevent school exclusions
- ▶ Specialist advice and advocacy service for parents provided by The ClementJames Centre and Coram.

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Employment and skills **NEW**

- ▶ Holistic and personalised support into employment by St Giles Trust
- ▶ Confidence building programme delivered by The ClementJames Centre, Nova New Opportunities and Connect2Me.

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Housing Legacy projects **NEW**

- ▶ Local projects for residents in Council-owned properties or in temporary accommodation in Notting Dale (Housing Legacy Fund)
- ▶ Project focused on working with residents in housing need to embed lessons from Grenfell (Grenfell Rehousing and Allocations project).

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Grenfell Public Health programme

Public Health monitoring

- ▶ The Public Health team undertakes two key pieces of wider work outside the Grenfell Recovery Programme to monitor the health and wellbeing needs of the North Kensington population:
- ▶ A five-year health and wellbeing survey
- ▶ Population health monitoring.

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Overview of delivery, reach and impact

- 736 bereaved and survivors are accessing the Dedicated Service as of the end of December 2022.
- 83 per cent of bereaved and survivors told us that the recent changes to the service had given them 'more choice and control over the support they receive'.
- 66 per cent of survivors rated Grenfell Housing Services as good or excellent.
- 15 new projects providing additional support to adults and children have started since January 2022.
- Over 100 local organisations have contributed to deliver services and initiatives as part of the Grenfell Recovery programme since 2019.
- Over 2000 children and young people have accessed targeted emotional health and wellbeing services between October 2021 and September 2022
- Over 1100 adults have accessed targeted emotional health and wellbeing services in community-based services.
- As of the end of December 2022, 1334 local people have participated in 36 Grenfell Projects Fund (GPF2) projects and 78 per cent of survey respondents rated the activity as brilliant.
- Over 600 bereaved, survivors and local people have shared their views with us about how the Council can use learning from Grenfell to change for the better as part of the wider Grenfell Legacy work.
- Less progress has been made in delivering new activity in some other areas of the programme, including the Housing Legacy projects, The Curve Legacy fund, the next round of the Community Leadership Programme and wider monitoring of key indicators.



Themes and lessons from the last year

- Since the start of the recovery programme in 2019 the Council has worked with over 100 local organisations in line with our commitment to support **community led recovery**.
- Residents know what does and doesn't work and are best placed to shape the design and delivery of support. This is why we have created ongoing mechanisms for involving residents in decisions about services and initiatives, including the Dedicated Service Steering Group, resident panel for GPF2 and Resident Reference Group in Housing. We have continued to build on this approach this year.

The Community Leadership Programme (CLP) was set up in 2019 and provided local residents with a programme of workshops that supported them to strengthen their knowledge and gain new skills. Some participants used the learnings to launch their own business or project.



Beverley launched InsightMind and has hosted a series of low-cost mindfulness courses to help North Kensington residents deal with the aftermath of Covid-19.



Farzana gained skills that enabled her to spearhead three campaigns for change and become a Class Rep at her children's school.

- Evidence from other disasters shows that creating opportunities for people to come together to support one another is vital for long-term recovery. We didn't do enough of this in the first few years of the programme but in 2021 we launched a new peer support programme for adults. 6 peer support projects run by local organisations and community groups started in early 2022, with a focus on peer-led, trauma-informed and recovery-focused approaches. The next round of projects will be launching in the coming weeks.
- We know residents are not always aware of the activities available to them and there have been concerns about residents not knowing about the support available. Over the past year, we have worked on ways to improve **communication** with the community to try and ensure that initiatives reach as many local residents as possible. We have used many different channels and have worked with local groups and organisations to promote initiatives via their channels. We have learnt that getting the message out through residents and partners is often more effective than sharing information via standard Council communication channels. We welcome suggestions for other ways we might communicate with residents.

Support to Bereaved and Survivors

Providing personalised support to bereaved and survivors which is developed in partnership with them

The Dedicated Service provides personalised support to 736 bereaved and survivors, helping them to focus on the things that are most important to them. A range of changes to the service were agreed in December 2021, following a wide ranging consultation with bereaved and survivors and work with the Steering Group, made up of bereaved and survivors.

What the Steering Group members have said about their involvement

'It is a privilege to have been part of the Steering Group and I'm glad to have had the opportunity. We have tried hard to make a change for the better and bring issues to light and we have challenged the management team when we thought things weren't good enough or needed improving. Whether we have made a difference is up to other bereaved and survivors to decide but we have tried!'

'As part of the Steering Group, we have challenged the Dedicated Service team to improve the service, making it fairer and easier to access for everyone and ensuring more funding is used to directly benefit bereaved and survivors. We've pushed the team to introduce new initiatives that make a difference to families.'

The focus over the past year has been on implementing these changes.

Each family has continued to have access to a Dedicated Service Worker and a wide range of other support but there have been some important changes to the service:

- An online solution was introduced to make it quicker and easier for bereaved and survivors to access personal budgets, giving them greater choice and control.
- In addition to support from their named worker, families can also get a wider range of advice, support and guidance from other team members in key areas.
- We have increased educational support for children and young people, especially for those in key transition years and are now looking to further enhance the Education provision.

What has been delivered

- 99 per cent of individuals are covered by a recent support plan as of the end of December 2022.
- 75 per cent feel they have made at least some progress in areas that matter most to them.
- 85 per cent access individual services or personal budgets via a new online solution.

What we have heard from bereaved and survivors

The feedback from 130 bereaved and survivors who took part in the DS annual survey in October 2022 suggests that they value the support from the Dedicated Service. However the rating of the Education Support indicates we need to do more work in this area.

