

Grenfell Community Assembly

Notes from Grenfell Community Assembly Held on 6 February 2023

Putting Communities First Team
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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Background

The Grenfell Community Assembly was established in 2019 to ensure that issues affecting the Grenfell community are openly discussed, and to create a forum where statutory and non-statutory partners can respond to local concerns.

The Assembly is a forum that brings people together to:

- Engage in productive dialogue (including encouraging communication between the community, the Council, and its partners, as well as facilitating dialogue between different residents)
- Bring, receive, and refine ideas that lead to practical change and help to address local issues for residents
- Create a safe and constructive space within which residents, and the wider community, can engage with the Council and its partners

February 2023 Grenfell Community Assembly

This was the eighth Grenfell Community Assembly (GCA) held by the Council and it focused on two distinct aspects:

1. Gathering views from North Kensington residents on how they would like the Assembly to develop going forward
2. Providing information and support on combating the cost of living

Combating the cost of living

The Council partnered with Kensington and Chelsea Social Council to help residents combat the cost of living by hosting a community warm hub as part of the Grenfell Community Assembly.

A wide variety of Council, voluntary sector and partner organisations were present to provide advice and support on a variety of topics, including: energy advice, welfare rights, financial health checks and information on handling money and debts.

Development of the Grenfell Community Assembly

The Grenfell Community Assembly has been operating for more than three years covering a range of topics. The meeting was a timely opportunity to gather feedback from North Kensington residents on the Assembly and more generally on what kinds of community meetings residents would like to see in North Kensington.

At previous Assemblies, and via direct emails to the Council, some residents have fed back their thoughts on what they would like to see. The meeting was an opportunity to test these thoughts with the wider North Kensington community.

The Council has also recently undertaken a conversation with residents on 'Change at the Council - a legacy from Grenfell', this report brings in insight from initial analysis of findings from these conversations.

Format of the Assembly

Unlike previous Assemblies, this Assembly was organised as a drop in session, without a formal sit down discussion. This was to ensure that residents could visit at a convenient time during the evening, to enable the cost of living stalls to run throughout the evening (giving residents the

maximum opportunity to get the advice and support they might need) and to allow one to one conversations with residents on future development of the Assembly.

The Lead Members for Communities, Finance and Customer Delivery and Adult Social Care and Public Health were in attendance; as were a range of Council officers, NHS staff and North Kensington Councillors to engage with residents and answer questions posed. In addition there were a wide range of statutory and voluntary sector organisations giving advice and support on the cost of living.

In excess of 35 residents attended the event on the night. This figure excludes staff involved in organising the event, staff involved in supporting residents and those staffing stalls in relation to cost of living support (some of which may also have been residents of the borough).

This document

This document contains a summary of feedback from attendees on the Grenfell Community Assembly and more generally on what meetings residents would like to see in North Kensington.

We hope that this document is read by people who did not attend the event and encourages more people to take part in future Grenfell Community Assemblies.

We have included the detailed feedback notes of the comments and views expressed by individual residents, it does not necessarily mean that each comment is endorsed by the majority of attendees or the many residents who were not present for those discussions.

Next steps

The feedback from residents attending, and those expressing their views in other ways (e.g. by direct email), will be considered carefully by the Council and a proposed way forward will be shared on the Council's website and discussed at the next Assembly.

A date for future meetings will be promoted on the Council's website and more generally in due course.

Acknowledgements

The Council would like to thank everyone that attended and participated in the Grenfell Community Assembly, to Kensington and Chelsea Social Council and all the partner organisations that attended and supported the event.

Residents' feedback at the Grenfell Community Assembly

Residents' feedback

Residents were encouraged to provide feedback on the Grenfell Community Assembly and more generally on what kinds of community meetings residents would like to see in North Kensington. Feedback was gathered through six key questions and via three main routes:

- Residents were encouraged to commit their thoughts to feedback boards in the room
- Staff engaged with residents to pose the questions and capture views
- A feedback form was provided for those that wanted to provide more detailed, or private, feedback

The below is a summary of views against each of the questions posed. All responses can be found in appendix one.

Feedback on attending previous Grenfell Community Assemblies

Some attendees had attended a previous Assembly, but the majority had not. There were mixed views from those that had attended previously. Some had found it useful, in keeping up to date on community issues and saw it as an opportunity to get their views across to the Council or partner organisations. However, others commented that topics were too prescriptive, that only a small number of voices were heard or that there were no real outcomes as a result. Examples of comments included:

"Yes, I've been and I think it was beneficial to be up to date with what's going on."

