
Our commitments to those affected by the Grenfell Tragedy





Introduction

The events of 14 June 2017 at Grenfell Tower were a terrible tragedy. First and foremost, the events of that night forever changed the lives of the survivors from Grenfell Tower and Grenfell Walk and those who lost loved ones in the tragedy. They have also had a lasting impact on the local community, laying bare existing concerns and presenting new challenges.

The Council and the NHS recognise the depth of the tragedy and the range of issues it has raised for those affected. The approach we are developing here is built on the many conversations we have had with survivors, the bereaved and the wider community in the 12 months since the tragedy, but it is just a starting point for further conversations.

The Council and the NHS are setting out our ambitions publicly to demonstrate that we are committed to the recovery for the long term. We want to set out the beginnings of a vision for the future, to be developed in partnership with the community over the coming months.

The commitments set out here have been developed by the Council in partnership with West London Clinical Commissioning Group (the CCG), Central and North West London NHS Foundation Trust (CNWL) and other partners, and draw on learning from specialists in disaster recovery and the response to public tragedy. They are informed by conversations with local communities, partners and other organisations, which give an initial picture of the most pressing needs of people in the North Kensington area.

A focus on the future does not mean forgetting the past. There must be a focus on the past, so that justice is achieved both for those who died in the tragic events and for those who survived. The work of the Grenfell Tower Inquiry and the criminal investigation will be vital for the pursuit of justice and we recognise the importance of this for the recovery process.

We are committed to ensuring that the urgent and pressing needs of the community are met effectively now, and to working with people affected towards a better future, while we undertake to learn honestly and with integrity from the past.

We have used the word ‘recovery’ here not because we can recover what has been lost, but because we have a responsibility to support survivors, the bereaved and the wider community to recover from the events of 14 June 2017 and to help them build better futures for themselves and their families.

The Council and its health partners alone cannot meet the needs of survivors, the bereaved and the wider community. Instead, we must work closely with other partners, including government departments (especially the Ministry of Housing Communities and Local Government), victim support services, the Police and London Resilience to honour the commitments set out here.



Aims

The three overall aims of our approach to recovery are:

- 1.** To support survivors and those who were bereaved as a result of the tragedy to rebuild their lives and find their own personal paths to recovery. This includes supporting all survivors to move and settle in new permanent homes.
- 2.** To facilitate community-led recovery for the wider community, helping people to build a better future for themselves and their families and to secure improved life chances and opportunities for all.
- 3.** To help all those affected by the Grenfell tragedy to support themselves and each other, developing individual and community capacity and resilience to lay the foundations for a better future.

For survivors and the bereaved, we are committed to working in partnership with them to design and develop the dedicated long-term support they need.

For the communities of North Kensington, this is the start of a wider conversation about the future. The Council and the NHS recognise that investment is required in social and community networks, in people's health and wellbeing, in local jobs and opportunities and in people's homes and physical infrastructure.

We are committed to working towards a new future in partnership with our communities. A recovery which is led by the community and delivered locally will ensure that the area is at the heart of the future of the borough and can benefit fully from all opportunities.

We have identified some draft outcomes for the recovery, to 2020 (three years from the tragedy) and 2027 (10 years). These are for consultation with survivors, the bereaved and the wider community.



Ways of working with partners and communities

The Council and its partners have jointly set out the following ways of working that will underpin our approach:

- We will listen to everyone and place our communities' needs at the heart of what we do, supporting all voices to be heard, including quiet ones.
- We will make decisions in ways that are transparent and informed by an engaged community.
- We will act with empathy, integrity, courage and compassion to build trust with residents.
- We will plan and deliver services in true partnership with local communities, voluntary and community agencies and statutory providers.
- We will ensure that children and young people are at the heart of what we do, recognising that they are the future and the present of the area.

The recovery will be collaborative and inclusive, with local communities placed at the centre of its development. A wider set of partners will be invited to make a full contribution as it develops, including the police, fire brigade, schools, children's centres, the prison service, probation, transport, further education, universities, leisure and sport as well as charities, credit unions, social enterprises and local businesses. The approach will develop over time and be responsive and proportionate to the needs and aspirations of communities.