- **89 per cent** of respondents told us that the Dedicated Service helps and supports them;
- **80 per cent** told us it empowers them to have control over the support they receive (up from 67 per cent last year) and
- Only **66 per cent** rated the Education support as good or very good.

The feedback indicates that the changes made to the service have been valued by bereaved and survivors.

83 per cent said the changes have given them 'more choice and control over the support they receive.'

77 per cent felt that the support is now 'better targeted to meet their individual needs.'

71 per cent felt more able to influence the service.

Education support

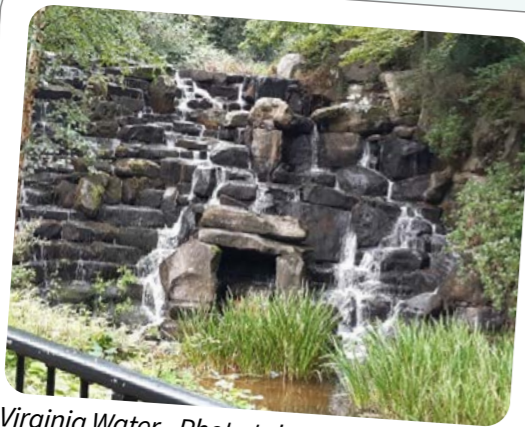
The Education Service is now working with 173 children and young people. We are aware that 38 per cent of eligible children and young people (104) are not accessing the service and we plan to target the households who have not accessed the support or progressed as expected.

The support includes one-to-one sessions with education specialists, additional support for those in key transition years (years 6, 11 and 13) and a range of trips, residential stays, activities and workshops for children and young people.



“The weekly sessions have been really helpful for my older daughter and has improved her confidence at school.

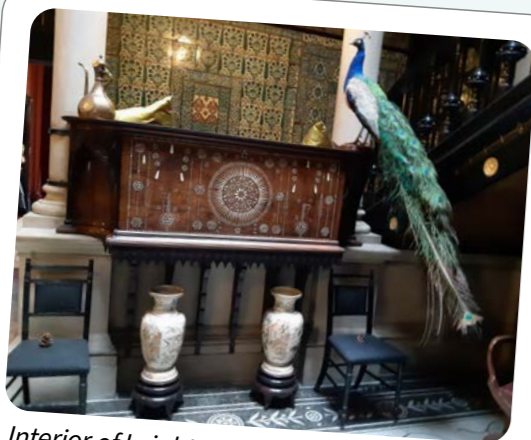
“It is tailored to our secondary school students. Need more focus on primary pupils and give more choice for adult children.



Virginia Water - Photo taken by the Photography group

“Its good to see so many people I knew from the tower this is the first time for me and it just feels like we never left each other.

Feedback from a Walk and Talk group participant



Interior of Leighton House taken by the Photography group

“I lost all of my photos in the fire, all of the important pictures of family weddings, and the children growing up, its important to make new memories.

Feedback from a Photography group participant

Targeted support

The Dedicated Service had worked with bereaved and survivors to trial peer support approaches in the past but 2022 saw the introduction of new groups for bereaved and survivors. A ‘Walk and Talk’ group, a photography group and a Girls and Women Writing group have helped participants reconnect with other bereaved and survivors and take part in physical or creative activities in new settings.

Next steps

Following the 2022 survey, we’re working with the Dedicated Service Steering Group to agree an action plan to make further changes to the service to reflect what we have heard. This includes steps to further increase choice and control for families and to review and enhance the support for children and young people.

To find out more about the Dedicated Service, you can contact:

DedicatedServiceEnqs@rbkc.gov.uk

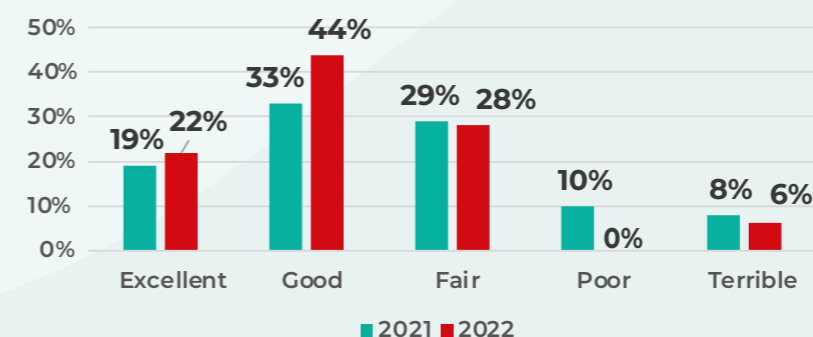
Providing high-quality housing services to survivors in their new home

Grenfell Housing Services (GHS) delivers dedicated housing management services to survivors and bereaved family members. They support 112 survivor households who live in a property owned by RBKC, 72 households in properties owned by Registered Providers and 27 closely bereaved households who live in council-owned properties.

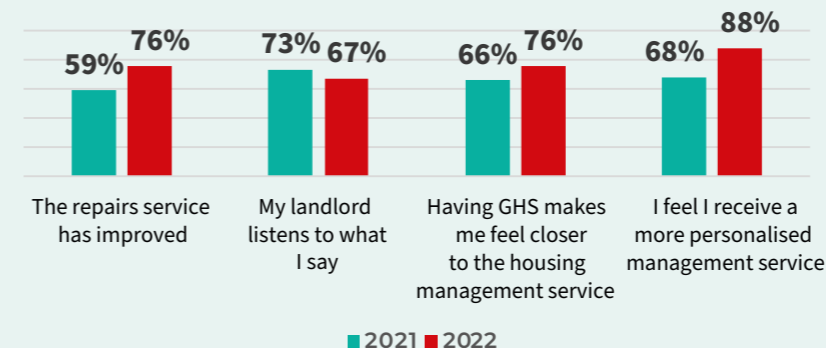
What households have said about GHS

In October 2022, GHS conducted their second annual survey and gathered the views of 57 tenants. Overall satisfaction with the service has improved since last year, but households have identified areas for improvement for example in relation to responsive repairs and listening to residents.

