

Grenfell Support Scrutiny update: Q3 2025

Bereaved & Survivors programme

January 2026



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আপনি যদি এই নথির একটি অনুবাদিত অনুলিপি চান তাহলে অনুগ্রহ করে futuregrenfellsupport@rbkc.gov.uk এর সাথে যোগাযোগ করুন।

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Purpose

What is this: This document is an Independent Scrutiny Function (ISF) update on the Bereaved & Survivors programme. It provides an assessment on the delivery and monitoring of the Bereaved & Survivors programme from October – December 2025.

Please note: The Royal Borough of Kensington and Chelsea was affected by a cyber security incident in November which has significantly impacted systems across the Council since then, including systems used by the Grenfell Support Programme. For further details, please visit the council's site [here](#).

This incident means the Grenfell Partnerships Team (GPT) have been unable to provide full delivery or monitoring data to the ISF for this round of scrutiny. For this reason, this scrutiny assessment is based on a conversation with the GPT, a high-level monitoring report received and attendance of a Bereaved & Survivors working group meeting.

We intend to review all delivery and monitoring data from October – December 2025, when it becomes available in June 2026.

About the ISF

What is the Independent Scrutiny Function?

The Grenfell Support programme is being delivered by the Grenfell Partnerships Team (GPT) and overseen by an Independent Scrutiny Function (ISF). The job of the ISF is to provide scrutiny (external review, challenge and advice) to help ensure the Grenfell Support programme is being delivered transparently and effectively in the interests of community. Further information about the ISF and its appointment can be found [here](#).

Light Touch Scrutiny framework

For this light touch round of scrutiny, we used the following questions to make our scrutiny assessment:

- What progress has been made (reflecting back on the priorities for this quarter identified in the last round of reporting)?
- What key decisions have been made and how they have been reached?
- How are you managing delivery/monitoring of the programme since the cyber incident? How is it affecting your plans for the future?
- Can you provide any of the information we requested in our last report?
- Are there any other key risks/issues?
- What are your priorities for the next quarter?

Q3 2025 summary scrutiny assessment

Scrutiny assessment overview

Based on the evidence we have reviewed, as the ISF we are satisfied that the GPT effectively delivered the Bereaved & Survivors programme in line with the agreed model and programme intention during Q3 2025.

Summary of overall progress:

During Q3 2025, on the Bereaved & Survivors programme the cyber incident had no notable effect on payment timings, and no-one missed payments. Work is ongoing to ensure standard payment processes are back up and running for future payment requests.

The GPT have continued to make progress on contacting eligible individuals who had not previously provided bank details for payments. There are now 27 people (down from 63 in the last quarter) who have not provided bank details. The GPT continue to send out targeted communications and keep those eligible but not signed up aware of the process of accessing payments if they wish to.

The latest opt-in/opt-out decision-making window was open between 4th of December and 4th of January. All opt-out and opt-in decisions have now been made for 2026-27.

Key milestones and decisions

Key milestones and decisions:

- There has been a continuation of payments of personal budgets to bereaved and survivors who are eligible, with no effects from the cyber incident.
- The 2026/27 opt-in/opt-out window has been completed. Children were able to opt-out of the core service for the first time.
- There has been a slight increase in those opting-out of the Core Team support. The increase in opt-outs has not been sufficient to reduce staffing in the Core Team. This is positive as it means a reduced pressure on the Core Team. The ISF had raised concerns about Core Team workload in the last quarter, so this reduced pressure is a positive change.
- Actions related to survey feedback:
 - Calls and follow up meetings were held with individuals to understand feedback and any actions needed.
 - Work is ongoing to better manage transitions into and out of the core service, and between workers where needed.

These milestones and decisions demonstrate clear continued progress on the delivery of the Bereaved & Survivors programme, as well as continued action by the GPT in response to feedback from bereaved and survivors.

Managing delivery and monitoring following the cyber incident

Managing delivery and monitoring following the cyber incident:

The cyber incident has had a significant impact on the back-end running of the Bereaved & Survivors programme, particularly in relation to access, monitoring and future planning. Key impacts and responses include:

- The GPT could not chase people for bank details after the incident unless through a core service worker. Online bank details forms were also taken offline.
- There has been a temporary reliance on manual processes and alternative recording systems, in particular for making payments through the council's emergency route. This will all need to be manually updated when the systems are back up and running.
- In the next quarter the GPT's priority will be to get the old system back up and running.

