



Grenfell Tower site update: summary and Q&A from 2 February online event

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At our online community information event on 2 February 2021, we updated attendees on the rewinding of the Tower, the safety works taking place at the site, the procurement of the site's principal contractor and how we plan to increase 'social value' opportunities for local residents and others.

We also shared details of how you can give your thoughts about the Tower and the future memorial as outlined in [the letter we sent to the community](#) and gave a reminder about the health and wellbeing services available. Event attendees were able to post questions to our panel from the Grenfell site management and programme team, and to a member of the local NHS health team.

- We have summarised below the questions we received
- You can also watch a [video of the event](#).
- Our next online community events on the Tower will take place on 31 March and 1 April – please see the joining details at the end of this document

Planned safety works

We are fitting additional 'props' (aluminium supports) in the Tower so that we can ensure the building's continued stability. To enable the installation of these props, we have been removing heavy, damaged items and asbestos from individual flats.

- Find out more about the planned safety works in our [July 2020 community update and letter](#) and more about asbestos removal in our [September online event write-up](#).

The principal contractor for the Grenfell Tower site

The principal contractor is responsible for carrying out the safety and day-to-day maintenance works on the Grenfell Tower site. Our existing contract with the on-site contractor will expire in June 2021 and we need to re-procure the contract due to government rules and guidance on spending public money. This is a standard process and is part of our role in keeping the site safe. Potential suppliers will give a presentation to interested members of the community in March – please contact us using the details at the end of this update if you would like to attend.

Social value

An important part of the procurement is social value. This means that the companies contracted by the Ministry of Housing, Communities and Local Government (MHCLG) agree to bring benefits to the community as part of their agreed work. Recent examples include providing work experience opportunities, and free online courses in construction and business administration. We are working with the community to understand what is important for them in terms of social value, and we have set up a group to hear and involve the community in the process so far.

- **If you would like to join our social value group, please contact us using the details at the end of this document**
- **Find out more about the principal contractor procurement in our [December update](#)**

Rewrapping the Tower

The outer layer of white wrapping around Grenfell Tower deteriorates over time and needs to be replaced regularly, which we have been doing once a year. We are scheduled to begin the next replacement on 6 March and it will take around 10 weeks, depending on the weather. The Tower will not be visible while the rewrapping takes place. The rewrapping will be carried out sensitively and is not expected to cause disruption. For further details, see the Q&As below, or our information [leaflet](#)

Share your thoughts on the Tower and the future memorial

Since September 2020, independent organisation, Kaizen, has been helping us to hear the thoughts of bereaved families, former residents, local residents and the North Kensington community about the Tower. It has also been working for the independent [Grenfell Tower Memorial Commission](#) to hear your ideas about how to remember those who lost their lives in the Grenfell tragedy.

You can share your views with Kaizen in whichever way suits you best, including in different languages. While we and Kaizen are able to send you letters, Kaizen do not have your phone numbers or email addresses, so please contact them directly:

- Email your views to: grenfellmemorial@kaizen.org.uk
- Call: **020 7082 5505** or text **07984 434855** to arrange a phone conversation.
- Write to: Kaizen, 22a Cliff Villas, London NW1 9AT.

Kaizen can speak to you by phone, over video link and in person, if and when Covid-19 social distancing guidance allows. Others can attend with you, if you would like.

Health and wellbeing

- The local NHS service can offer members of the community affected by the Grenfell Tower tragedy physical and mental health support including for children and young people. Visit grenfellwellbeing.com for information.
- There's a community respiratory service from Imperial College, London, which offers checks to bereaved families, survivors, and the local community to understand more about lung function. It is available through the NHS dedicated service or your GP.

- If you're feeling anxious or stressed, support is available from the Grenfell Health and Wellbeing Service. Contact the urgent advice line on **0800 0234 650** or visit [grenfellwellbeing.com](https://www.grenfellwellbeing.com) for information.

The event panel

- Matt Hogan: Grenfell Tower site manager working for MHCLG. Matt and his team manage the day-to-day coordination of activities on site and the safety works, to reduce the disruption to local residents that can be caused by this work.
- Anjni Patel: a civil servant in the community engagement team at MHCLG
- Laura Williams: a civil servant in the community engagement team at MHCLG

Questions and answers

Thank you very much to all of you who submitted questions to the panel. This is a summary of the questions and answers.

Q Have you contacted families about the future of the Tower?

A: Yes. We wrote to families in January (you can see the letter [here](#)). As the owner of the Grenfell Tower site, the government wants to hear the thoughts of bereaved family members, former residents of the Tower, local residents and the North Kensington community on decisions and activity relating to the Tower. A decision has not yet been made about what will happen to the Tower and we don't underestimate how difficult this will be, particularly for bereaved families.