"I thought it was quite prescriptive in terms of what residents were allowed to discuss, and I think that is wrong."

"Lots of promises and speeches, however no real outcomes."

Feedback on type and format of future meetings

There were mixed views on the format of the meeting. More residents expressed a preference for a 'drop-in' format (as was held on this occasion) than a more formal seated discussion. With residents feeling that it was less formal and allowed more people to have their say and not be dominated by loudest voices. Some felt the format that is usually used (sit down discussion) led to tension and that this was unhealthy.

Other residents attending wanted to see more formal seated discussions (as per previous Assemblies), akin to previous Grenfell Scrutiny, this format allows for exchange of views. Some wanting agendas published in advance and Councillors and MP in attendance.

Some residents felt there could be a mixed format, or that the format might be dependant on the topic for the session. Some residents also felt venues were important, using community centres to reach people. The importance of involving young people was expressed by some attending and the importance of regular meetings and promoting the meetings to gain good attendance.

Examples of comments included:

"Prefer drop-ins. Previous meetings just reached some people. 1-2-1 discussions work well, but depends on topic."

"Prefer more of a drop in where can share views on 1-2-1 basis not in front of others."

Residents' feedback at the Grenfell Community Assembly

"Seated discussion as it used to be."

"Scrutiny panel needs to be done in a way to avoid tensions."

Feedback on topics residents want to see covered

Residents suggested a wide range of topics that they would like to see covered in future meetings. Some residents were keen that topics were very specifically focused on Grenfell and Grenfell recovery. For example: Plans for Grenfell Tower, Grenfell Recovery Programme and how Grenfell monies have been spent.

Other residents put forward a range of topics that focused on issues in North Kensington more generally. For example: Housing, jobs and training, education, health (including emotional health and well-being), community safety and supporting young people.

Examples of comments made included:

"1) Grenfell this is and must continue to be the Council's first priority. 2) The Council. Change at the Council. Spending, decision making, housing."

"Plans for Grenfell Tower going forward."

"Community safety, youth crime, health and safety."

"Young people, health issues, mental health, personal budgets."

Feedback on what meetings should be called going forward

The majority of comments received suggested that having 'North Kensington' in the title, rather than 'Grenfell' was preferable. Some felt that having Grenfell in the title made the meetings too narrow or did not encourage the wider North Kensington community to attend. Suggestions included: North Kensington Community Forum, North Kensington Together, North Kensington Community Meeting and North Kensington United.

However, some residents felt that it was very important to keep the name Grenfell Community Assembly or at least keep 'Grenfell' in the title of the meetings.

Examples of comments made included:

"Grenfell makes it too narrow, others in North Kensington community don't realise they can be involved."

"Makes more sense to have North Kensington in name. More inclusive."

"For discussing Grenfell matters (for which there is a need) it must be called Grenfell Community Assembly. If people wish a general forum let them have one, but DO NOT take away Grenfell Community Assembly."

"Fine with GCA as a name."

Residents' feedback at the Grenfell Community Assembly

Feedback on the frequency of meetings

Generally speaking residents would like to see quarterly meetings, once every three months. Some residents would like to see meetings more frequently, with some mentioning every two months.

Some suggested that meetings should not be held for the sake of it, and only when necessary.

Examples of comments included:

"Once every two to three months."

"Every three months and four per year."

"Whenever necessary. Two or three times a year."

Other thoughts

Residents were given the opportunity to feed in other thoughts.

The importance of involving as many people as possible in North Kensington was raised, not just Council housing tenants. More publicity and leaflet drops were also mentioned as a way to ensure good attendance. The need to ensure actions are taken as a result of Assemblies was highlighted, so meetings are not just talking shops.

Examples of comments made included:

"Don't always hear about GCA meetings. Only hear word of mouth. Need to ensure publicise well in all North Kensington newsletters."

"Need to make sure meetings are publicised."

"To be the best council stop arguing with residents, less meetings, more action."

Feedback from the Grenfell legacy conversation

Key themes, in relation to the Grenfell Community Assembly or meetings, from the Grenfell legacy conversation

Between August and December 2022 the Council undertook a conversation with residents, 'Change at the Council – a legacy from Grenfell'. Over 600 residents took part and the feedback from this exercise is still in the process of being analysed. As part of the conversation, residents were able to comment and put forward ideas about how the Council can be the best, a challenge set by the bereaved and survivors of the Grenfell tragedy.

Some of the comments related either related to the Grenfell Community Assembly, or more generally about meetings in Kensington and Chelsea. Some key themes from these comments can be seen below.