Our commitments to those affected

Many residents have been affected by the Grenfell tragedy but we recognise that its impact was different for different people.

We have set out below our shared commitments to the survivors, the bereaved and the wider community. These definitions reflect what we have heard from people themselves over the last 12 months.

They are not meant to be exclusive and many people will feel that they identify with more than one.

Survivors

Survivor: a person whose main residence at the time of the tragic events of 14 June 2017 was in Grenfell Tower or Grenfell Walk and who lost their home in the tragedy.

Our commitment

Survivors will never forget the experience of leaving the Tower on the night of 14 June 2017 and losing their homes. All survivors, especially those children who survived, should be able to build better futures for themselves and their families, with every possible opportunity open to them. We will support them to do this and we fully accept that these commitments will be for the long term.

The Council's most immediate duty to survivors has been to help them move into a new permanent home. There is still work to do, but we have made progress. The NHS most immediate duty is to support survivors with their physical and mental health needs.

We have begun a conversation with survivors about their longer-term needs, exploring how we can help them settle in their new homes and start to rebuild their lives. They have shared with us some of their priorities, which include:

- the development of a high quality housing management service
- support with employment and enterprise
- ways of engaging with young men and women from BME communities
- provision of culturally sensitive support services
- bespoke support for children and young people through school

We are committed to developing a dedicated service for survivors in continued partnership with them. This service will act as a point of contact, navigation and liaison with other services and will help families to focus on the areas that are a priority for them. This will be joined up with the mental and physical health offer and will be flexible enough to adapt to survivors' changing needs, now and in the future.

Rebuilding trust with survivors is a long-term objective. In the short term, the lack of trust will make jointly designing and agreeing services challenging and we fully accept that we may need to explore other ways of working with survivors, including supporting others to do so.

The bereaved

Bereaved: a person who lost a close family member in the tragedy.

Our commitment

We have special obligations to those who lost close family members in the tragedy. As Bishop James has told us from his experience supporting families affected by the Hillsborough tragedy, 'grief is a journey without destination'. We know that nothing can make up for the loss of close family members and we are committed to supporting bereaved families to begin the challenging road of rebuilding their lives.

Working with bereaved families via the existing Friends and Family Assistance Centre (FFAC) and with victim support services and Family Liaison Officers, we will be developing a dedicated service for close family members of the deceased to support them with their needs through the Grenfell Tower Inquiry and criminal investigation. We want to explore how the FFAC can support the bereaved into the future, allowing non-resident bereaved to maintain a connection to the area and providing a single point of contact for those needing support, information and links to services.

We are talking to bereaved families about how we can put in place the right kind of support, including language and translation services, and how we can align this with emotional and mental health provision, including bereavement counselling and other support.

Rebuilding trust with the bereaved is a long-term objective. In the short term, the lack of trust will make jointly designing and agreeing services challenging and we fully accept that we may need to explore other ways of working with the bereaved, including supporting others to do so.

For others who have lost friends or neighbours or more distant relatives in the Grenfell tragedy, health and community-based services will be available to support them through their loss to recovery.

The wider community

Wider community: those from the wider area, including the Lancaster West Estate and surrounding area.

Our commitment

Our local communities have long demonstrated their resilience, their strength and their courage in the face of challenge. Their immediate and inclusive response to the Grenfell Tower tragedy and its aftermath was exceptional. We know that many members of the community were profoundly affected and that statutory services have lost the trust of very many residents.

We are committed to supporting everyone affected by the tragedy to recover from the tragedy and to move forward to a positive future. We want our local communities to be thriving places where children, young people and adults have confidence in futures which they can build for themselves.

To do this, we will design and deliver services which are open and accessible to all and which meet the diverse needs and aspirations of our communities. We will develop these services in genuine partnership with communities, where honest and challenging conversations can take place and communities are involved in decisions.

We will work closely with our partners to deliver a joined-up approach to health and wellbeing that effectively supports everyone whose life was changed by the Grenfell Tower tragedy.