Rating of GHS service and support



What has improved since GHS was set up?



Next steps

Over the next year, we want to build on the success of the MOT-style visits, using face-to-face visits to understand households needs. We also want to use feedback from residents to improve their experience of the service, strengthening resident engagement and finding ways to involve households more in the way we deliver services.

To find out more about Grenfell Housing Services, you can contact: GrenfellHousingServices@rbkc.gov.uk

What has been delivered

- As of the end of December 2022, GHS have carried out property ‘MOTs’ for 139 GHS tenants and 74 RP tenants.
- The average turnaround time for repairs is 7.1 days.
- 84.5 per cent of tenants have been satisfied with the repairs service since April 2022.
- 100 per cent of tenants have been satisfied with the handy person service.
- 20 per cent of homes have been fitted with a smart thermostat.

“GHS need to improve the waiting time for repairs, as although the quality of the work is good sometimes it takes far too long for a repairs to be completed.
Survey respondent feedback

“There are ongoing changes which need to happen in the property... Once these happen we will feel settled.
Survey respondent feedback

Supporting children and young people's emotional health and wellbeing

Since shortly after the tragedy, we have worked closely with local organisations to provide support to children and young people in schools and community-based settings. In 2021, we worked with providers, service users and other members of the local community to review the support on offer to children and young people through the Grenfell Recovery programme. Young people were directly involved in the selection of a range of new providers, ensuring the new projects reflected their views, voices and priorities.

Eleven different local organisations are now funded to deliver therapeutic support and group activities for children and young people through the programme, ensuring a more diverse range of support for local people. They offer a range of different types of emotional health and wellbeing support, including 1:1 and group work and art- and drama-based therapies and activities.

We have had positive feedback from service users about the difference this support has made from surveys, testimonials from CYP and parents / guardians, and case studies. These provide good insight into the impact of the programme on participants.

School provision

“ I feel happier, less worried and more capable. This has helped with my self-confidence, self-worth, time management... [My therapist] has helped me more than words can express.

Catholic Children Society - Participant

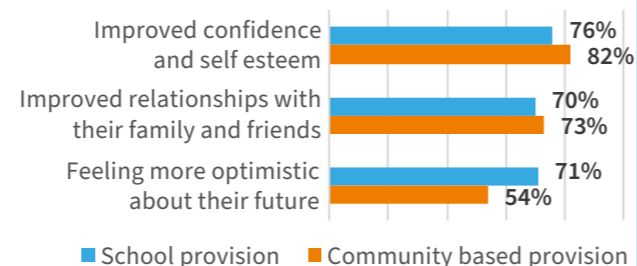
“ I don't worry as much since challenging my negative thoughts, and I'm feeling more positive and happier. Even in the exam I didn't get as anxious.

Place2Be - Participant

What was delivered

- 778 CYP accessed services in schools in 2021/22 school year.
- 5527 one to ones and 122 group sessions were delivered in schools.
- 1559 CYP accessed support in the Community between October 2021 and September 2022, including 511 who took part in the new provision launched in April 2022.

Impact reported by CYP



Case study - LCAT work with a Reception class on feelings and emotions

Throughout the term, all children showed progression in their capacity to represent their ideas, emotions and feelings pictorially. Initially most of the drawings showed a single object (a sad horse, a happy crab etc) and as sessions progressed, more relational pictures emerged: images of friendships and friends and of families together. This change was reflected in the group discussions and all children showed progress including those who were initially silent, shy, or had difficulty speaking English. By the end of the term, the discussions about emotions and feelings became increasingly rich and differentiated.

Community based provision



The **Clement James Centre** delivers academic support, one-to-one counselling and one-to-one literacy and numeracy sessions to children between 7 and 18.

Acava Flourish provides a space for families to get creative and learn new skills with professional artists.



“ This is such a creative and playful space. Lots of fun learning and creating together.

ACAVA – Parent / Carer feedback



“ Helps my son who is shy to mix with other kids. Good as he is an only child. Enjoyed going on trips and after school so he doesn't get bored. The art therapy really has reignited his love of art.

LCAT Henry Dickens - Parent



“ I come to KOTG to socialise, use the studio, just have a good time. It is a good space for people who maybe in a sticky situation, and are on the streets. There are people here who want to help. This place actually cares.

KOTG - Feedback from a young person

Case study - Giving CYP a voice - Baraka

CYP contribute to the planning, delivery and monitoring of Baraka's services. 12 of them participate in the Youth Forum where they can discuss what is working well and have a say in the new activities. There are also plans to enable them to attend future Trustee meetings and represent CYP's needs and wishes.



Additionally, a number of Youth Forum members who have been with Baraka for several years have completed their compulsory education and now volunteer at different Girls and Boys youth sessions.

Case study - Joint work between Caravan Theatre, KOTG and LCAT Henry Dickens (Summer 2022)

Caravan Theatre delivered workshops for children from Henry Dickens who responded very well to the project and were excited about the live theatre performance in the Caravan.