Regular open meetings

A number of residents called for there to be regular open meetings between the Council, residents and in some cases other partners (e.g. the Fire Brigade). Comments included:

“Open meetings with all residents invited and also contributions to agenda invited.”

“Having a platform where people can speak their minds and we can be listened to.”

Format of meetings

A range of formats for listening to and involving local residents were suggested. These included: Forums, roadshows, workshops, committees, surgeries and meetings. A number of residents wanted to see in person sessions, whilst some asked for online or hybrid sessions to allow more to attend. Others suggested a strong chair was needed. Comments included:

“Have regular community forums to take forward issues.”

“Have representative residents committees that are listened to.”

Organisation of meetings

Residents would like to speak directly to senior Council officers and/or Councillors and some spoke about ensuring openness and transparency. Comments included:

“Senior managers need to hear directly from residents (from the horse's mouth) about what the issues are. People get tired and give up if they aren't listened to.”

“Senior managers in the Council need to know what's going on in the ground - there is no point in internal discussions unless they are informed by what's actually happening.”

“Maybe creating open "surgeries" in all wards, e.g. once every three months when residents can turn up meeting Councillors and Management staff to discuss and raise issues.”

Listening to residents and taking action

Residents were keen that their voice be heard in meetings, with some calling for resident involvement in agenda setting and decision making. Ensuring that actions were taken as a result of meetings was a key feature of feedback. Comments included:

“The Council should learn to hear the public's opinions more and be more open to 'open conversations' about the Grenfell tragedy, so everyone's voice is heard.”

Feedback from the Grenfell legacy conversation

“Including residents in the decision-making process. Decisions should not be made by the council/councillors alone.”

“The Council needs to listen to us. We try to raise our voices and they do sometimes listen but don't do anything. Need to properly listen and act on what they are hearing.”

Topics

The most common topics suggested were in relation to Housing, Grenfell and related issues. Comments included:

“Have regular meetings with tenants in blocks like Grenfell and survey the property regularly.”

“Attend resident meetings by seniors in repairs, benefit, customer service etc. They would learn why residents frustrated. In this way they would become human and not just a photo in a pamphlet.”

Appendix 1 – Comments received at the Assembly

Comments

The below comments were received at the Grenfell Community Assembly on 6 February 2023 at The Harrow Club. Comments have been organised by the question posed; comments were made on feedback boards and received via feedback forms.

Have you attended a Grenfell Community Assembly before? What do you think?

Comments on feedback boards

- First time, I heard about the informal nature.
- Yes, it was a poor substitute of the scrutiny. Information rather than scrutiny and holding people accountable.
- Yes, I've been and I think it was beneficial to be up to date with what's going on.
- My first time I didn't know what it was. Now I do.
- No I haven't been.
- Not been before.

Feedback forms

- Yes, I thought it was quite prescriptive in terms of what residents were allowed to discuss, and I think that is wrong.
- Chaos – only heard small amount of voices and very vicious.
- Yes. The committee very helpful. I had been there many times for support back to work, but/even I had to apply to Town Hall, for funds very disappointed. Unemployed in borough are responsible to job, instead recruiting outside Kensington and Chelsea. So please give the job to internal residents.
- Yes. Not informative. Interesting, nevertheless. Lack of transparency.
- Lots of promises and speeches, however no real outcomes.
- Yes, I have attended a Grenfell Assembly before. I like it because we can get our views across to authorities and really getting that the Tower is still there and was not removed.

What type of community meetings you'd like to see in the future? And in what format?

Comments on feedback boards

- Like the existing format.
- Venue matters. Need ones really in the community. Harrow Club is good.
- General consultation, face to face more like this, as not everyone has access to internet.
- Use community centres to reach people.
- Needs to be a mixed method.
- Seated discussion as it used to be. (This was seconded by another resident)
- Open dialogue between residents and the Council. Less us and them.
- On-line/hybrid is a good idea, lets people take part.
- Prefer drop-in 1-2-1, gives opportunities.
- Meeting about our pollution post Grenfell.
- Prefer drop ins.
- Too much arguing. Needs to be more productive. Lead to more action.
- Prefer drop-in and be able to share views with councillors and senior managers. Like to see it more respectful.
- Mixed format depending on subject matter.
- Fairly regular meetings, every 2-3 months. Depending on topic, who would want to see at meetings. Access to MP, need councillors there.