Bereaved and survivor payment timelines and amounts have not been impacted by the incident, however. There has been continued frequent communication with bereaved and survivors through personalised calls to make sure that the temporary process was working effectively.

Progress against information requested in the last report

The ISF did not ask for any further information for immediate response after the last round of scrutiny.

We asked for further analysis of complaints and negative sentiments in the survey data. We will also be following up with the GPT about how to act on comments in the survey regarding the sharing learning of their way of working with wider council services. However, we understand the need to defer the two actions to future quarters, once work on repairing systems has been completed.

Strengths and key risks

Strengths identified:

- Strong commitment to transparency, particularly in communicating payment implications and other cyber-related impacts, and payment deadlines and pause period in March before new budgets are available.
- Payments to bereaved and survivors were unaffected this quarter.
- Implementing changes to opt-in/opt-out process, allowing children to opt out of the core service. This shows that the GPT are listening to bereaved and survivors about changes that they want to see in the programme.
- Transparency about transition to the end of support over the next two years, asking bereaved and survivors for their views at this point.
- Complaints remain very low.

Key risks/issues:

- There will be a backlog of payment tracking and reporting data to upload onto the normal systems once they are reinstated. This will cause a increase in workload at some point in the coming months.

Priorities for the next quarter

Looking ahead, key priorities include:

- Getting the budget refreshed for following years budgets. We understand that this will be completed by the end of March.
- Getting payment systems and other back-end systems up and running.
- Formal sharing of feedback with other departments across the council once access to systems is available. Looking at how learning can be taken from the GPT's work with bereaved and survivors and integrated into wider council work.

Expenditure

The Grenfell Support Programme is subject to usual council expenditure and budget monitoring and oversight, and an annual external audit. The role of the ISF is to decide whether, overall, expenditure for the programme is as intended, and whether significant changes in expenditure have been recorded and justified.

- The Council's ability to report detailed actual expenditure data to the end of Q3 has been affected by the cyber incident. The GPT is able to report accurately on payments using the information captured on the case management system but further reconciliation work is needed before year end, including correcting some ongoing coding issues. This means the expenditure figures shared with the ISF for this report may change slightly in time. However, they do not expect significant changes and are confident that they have identified all financial risks and issues. The GPT have stated they will conduct a full reconciliation at year end and include detailed breakdowns in the next report covering the period up to 31 March 2026.
- For the information received regarding the Bereaved & Survivors programme specifically, the ISF are satisfied that expenditure and predicted spend is as intended for the delivery of the programme.
- We understand that due to some bereaved and survivors choosing to draw down future years' payments, the in-year budget for the Dedicated Service has been exceeded for 2025/26. This was observed in the ISF's previous report and, as before, the GPT has communicated it is confident it will be able to manage this additional spend through reserves and does not foresee any risks meeting payments.

Expenditure cont.

- The GPT does not anticipate any risks in the finances for its Core Team spending, nor any risks in relation to the Dedicated Service more generally, beyond personal budget payments and staff spend.
- The GPT has stated there are currently no plans to re-allocate any funds within the Dedicated Service budget.
- The ISF recommends that the GPT shares expenditure information with Bereaved & Survivors at least every six months to support transparency, beginning with a full update at the end of quarter 4.

Sharing your views and staying in touch

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The monitoring and scrutiny arrangements aim to ensure the Grenfell Support programme is delivered transparently and effectively in the interests of bereaved and survivors and community members.

The ISF's monitoring and scrutiny updates will be shared with you via the GPT every quarter, but your voice is also crucial. To share your views on the programme's delivery and get involved in its scrutiny, you can:

- Provide direct feedback to the GPT by contacting FutureGrenfellSupport@rbkc.gov.uk.
- Provide direct feedback to the ISF by emailing isf@involve.org.uk or calling 020 3745 4334.
- Participate in the collective scrutiny & reflection sessions. These are a dedicated sessions with the Council to help understand programme delivery so far, and identify changes needed to the programme (and beyond). There will be one collective scrutiny & reflection session a year on the Education and Training programme, facilitated by the ISF. The ISF will be in touch prior to this with details about how to take part.

You can be involved as much or as little as you would like, and your involvement can vary at different points in the programme depending on your interest and capacity. There is **no** obligation to get involved in these scrutiny processes and your choice to participate or not will not affect your ability to access support.