They also did a workshop at KOTG where the writer inspired the young adults to explore what they wanted to write and how they would perform it. Each young person was assigned a professional industry mentor to work with. Building the characters and story narrative, the young people felt it was their story and were able to play to their strengths and discover new skills and insights. This was reflected in the fantastic rehearsal and recording days with the professional director and actors.



Case Study - Youth Action Alliance – Residential trip to Margate

As part of the 'More than a woman' programme, young people went on a trip to Margate and had their time filled with a broad range of activities. The trip also included a 5-day long challenge which encouraged cooperation and good behaviours towards the other girls and YAA staff.

Positive outcomes from the trip included wellbeing, healthy relationships and girls group bonding, and learning new things such as cooking. Since the trip, the girls have maintained their friendships - particularly three of them, who regularly come to girls' group as a trio.



Young people have produced a range of different media, including art, theatre and videos.



ACAVA - video



Scan me



KOTG - video



Scan me

Next steps

Over the coming year, we will continue to work with providers and partners, including the NHS, to ensure children and young people can access support that is right for them and to plan for the next phase of support beyond the end of the programme.

To find out more about support for children and young people, you can contact:
GrenfellCommissioning@rbkc.gov.uk

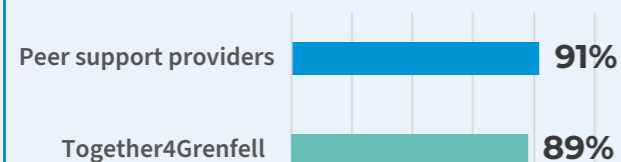


Supporting adults' emotional health and wellbeing

Since the start of the Grenfell Recovery programme, a group of local organisations has worked to support adults in the local community under the Together4Grenfell umbrella. These projects have provided a range of support from 1:1 counselling to group sessions, with a particular focus on BAME communities and residents whose first language is not English.

In 2022, we launched a new peer support offer for adults, supporting local groups and organisations to create opportunities for people to come together to support one another in recovery. This new offer has helped us to significantly increase the reach of the provision for adults.

Participants reporting positive outcomes



What was delivered

- 586 individuals were supported by Together4Grenfell between October 2021 and September 2022.
- Together4Grenfell delivered 1797 one to ones and 265 group sessions.
- 562 individuals were supported by the new peer support providers, almost doubling the reach of the support.

Together4Grenfell

“ I feel connected to the outreach worker because she is familiar and understands issues related to my child's needs.

“ I feel more comfortable speaking English, because of the progress I have made within the group.

Feedback from Al Hasaniya's weekly trauma-informed art therapy workshop.



Al Hasaniya - Feedback from participant

Case Study - Midaye: male client who was traumatised by the Grenfell tragedy (2021/22)

Client X received emotional coaching sessions. During these sessions he managed to talk about his struggles with housing and voiced his anger, anxiety and helplessness. He finds that his faith is very helpful in coping with all the losses he went through. He was also referred to the Community Living Well programme.

Client X's situation is still difficult, but he is slowly making progress and has acknowledged that talking about his experiences and feelings has helped him. We are hoping that he will soon be in a place to accept counselling support, and continue to assist him in his interactions with the solicitor.

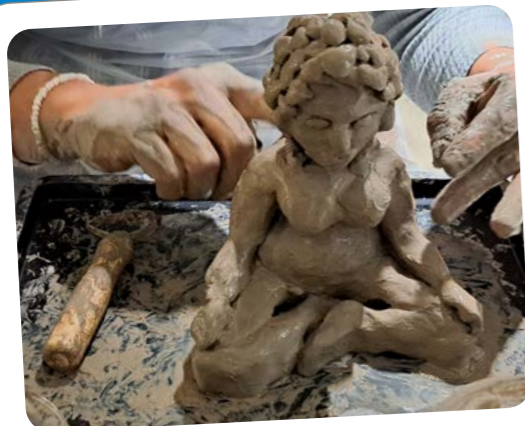
“ I was very grateful for the opportunity to access free counselling at al Manaar. Here I found a place to talk about my own trauma and struggles following the Grenfell fire. I had tried to look after others, the whole community, and carried a huge burden on my shoulders. With my counsellor's help, I was able to re-focus on myself and address the trauma I had lived with since the fire and from other incidents in my life. It was not easy to look at my trauma, pain and shame, but my counsellor was a constant ally who related to me positively and compassionately. It was important that my counsellor was somebody who understood North Kensington and the level of trauma suffered by local people. My counsellor and the staff at the mosque always made me feel welcome and valued and I would recommend the service to anybody”.

Al Manaar – Testimonial from a client who finished long term therapy



Peer support programme

Our **Power Hub** facilitates peer led 'Community Group Therapy' and provides a weekly programme of workshops and activities, including arts-based therapy and monthly trips.



“ Really enjoyed this workshop. As someone that deals with chronic pain and disability it was so nice to have an activity that had me fully present and engaged, time away from the focus of relentless pain. And as a mum to it was nice to have time for me to engage in something that supports my well-being.

OurPowerHub - Participant

ACAVA delivers “Skill Up at The Shed” which is a year-long programme of specialist courses facilitated at the Maxilla Men’s Shed. The project supports participants to learn a new skill, as well as spend time with each other and build new community links.



Minds United FC - video



Scan me

JNC Fitness delivers free fitness classes led by qualified fitness Instructors who promote health and wellbeing.



“ I love coming and feeling the benefits. The best class I’ve attended in a long time. The team are so welcoming and motivating and they always manage to make it fun.

JNC Fitness - Participant

Minds United FC delivers a free weekly programme of football sessions and training.



“ Minds United has taught me a lot. It is teaching me to be very social, talk to others and be involved.