Since the tragedy, we have already made progress in working with the community in new ways:

- The Lancaster West Neighbourhood Office is working with residents to design plans for the refurbishment of the Lancaster West Estate.
- The new Housing Management service has launched a wide-ranging consultation on the future of housing management in the borough and is engaging extensively with residents.
- The Council and its partners are developing a wider offer through drop-in sessions and outreach work via its Malton Road base and Community Contacts programme.
- The Curve has developed into a major community hub, providing services to residents and acting as a key focal point for community activity.
- The Council is developing plans for Maxilla Walk in consultation with the community and has secured Latimer Road to use as community space in the meantime.

- The Grenfell Education Fund has been put in place to provide support and opportunities for children affected by the tragedy.
- We are working with our community and voluntary sector organisations to build capacity and capability so that they can continue to meet the needs of local communities.
- We are looking at the use of physical assets in the local area and exploring how they can be used to benefit local communities.
- We are working with local artists to explore ways for residents to use theatre, music and the arts to remember the tragedy and articulate their aspirations for the future.
- A Public Health Survey across the North Kensington area is being developed to monitor the health and wellbeing needs of communities over the long term.

We are committed to developing plans with the community. Building on some of the things we have heard so far, we are exploring some of the following ideas:

- Developing new local partnerships with representation from members of the community, councillors, statutory services and voluntary and community organisations.
- Joining up services across the Council and the NHS to meet the needs of local residents.
- Developing mental health support services for our diverse communities which address trauma in non-medicalised ways.
- Developing a place-based approach to recovery, involving the community in decisions about planning and the development of buildings and community spaces.
- Further enhancing the existing provision for children and young people, including play spaces, youth activities and access to green space.
- Using community grants to enable community-led activity and support residents to secure funds from other sources.
- Developing a new work and skills strategy for the area, linking residents with employment opportunities and exploring links with businesses and social enterprise to create new opportunities for all in the local area.
- Building a robust communications platform through social media to allow young people, particularly young men, to create a continuous dialogue around their health and wellbeing needs.
- Building on connections with existing community and voluntary groups and exploring ways of supporting voluntary work and community participation to build a better future in the area.
- Exploring ways of using procurement to secure opportunities for residents.
- Increasing the stock of social housing in the area.



Moving forward

We know that we must demonstrate our commitment through actions and that the proof of our new approach will be in the way we work with residents over the coming months and years.

The joint commitments set out in this document will underpin how we will work with residents in developing our plans for recovery, building on the many conversations we have had to date with survivors, the bereaved and the wider community.



Appendix 1: Draft outcomes for recovery, for consultation

Long-term outcomes for recovery, to 2027

Working closely with our health partners, the Council over the next 10 years will work with communities to ensure that:

- The needs of the bereaved and survivors are met and they have built better futures for themselves and their families.
- Today's children and young people have had access to a wide range of opportunities thanks to targeted support and are living happy and healthy lives.
- Local communities are economically thriving, healthy and safe places and spaces.
- All residents have access to good quality housing and public spaces.
- All council services are developed with communities and take account of their diverse needs and aspirations.
- Communities feel fairly treated in relation to one another and their trust in local agencies and institutions has been rebuilt.

Medium-term outcomes for recovery, to June 2020

Working closely with our health partners, the Council over the next two years will work with communities to ensure that:

- All survivors and the bereaved have been offered the specialist support they need and are taking steps towards the future.
- Children and young people affected by the fire feel confident about their futures and local schools are continuing to support them to achieve excellent results.
- The future of the Grenfell Tower site is decided in a way that is acceptable to all parties, in full adherence to the *Principles governing consultation on the future of the site*, and survivors, the bereaved and the wider community can remember the Grenfell tragedy in the way that they want to.
- Communities feel their voice is heard and they can access the services they need. These services have been developed in partnership with them. They are geographically based but accessible to all who wish to make use of them.
- Strong and empowered partnerships exist between residents and the Council where honest and challenging conversations can take place and residents are involved in decision making and can hold public bodies to account.
- All Council tenants have access to excellent housing management services, which have been developed in partnership with them.
- The refurbishment of the Lancaster West Estate is complete and the estate is somewhere residents are proud to live.
- Residents are able to help themselves and each other through strong networks and shared spaces, which the Council and other agencies have helped them to develop.
- Agencies are working closely with each other and with the community to understand and respond to the community's changing needs.

