

The next phase of discussions about Grenfell Tower and the future memorial

As the owner of the Grenfell Tower site, the government wants to engage with bereaved family members, survivors, local residents and the North Kensington community, on all decisions and activity relating to the Tower. The community's views, concerns and preferences are an important part of the evidence that will inform the government's future decision-making.

The independent Grenfell Tower Memorial Commission also wants to speak to and hear from those same individuals and groups, and to work together in developing a fitting and appropriate way to remember those who lost their lives in the Grenfell tragedy.

From this September, discussions will begin with you to hear and understand your thoughts, hopes and concerns about the Tower and the future memorial.

How will this happen?

The Ministry of Housing, Communities and Local Government (MHCLG) has appointed [Kaizen](#), a community engagement specialist, and [Claremont](#), a communications agency. They will work in a partnership, with Kaizen leading these upcoming discussions about the Tower and the memorial with the bereaved, former residents and the community.

Bringing in independent expertise and experience will help to make sure that as many of you as possible can be involved. Kaizen and Claremont were appointed after demonstrating extensive experience of designing and running large-scale community engagement and consultation projects (read more about their past projects here: www.kaizen.org.uk/recent-projects), as well as for their sensitive approach.

Kaizen's engagement approach will be inclusive. They will listen and respond to everyone who wants to be involved. They will make focused efforts to ensure that all groups are heard, such as children and young people, older people and those who don't speak English as a first language.

What are the timings?

July-December 2020:

- Kaizen's introductory meetings with bereaved family and survivor groups, residents' associations, schools and other community groups. These meetings will help Kaizen to tailor their approach to different needs and preferences.
- Initial interviews with bereaved families and individuals.
- The first of many 'listening' activities, including surveys, drop-in meetings and face-to-face events (if possible), youth activities, and other engagement by phone and online.
- On-street 'outreach' discussions in different locations, including the estates and streets close to the Tower, as well as across North Kensington, to reach people in the areas where they live, work or study.
- Regular promotion of the upcoming opportunities for you to be involved, including by posting leaflets to those who live close to the Tower.

- Review what has been heard so far, share and test the findings with the community.

January-June 2021:

- An expansion of the activities so far, including workshops and a youth creative project, to generate and refine ideas for the Grenfell Tower memorial. This will lead to a summary of the main ideas and preferences made.

Kaizen and the Memorial Commission will provide further information about this next phase of their discussions, and the different ways you can get involved, in the coming weeks.

How were Kaizen and Claremont appointed?

MHCLG ran a formal government procurement process, using a standard government framework. Full 'due diligence' was carried out to ensure that bidders had no conflicts of interest. Bidders were evaluated on experience, methodology, capabilities and value for money. Bereaved families, survivors and the community took part in the process, and the contract was awarded in June. (See the contract at: www.contractsfinder.service.gov.uk/Notice/cd76f992-e4cd-4b59-bca4-5c9a98b123be).

How to get in touch or find out more

We will provide regular updates on this next phase of discussions, and are available to answer any questions you have about Kaizen and Claremont or the work they will be doing for the government.

- **For the site management team:**
Email GrenfellTowerSite@communities.gov.uk or phone **0303 444 0011**
- **Telephone 'drop-ins' are taking place on Wednesdays, 10am–12noon:** Phone **0303 444 9086**

This update is available online at: www.gov.uk/government/topical-events/grenfell-community-updates. See also the digital signs around the site for the latest information about upcoming opportunities to participate.

To contact the independent Grenfell Tower Memorial Commission directly:

Email GTMCSecretariat@communities.gov.uk or phone **0303 444 4831**

Visit www.grenfelltowermemorial.co.uk (and sign up to the mailing list via the '**contact**' page)

Grenfell Tower
Memorial Commission

Ministry of Housing, Communities and Local Government (21 August 2020)