Minds United FC - Participant

Case study - The Space provides a range of weekly workshops to promote health and well being.

One participant is a parent of 3 children all under the age of 12. She is of Somali origin. She has reported an increase in her confidence and less anxiety from taking part in the group. She was able to share that since Grenfell she has lived with anxiety and has not opened the curtains in the room that directly faces Grenfell Tower.

She felt safe to share this for the first time and the group was able to work with her on her anxiety. She is also now receiving counselling which she had never accessed.



The SPACE
Supporting People And Community Empowerment

Renegade Theatre provides acting and theatre making workshops for local residents. The programme concluded with a public performance in December 2022 at Venture Centre.



Photographer (Kevin Percival)



Giving residents a stronger voice and helping to build capacity in the community

Grenfell Projects Fund

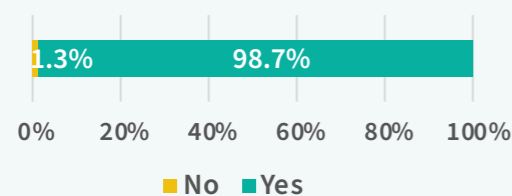
The second round of the Grenfell Projects Fund (GPF2) launched in September 2021 following engagement with the local community. As a result of the feedback, a resident panel was established to help design and deliver the next round, including an initial review of the proposals. They have written about their experience so far on page 23.

What has been delivered

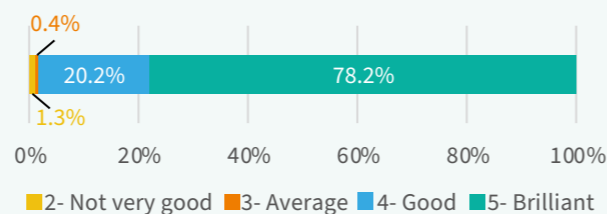
- Projects began delivery in June 2022.
- As of the end of December 2022, 36 projects have started, of which 9 have completed.
- 1334 individuals have been supported by GPF2 projects.

We heard from residents that people wanted to see a combination of a panel and a public vote to select projects to be funded. In April 2022, **over 1400 North Kensington residents voted on 71 projects which resulted in 40 projects** being selected for funding when combined with the panel scoring.

Individuals who have reported benefitting from the completed project

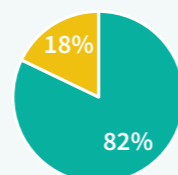


Individuals who rated the project as good or brilliant



Reported an increase in their physical and mental wellbeing

- Increase in their physical and mental wellbeing
- Benefitted but no increase in their physical and mental wellbeing



Stories and quotes about GPF2

KidzBox

KidzBox provides free non-contact boxing tuition for young people aged eight to 25 in North Kensington. The tuition aims to increase their self-confidence reducing the perceived need to carry a knife.

Participants also gain discipline, fitness, and better health which improves employability and helps to reduce crime. Participants follow AQA certified training programmes including Intermediate Boxing, Gym Fitness and Basic Weight Training.



CatherineMHT

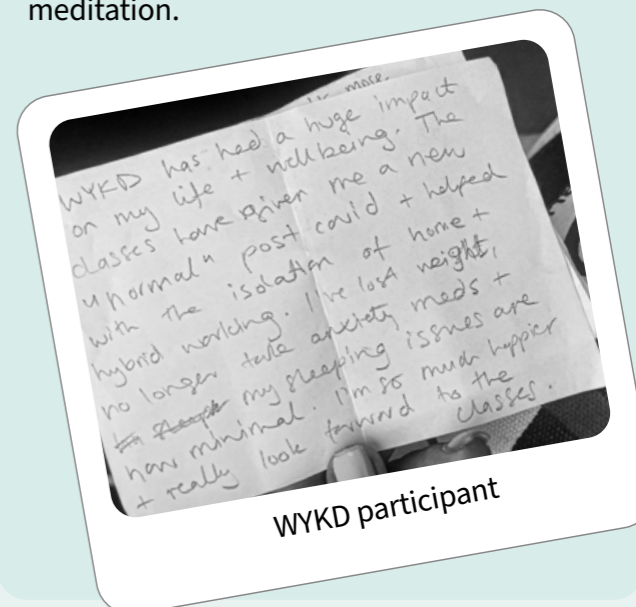
CatherineMHT provided residents with the chance to participate in health-related training courses. These courses included Suicide First Aid (SFA), an accredited suicide intervention course where people learned how to have an open conversation about suicide and Mental Health First Aid (MHFA), a two-day course which taught residents about depression, anxiety and much more.

“The suicide prevention (training) was very powerful and I feel equipped to support anyone in this position. I think it should be compulsory learning for all. Helped me address my own discomfort with asking the SQ directly.”

Westway Yoga Kolektiv

Westway Yoga Kolektiv Dana's (WYKD) project focuses on yoga, meditation, and wellbeing. It is targeted towards those who may not have access to London yoga studios and aims to provide wellbeing services without limitations in a safe space with excellently trained teachers.

The project provides participants with the tools for self-study, introspection and personal empowerment through yoga and meditation.



Female Football for All

Minds United FC delivers a female-only football project giving women from North Kensington the opportunity to play for its team in the Northwest London women-only division and other leagues.



Notting Hill Therapy Clinic

Notting Hill Therapy Clinic held a range of free health and wellbeing classes and workshops for the North Kensington community to provide extra support around the five-year anniversary of the Grenfell tragedy. These classes included Financial Wellbeing Workshops, Qi Gong & Meditation, Low Impact Soca Aerobics and many more.