We want to hear from as many of people as possible, particularly bereaved families and survivors, before any decision is made. See the letter, or the details in the Q&A below, for how you can share your thoughts.

Q: How many people have Kaizen spoken to on the Lancaster West estate?

A: Kaizen, (the independent community engagement team appointed by the government to hear the community's thoughts on the Tower and the future memorial), has so far spoken to around 218 residents on the estate. Kaizen would like to hear from as many people as possible. Any residents who would like to share their thoughts can do so in a way that suits them best.

Kaizen do not have residents' phone numbers or email addresses, so please contact them directly:

- Email your views to: grenfellmemorial@kaizen.org.uk
- Call: **020 7082 5505** or text **07984 434855** to arrange a phone conversation.
- Write to: Kaizen, 22a Cliff Villas, London NW1 9AT

You can also get in touch with the site management team to share your thoughts by:

- email GrenfellTowerSite@communities.gov.uk
- phone **0303 444 0011**

Q: Why are you rewrapping the Tower again?

A: The Tower is wrapped for a number of reasons: to protect the building from the weather, to sensitively and respectfully cover the building from view, and for the safety of any workers on the scaffolding between the wrapping.

There are two layers of wrapping around the Tower – a blue inner layer and a white outer layer; the outer layer deteriorates over time and must be replaced once a year. The rewrapping takes place in stages and the Tower will not be visible while the rewrapping takes place as the blue inner layer won't be changed. We expect the next phase of rewrapping to start on 6 March and last for around 10 weeks. However, the work is weather dependent, which may change the timetable slightly. We will ensure that the rewrapping is carried out as sensitively as possible, and is not expected to cause disruption to the community.

Q: Will schoolchildren at Kensington Aldridge Academy (KAA) next door to the Tower be able to see the Tower when the wrapping is being replaced?

A: No. What will be visible is the area where the outer layer of white wrapping has been removed, the blue layer beneath that and some of the scaffolding.

We are working with KAA and other local schools to make sure that we carry out the rewrapping at times when it will cause the least amount of disruption to the school.

Q: Can you explain the safety works – are they the start of the Tower being taken down?

A: The safety works are not about bringing down the Tower. They involve careful removal of loose materials and heavy items from the Tower and the installation of further props to ensure its continued stability until a decision is taken about its future. These works are needed whatever the future of the Tower.

As owner of the Tower site, the government is responsible for making operational decisions but has not made any decision on the future of the Tower. The government has publicly committed that any decision on the future of the Tower will only be made after speaking and listening to the community.

Q: I thought the Memorial Commission decides what happens to the Tower.

A: The independent Grenfell Tower Memorial Commission is not responsible for deciding what happens to the Tower. The Memorial Commission will develop, with the community, a vision for the memorial to those who lost their lives in the tragedy.

As the owner of the Grenfell Tower site, the government has publicly committed that any decision will only be made after hearing from the community.

The government wants to hear from bereaved family members, survivors, local residents and the North Kensington community, on decisions and activity relating to the Tower.

A decision has not yet been made about what will happen to the Tower. We don't underestimate how difficult this decision will be, particularly for bereaved families. We want to hear your views before a decision is made, and to ensure you are supported to have your say.

How to get in touch

We are available for conversations with you or your family and to answer any questions you might have. We will also be writing to you soon with details of how you can receive further information on the future of the Tower.

- **To contact the site management team:** email GrenfellTowerSite@communities.gov.uk or phone **0303 444 0011**
- **Our next community online 'drop-in' event will be on Thursday 1 April, 6 to 7pm. You can join with this weblink: bit.ly/1AprilEvent.** Please email us if you would like us to send the link to the event to you directly, or if you have a specific question that you would like us to answer.

- We will hold an earlier event for bereaved families and survivors on Wednesday 31 March, 6 to 7pm. Please contact us if you would like the joining details.

The digital signs around the site will contain the latest information about the works. You can also read all Grenfell Tower community updates and letters online at: www.gov.uk/grenfell-community-updates.

For information about the independent Grenfell Tower Memorial Commission:

- Email GTMCsecretariat@communities.gov.uk or phone 0303 444 4831
- Visit www.grenfelltowermemorial.co.uk to find out about their work, including the thoughts they have heard from people so far. You can share your ideas [here](#)
- Sign up to their mailing list and newsletter via the [contact](#) page
- Follow them on Twitter ([@GrenfellTowerMC](https://twitter.com/GrenfellTowerMC))



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