Appendix 1 – Comments received at the Assembly

- Prefer drop-ins. Previous meetings just reached some people. 1-2-1 discussions work well, but depends on topic.
- Meetings need to be regular to build up momentum. Feedback regularly on what's happened since last meeting.
- An assembly linked to the scrutiny where you can track progress of the scrutiny. A website page dedicated to track and view changes. Question time live and web page interactive.
- There are more than enough meetings. Need better co-ordination and marketing.
- Grenfell matters. General listening forum. Housing.
- Agenda in advance so can be stuck to. 10-12 AOB, some space to raise additional issues. Well chaired. Needs a strong chair plus support.
- Has been tension at previous Grenfell Community Assemblies. Angry people can dominate, not healthy.
- Prefer more of a drop in where can share views on 1-2-1 basis not in front of others.
- Scrutiny panel needs to be done in a way to avoid tensions.
- Meetings involving the whole borough but discuss themes of North Kensington. Seated discussion with opinion exchange.
- Needs attendance of youth, jobs for youth.
- Youth activities when children on holiday.

Feedback forms

- 1) Grenfell Assembly. Proper Grenfell Assembly is long overdue. 2) A general forum
- More like this, but regularly.
- The community to support for professional people who are struggling back to work.
- Tabernacle/Harrow Club. In person. Not the Council running the meetings, bereaved and survivors. Weekdays, after school. Same locations across North Kensington. More young people. Keep meeting in North of the borough.
- Meetings that focuses on what we can do for the younger generation living in Kensington and Chelsea. We need to create more safe places for children, youths and families to get together and so activities that would help them achieve their prospects.

What topic/issues would you like to see covered?

Comments on feedback boards

- Plans for Grenfell Tower going forward.
- How to be more involved in the community.
- Need more action. More communication. All residents in Kensington and Chelsea. Not enough for Housing Association tenants. Everyone should have voice. No changes after six years.
- Action, change. What has happened in this, in last six years. Haven't seen any change. Wait for things to happen-need to be more proactive.
- Maybe we talk more about community and how we define it. Can we build better communities in our area.
- Local delivery services funding, say in what is delivered in the area. How services deliver in community. Can be a stigma to food banks/warm spaces.
- Web page with Grenfell related subjects where people can vote on and choose, which people, representative of the chosen service, should present results and reports at the meeting. Especially spending on the recovery.
- How to ensure transparency.

Appendix 1 – Comments received at the Assembly

- Economic disparity between North and South Kensington. Education disparity.
- Mental health. General health. Young people.
- Housing for the youth.
- Security, safety of North Kensington (collective feeling).
- Housing provision/schemes council houses are all up in the north of borough (leads to less greenery). Social exclusion, anti-social behaviour, green space, youth service programmes.
- Youth activities, job opportunities, apprenticeships, elderly support, create space for young people to thrive, youth activities, money for young, get young people away from their phones and computers. Make activities during holidays.
- Community safety, youth crime, health and safety.
- Young people, health issues, mental health, personal budgets.
- Funding to local organisations have less rules about how it is spent. Accept community knows best sometimes.
- Safety for women/kids around the borough.
- Social cohesion, social exclusion, exclusion rates.
- Talks about green spaces and social places where people can get together, talks about wealth gap in the borough (north-south).
- What's happening with the Tower. Needs to be sorted. The sight of it is triggering for many.
- Cost of living help for residents of Kensington and Chelsea.
- Housing 18-30 funding.
- Housing.

Feedback forms

- 1) Grenfell this is and must continue to be the Council's first priority. 2) The Council. Change at the Council. Spending, decision making, housing.
- Housing. How the community works, the money, RBKC, CCG/NHS to be spent long term.
- Community improvement and back to work and give more housing.
- Why has the Grenfell recovery stopped, only three years of support offered before COVID arrived and halted all services.
- Youth activities and what we can do for them to learn more and achieve more.
- Sports activities. Construction. Housing. Social exclusion. Youth Service Programme. Anti-social behaviour. Exclusion rates. Green spaces. Economic disparity. Location of Housing (all in north). Pricing. Re-housing out of the borough. Accessibility to youth services.

What should we call these meetings?

Comments on feedback boards

- Grenfell makes it too narrow, others in North Kensington community don't realise they can be involved.
- Grenfell is a misnomer, a bit political. North Kensington in title instead.
- Make more sense, North Kensington in name. More inclusive.
- For discussing Grenfell matters (for which there is a need) it must be called Grenfell Community Assembly. If people wish a general forum let them have one, but DO NOT take away Grenfell Community Assembly.
- North Kensington Community Forum.