“The sessions in this project were of great benefit to me. As well as showing me new techniques to manage my chronic pain issues, they helped me to get out and about again and meet new people.”



GPF2 projects - video



Scan me

North Kensington Youth and Community Festival

Organised by **Youth Action Alliance**, the 2022 North Kensington Youth and Community Festival was part-funded by GPF2 and included free sports tournaments, live music, arts and crafts and a talent show.

“Because it's a once in a lifetime opportunity where you can see animals, play football and come together as a community and not a lot of that happens. It was a stress-reliever and I was doing something I enjoyed.”



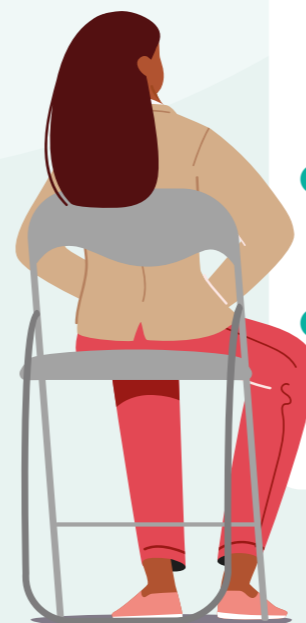
Trimenco

Trimenco's project was a programme targeted towards female residents over the age of 21 aimed at helping to increase confidence and levels of happiness, improve residents' mindset, gave them a better understanding of self and the nature of thoughts, and improve relationships with family and friends.

Reflections from the resident panel

Who we are

- We are a group of residents from North Kensington, and in September 2021 we agreed to join the resident panel set up by RBKC. Recently, we have been involved in recruiting new members to the panel.
- We genuinely care about our community of North Kensington and a key motivation for us in joining the panel has been to represent our community and help shape and support the GPF2 process for the benefit of our community. We as residents wanted to lead our own recovery, not have decisions made for us.
- We believe we are better placed than officers to listen to and understand the needs of local residents, and that it is also our role to scrutinise the way the Grenfell Recovery budget is spent as it is residents' money.
- Joining the panel and working with a group of residents who share this commitment has contributed to making this a largely positive experience. However, we were disappointed by some of the decisions made by the Council particularly on the process for selecting projects.
- We felt that the panel was not truly led by residents and did not deserve to be called a resident led panel.
- We have made a series of recommendations to the Council and will do all we can to ensure they are followed through.



Next steps

Moving forward, we will focus on expanding the membership of the resident panel and working with them to gather richer information about existing projects and to design the next round of the Community Leadership Programme.

To find out more about the Grenfell Projects Fund, you can contact:
GrenfellCommunityTeam@rbkc.gov.uk

Tackling school exclusions and promoting school inclusion in North Kensington

In Autumn 2021, we launched a new pilot programme targeting school exclusions and promoting school inclusion in North Kensington. We had heard clearly that this was an area of concern for local families and the pilot was designed with partners to tackle school exclusions by in a trauma-informed way by:

- Embedding trauma-informed workers in primary and secondary schools in North Kensington to work with and support pupils, families and the school community.
- Providing specialist advice and advocacy on education-based matters for parents and carers though local and national partners.

Embedding trauma informed workers

- Practitioners have been working in 8 schools in North Kensington, 5 primary and 3 secondary schools.

What has been delivered

- 51 children were supported across the 2021/22 academic year.
- At the end of the year, work had been completed with 12 children who were all at a significantly reduced risk of exclusion.
- In primary schools, 22 of 25 children supported saw their risk of exclusion significantly reduced, and the figure for secondary schools was 17 of 26.

88%

of children supported in primary schools have seen their risk of exclusion significantly reduced.

65%

of children supported in secondary schools have seen their risk of exclusion significantly reduced.



I think this was a great group and it helped me get more confident and more brave. It has a lot of fun activities.



I like how we can talk about our feelings and feel comfortable.

Quotes from children supported by the embedded worker team.

Specialist advice and advocacy

- The specialist advice and advocacy delivered by The ClementJames Centre and Coram began in April 2022. In the first two terms of delivery, 29 children and families have been supported.

Next steps

In the coming year, we will be continuing the project and looking to build a clearer picture of the difference it is making, focusing on analysing progress and outcome data for the children and young people supported.

We will also be looking more closely at how parents have felt about the advice and advocacy support and what difference they feel it has made.



Supporting employment and skills

The Grenfell Recovery Strategy included a commitment to support the employment and skills ambitions of local residents who had been impacted by the tragedy.

A series of projects were developed under the working title 'Community Works'. These were designed with significant input from residents, who clarified the needs of the community and suggested the focus and type of projects.

These projects were launched in April 2022 and include:

- Into Work, delivered by the St Giles Trust, provides holistic and personalised advice in any area participants might need help with such as employment, but also benefits, budgeting, digital skills etc.
- Build yourself up delivered by the Clement James Centre, Nova New Opportunities and ConnectMe2 provides targeted confidence-building programmes that feature a series of workshops, backed up by practical activities and projects.

What has been delivered

- 140 individuals were supported by the Employment and skills programme between April and December 2022.
- 18 individuals were supported into finding new jobs.
- 19 individuals were supported to access further vocational training / university.
- 6 individuals were supported to increase their hours at work.

“ In this programme I have learnt that setting goals and targets allows you to build confidence and once you have self-confidence then you will be more approachable. This will lead to greater opportunities and ultimately achieving your life goals.

ConnectMe2 - Participant

“ I am very grateful to have been able to join in and will definitely use techniques learned to help me manage stress, stay calm and always be kind to myself. I will continue working on myself and becoming more confident.

The ClementJames centre - Participant



Case study – The St Giles Trust.

Rita is a young single parent who had various mental health issues. Since engaging with the St Giles Trust, she has gradually managed to improve her social interactions with others.

Like many young people the St Giles Trust works with, she did not have a passport which restricted her opportunities.

They supported Rita with applying to university. She was successful and is now in full time education at a London university. She continues to engage with St Giles to secure part time work and be able to better support herself and her child.



Contact us

To find out more about the Employment and skills programme, you can contact:
EmploymentandSkills@rbkc.gov.uk

Working with residents to develop a legacy from Grenfell in housing

Grenfell Housing Legacy Fund

The Grenfell Housing Legacy Fund was created to support longer-term initiatives for residents in Council-owned properties or placed by the Council in temporary accommodation in Notting Dale ward. The funding was allocated to individual estates and groupings of properties and could be used to support physical improvements or services on the estate.

What has been delivered

22 proposals were received from Residents Associations or residents as of the end of December 2022.

- 13 project ideas were scoped and agreed.
- Delivery has started for 5 projects.



Less progress has been made on these projects than originally anticipated, but there has been some important learning about ways to engage residents.

- Resident involvement and community-led approaches are at the heart of the Grenfell Housing Legacy Fund, and we will explore incorporating some of the key lessons learnt from this process into future service improvements, including:
- The use of direct, targeted engagement on a personalised and individual level has worked better than more traditional methods and helped to gather valuable contributions from residents who live on blocks not normally engaged with.
- Collaboration amongst teams has led to some success in utilising and pooling existing resources and knowledge.
- The use of a booklet providing examples of project ideas to residents has been helpful in generating new ideas.

Grenfell Rehousing and Allocations project

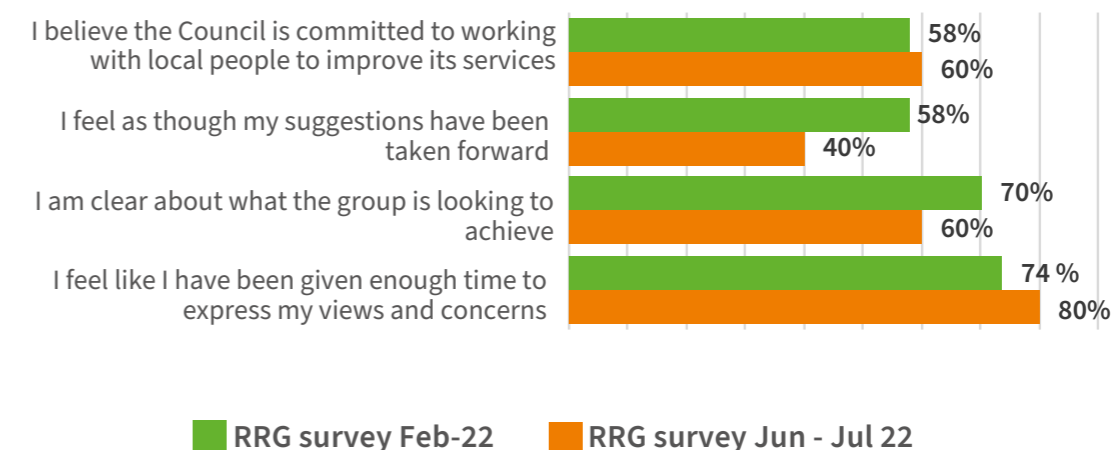
This project was introduced to build upon and embed lessons from the Grenfell tragedy about the way the Council works with residents who are in housing need. It works with a residents' panel, the Resident Reference Group (RRG), recruited from people who have experience of our housing services, to ensure that residents' voices are at the heart of the changes we make. The group has been an important opportunity for officers at all levels to hear directly from residents about issues and challenges with the service.

Working in this new way and hearing direct feedback about their services from the group has been a useful experience for the Housing Needs Department.

What RRG members have said

- RRG members made it clear that they wanted to see more effective follow-up on agreed actions and greater clarity about the purpose and remit of the group. This is something that is being addressed.
- Over time, we want to work with the RRG to develop a programme of changes to improve residents' experience of the service.

RRG members who agree with the statements



Monitoring the ongoing impact of the tragedy in North Kensington

The Council made a commitment to ensure the health and wellbeing needs of the North Kensington population are monitored and understood following the Grenfell tragedy. To enable this, Public Health undertake population health monitoring, using anonymised data provided by the NHS, and an annual health and wellbeing survey.

Population health monitoring — The aim of this work is to track the physical and mental health of the population over a long period of time using NHS data about health conditions across the five wards of North Kensington. Key findings are looked at closely by clinical experts to understand any changes.

Health and well being survey — This survey is conducted every year since 2019 with approximately 2000 randomly selected North Kensington residents.

Key survey findings from the first three years of the health and well being survey (2019-2021)

- 34 per cent of residents report being affected by the tragedy in year 3 (2021) compared to 55 per cent in year 1 (2019).
- The number of respondents commenting on the negative health and wellbeing impacts of the tragedy has decreased.
- Residents living within 200m of the tower remain most likely to report feeling distress and anxiety 'a lot', compared to residents living further away.
- Women remain statistically more likely to report being affected by the tragedy and those living further from the tower least likely to report being affected.
- 24 per cent of residents living within 200m of the tower remain most likely to report feeling distress and anxiety 'a lot', compared to residents living further away (12 per cent between 201 and 400m of the tower and 3 per cent between 1,200m and further away).
- In terms of overall wellbeing in North Kensington, there was a slight improvement in average 'life-satisfaction', 'happiness', 'life-worthwhile' and 'anxiety' scores in year three (2021) compared to year two (2020), however average wellbeing scores remain below pre-pandemic levels.
- In terms of general health, the most recent survey shows a substantial increase in the percentage of respondents reporting their health as 'very good' (40 per cent) compared to 27 per cent in previous years.