Appendix 1 – Comments received at the Assembly

- Why? [In reference to suggesting North Kensington Community Forum] it is about Grenfell matters. If you want a general forum, have one but leave GCA alone.
- We should “move on” (without forgetting) from the Grenfell name and be more comprehensive of North Kensington.
- North Kensington United. North Kensington together.
- Grenfell Recovery scrutiny.
- Community unity meeting.
- Fine with Grenfell Community Assembly as a name.
- Grenfell/North Kensington.
- The North Kensington hub.
- Grenfell in title gives wrong idea.
- Keep the name as this.
- North Kensington community meeting.

Feedback forms

- Community Assembly. North Kensington Assembly.
- The name is fine.
- I don't care.

How frequently would you like to see them?

Comments on feedback boards

- Once every 2 months.
- Quarterly.
- Every 3 months and 4 per year.
- Whenever necessary. 2 or 3 times a year.
- Meetings 2-3 monthly I think it is good.
- Every 2 months.
- So many meetings, can be a struggle. More issues based and more meetings when something is happening.
- Quarterly.
- Quarterly.
- Monthly or bi-monthly. Every 2 months.
- Quarterly or monthly.
- Whenever necessary.
- Once every two to three months.
- Once every two months as they are now.
- Twice a month.
- Every 6 months-only if something to say. Don't do for sake of doing.
-

Feedback forms

- Monthly
- It is good to review the improvement of people who are unemployed, back to work or training.
- Every three months.
- Once every two months.

Appendix 1 – Comments received at the Assembly

Any other thoughts?

Comments on feedback boards

- Don't always hear about GCA meetings. Only hear word of mouth. Need to ensure publicise well in all North Kensington newsletters.
- This is not a meeting more like a gathering.
- Not been before, been to Grenfell Scrutiny in past.
- North Kensington Community Association.
- More leaflet drops. Don't just target council tenants.
- Expected a full meeting. Not happy to give feedback again as already given some.
- Not enough support for vulnerable.
- No sign of lessons being learnt.
- Not getting the views from the right people.
- Pay more attention to the local residents.
- Vulnerable and disabled need to be listened to.
- Need to make sure meetings are publicised.
- Resident is involved and doesn't always hear of things/consultations.
- Too much box ticking.
- Many say Council don't listen, but have seen local councillors in the community.
- Can't be the best council without residents' voice.
- All residents who pay council tax not just council tenants.
- To best council stop arguing with residents, less meetings, more action.
- Don't see anything happening.
- Including more young people's perspective as many young people experienced trauma from Grenfell.

Feedback forms

- What is the legacy for Grenfell?
- The community needs to see the organisations who are here to support them. You could rotate themes – Housing, wellbeing, physical health, sport, etc.

Appendix 2 – Selected comments from Grenfell legacy conversation

Selected comments from Grenfell legacy conversation

Between August and December 2022 the Council undertook a conversation with residents, 'Change at the Council – a legacy from Grenfell. The feedback from this exercise is still in the process of being analysed. As part of the conversation, residents were able to comment and put forward ideas about how the Council can be the best, a challenge set by the bereaved and survivors of the Grenfell tragedy. The below are selected comments from the exercise that relate to the Grenfell Community Assembly or more generally about meetings in Kensington and Chelsea.

Comments, ideas and suggestions

- Open meetings with all residents invited and also contributions to agenda invited. Good chairperson to allocate time slots and meeting
- Have regular meetings with tenants in blocks like Grenfell and survey the property regularly.
- Employ and allot council staff to hold tenant meetings. Take the minutes and act on them.
- Including residents in the decision-making process. Decisions should not be made by the council/councillors alone
- Improve services by allowing local community to speak!
- More open meetings with residents
- Have representative residents' committees that are listened to.
- Allow for more forums and meetings to hear residents' voices.
- Having a platform where people can speak their minds and we can be listened to.
- Instead of pretending to take notes at meetings, actually take notes and action any agreed points.
- Senior managers need to hear directly from residents (from the horse's mouth) about what the issues are. People get tired and give up if they aren't listened to.
- Replace the risible Q&A sessions with regular meetings in each ward, round housing, safety, health, community provision.
- Allow for more forums and meetings to hear residents' voices.
- This would look like small(er) meetings and larger meets once a month with residents, carefully named.
- Regular meetings with residents
- Set up a resident panel.
- Invest in communities, let them organise and have a channel into the Council.
- More open meetings with residents, more canvassing for local views.
- Regular community forums, more community/visible council staff.
- To have more forums and consultations and clear communication about future plans.
- It would be helpful to have road shows, community meet ups, video messages and links of meetings.
- Having regular community residents' meetings
- More meetings/open invites
- This can be done through various platforms such as having Q&A sessions, podcasts and workshops.
- Hold regular meetings and more than one so more residents can attend. Not all feel happy using zoom meetings. Hold follow up meetings.
- Attend resident meetings by seniors in repairs, benefit, customer service etc. They would learn why residents frustrated. In this way they would become human and not just a photo in a pamphlet.