Next steps

- Public Health have now conducted the 2022 health and wellbeing survey in November and are currently analysing the results to be shared with the local community.
- We will also be working with residents and partners to build a better picture of the needs of bereaved, survivors and local residents, now and in the next phase.
- This will build on the Journey of Recovery needs assessment published in 2018 and will draw on evidence we have gathered to date and create space for new conversations with residents about what support would help in the future.



Grenfell legacy conversation

Alongside the Grenfell Recovery programme, bereaved, survivors and residents have challenged us to make sure the lessons from Grenfell are never forgotten. We have heard clearly that they want us to use the learning from the tragedy to change for the better.

In August 2022, we launched a wide-ranging conversation with bereaved, survivors and local residents under the 'Change at the Council – a Legacy from Grenfell' banner.

- We used a wide range of channels to reach people and have worked with key partners, including resident groups and local organisations to help us promote the conversation, acknowledging that they are able to reach people that the Council is not.

Since August 2022

- We have heard from 605 people.
- 404 people responded to a survey either online or using a paper questionnaire.
- 201 people took part in a one to one or group discussion / drop in event.
- 56% feel that the Council hasn't changed since Grenfell and 44% feel there has been some change.

Change at the Council a legacy from Grenfell

Bereaved, survivors and residents have challenged us to use the lessons from Grenfell to become the best Council for all of our communities.

We know there is still a long way to go to rebuild trust and relationships with the community. Grenfell exposed the scale of this challenge.

We want to address this and become the best for our communities, but we need your help to understand what this would look like for you, so we can build a shared vision for the Council.

- Visit <https://linktree.grenfelllegacy.org> or scan the QR code to share your views.
- Email GrenfellLegacy@rbkc.gov.uk or call 07714 846092 for more information.



- The conversation generated a huge amount of qualitative feedback about lessons from Grenfell and the changes residents want to see at the Council. When asked about areas of focus, Listening to residents and Improving safety came as top priorities.

Respondents' views about areas we need to focus on in order to become the best council for our communities



“ Safety is priority over cost.

“ Listen to what we have to say, we are living it.

“ People get tired and give up if they are not listened to.

“ Making sure that homes are safe to live in and dealing with unsafe issues promptly.

“ Senior managers need to hear directly from residents (from the horse's mouth) about what the issues are.

“ Be honest and transparent, stop treating us like nothing more than a nuisance.

“ See people first as human beings.

Since December 2022, we have been analysing the feedback and have shared the key headlines with residents to check we have understood their suggestions and ideas correctly and to talk to them about what we should do next.

The feedback has already been used to shape the new council plan and we will be developing a more detailed action plan to address some of the specific issues people raised in the coming months.



Next steps

Next steps for the Grenfell Recovery programme

Across the Grenfell Recovery programme over the next 12 months we will focus on:

- Engaging with bereaved and survivors and reviewing the support provided by the Dedicated Service.
- Strengthening resident involvement in housing services for survivors so residents can help shape future changes to Grenfell Housing Services.
- Launching new peer support projects for adults.
- Implementing the recommendations made by the resident panel on the Grenfell Projects Fund.
- Developing a new Community Leadership programme in partnership with the resident panel.
- Supporting the work of the Curve Legacy steering group.
- Monitoring trends in school exclusions in North Kensington to evaluate the impact of North Kensington Inclusion project.
- Exploring ways to embed the lessons learnt from the Grenfell Housing Legacy Fund in Housing Management.
- Implementing the six-month workplan agreed with the Resident Reference Group in November and measuring the impact of the work.
- Developing a peer support approach in the employment and skills programme.
- Exploring options for the development of a longer-term wellbeing or recovery index to monitor key socioeconomic, health and wellbeing indicators, and help to identify longer-term recovery trends.

Alongside this, we will also continue to work with local partners and residents to improve the information we gather about the reach and impact of the support they are providing to the local community.

We will share the findings from this report with the community and would welcome suggestions for other ways we might share these findings.

Planning for the next phase of support beyond 2024

The current Grenfell Recovery programme is due to come to an end in 2024. Some projects and programmes will continue beyond that point, but we need to begin to plan for the next phase of support to bereaved, survivors and local residents, especially those living in the immediate area.

This is especially important given that many key issues are not yet resolved, including the pursuit of justice and the future of Grenfell Tower and the memorial.

The Council has committed to continuing to provide support and we hope our partners, especially the NHS and the Government, will do the same. Throughout the next year, we will be working with bereaved and survivors, local residents and partners to develop a plan for the next phase of support.

In doing so we will ensure that we take into account everything we have learnt so far and what we have heard from residents about what matters most to them. The updated Public Health needs assessment will help to ensure there is a strong evidence base about key needs, now and in the future.

More importantly, we will be launching wide-ranging consultations with bereaved, survivors and residents to ensure that the support we put in place is what they want to see.

For more information about this, please email GrenfellRecovery@rbkc.gov.uk

Building a longer-term legacy from Grenfell at the Council

Alongside this, we are working with colleagues across the Council to develop a longer-term legacy from the tragedy. This will build on what we have heard from residents about how the Council should use the learning from Grenfell to change for the better.

For more information about this, please email GrenfellLegacy@rbkc.gov.uk