Appendix 2 – Selected comments from Grenfell legacy conversation

- Organising events for residents to speak directly with members working at the council.
- Real surveys and canvassing opinions and needs, incorporate those into the housing strategy long term plans. Offer on-site surgeries for residents, with real change.
- To have regular and face to face contact with residents, residents to have named contacts to speak to about issues and for Council officers to be present in the community.
- More meetings and presence on the ground
- Community meetings well publicised.
- Open conversation.
- Maybe creating an open "surgeries" in all wards, e.g. once every three months when residents can turn up meeting Councillors and Management staff to discuss and raise issues.
- To involve them in the decision makings and making sure the community is part of what you do.
- Employ local people including in senior roles. Stop expecting us to volunteer, pay for our time and expertise as consultants.
- Holding joint meetings with residents, Council and Fire Brigade on educating residents on fire safety.
- Have more face to face meetings with the Community and less on-line.
- Create forums and spaces to allow for face to face discussions and opinion harvests. Go to homes for elderly residents, schools and community centres, rather than waiting on residents to connect.
- Building more community hubs and forums. Where people can find support and a voice.
- Community evenings where we can voice or concerns or share our positive ideas.
- Public meetings that do not descend into chaos.
- Live events, interaction.
- Hold regular meetings.
- Have regular community forums to take forward issues.
- Arrange more resident engagement meetings at times suitable to their needs. Taking into account meeting parents during school times, meeting those available in the evenings and being transparent in feedback.
- Improve meetings with residents.
- By having more events and research like this (Wall of Truth event 23 October).
- Stop cancelling meetings, hiding behind closed doors, doing things in secret.
- Senior managers in the Council need to know what's going on in the ground - there is no point in internal discussions unless they are informed by what's actually happening.
- To have very carefully organised meetings - clear boundaries - where people could work together. For residents of the borough to be welcomed by the Council.
- Having regular meetings with the public
- The Council should learn to hear the public's opinions more and be more open to 'open conversations' about the Grenfell tragedy, so everyone's voice is heard.
- The Council are still not listening and hiding behind rules and senior people who know nothing about the area and the people.
- The ability to scrutinise the Council has decreased following the review of scrutiny arrangements.
- Resident engagement is tick box exercise. No feedback for months and then blanket answer. Worse than before Grenfell

Appendix 2 – Selected comments from Grenfell legacy conversation

- The Council should do more events like this and feedback about what is going to happen next from Legacy conversation.
- Public participation - public needs to be involved, encourage residents to attend feedback sessions in imaginative ways. Innovate ways to feed back.
- More Citizens' panel events.
- Youth Council - Everyone felt that it was important to encourage young people to share their views and offered to share the information about the survey via their networks.
- Youth Council - They felt that an event at KAA might work well.
- There needs to be better connection with communities - directors being present and there need to be more regular touch-in points for people to hear what's happening on the ground.
- More interaction with the borough.
- Lots more effort to get community involved in talks.
- Maybe actively listen to the resident-led panels.
- Communication with the community.
- Listen, engagement with North Kensington people. Make a space for North Kensington.
- Meeting with residents to listen to what they need. Approach them to communicate and help them to interact with each other.
- The Council needs to listen to us. We try to raise our voices and they do sometimes listen but don't do anything. Need to properly listen and act on what they are hearing.
- Listen, engagement with North Kensington people. Make a space for North Kensington.
- Communicating better about what help is out there for people. More community events to bring people together.
- It often feels like there is a 'wall' in the way (given that most engagement is done by more junior officers) and that there are limited opportunities for decision makers (elected members and senior officers) to hear (and really feel) people's concerns. Although people were angry and the meetings were sometimes chaotic, the Grenfell Recovery Scrutiny Committee was a forum where people could do this. If the Council were to start something similar now, it could work quite differently. The Council could call it something different (e.g. Community Voice Group) and rather than it being a public meeting it could bring together CICs/charities/other organisations who work with local people to share the issues facing their networks and service users.