

# Grenfell Support Scrutiny update: Q3 2025

Community programme

January 2026



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# Purpose

**What is this:** This document is an Independent Scrutiny Function (ISF) update on the Community programme. It provides an assessment on the delivery and monitoring of the Community 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 an OSG 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 Community programme in line with the agreed model and programme intention during Q3 2025.**

## **Summary of overall progress:**

During Q3 2025, the Community programme made measurable progress in reach and delivery prior to the cyber incident, with subsequent activity necessarily operating at reduced scale. Key progress includes:

- Increased reach, rising from 41% to 47%, largely driven by targeted mail-outs and outreach activity in October.
- Continued delivery of wellbeing grants, leisure centre memberships and advocacy support, despite system disruption.
- Ongoing GCAT presence in the community, with drop-ins continuing and casework maintained through temporary manual recording post the cyber incident.
- Clear efforts to mitigate access barriers during the cyber incident, including enabling applications via drop-ins and later by phone.

The cyber incident has had a notable impact on application volumes and residents' expectations, particularly in relation to the anticipated launch of Year 2 support.

# Key milestones and decisions

## Key milestones and decisions:

The most significant decisions during the quarter related to the outcomes of the programme review and how resident feedback should shape Year 2. Key decisions include:

- Confirmation of a flat-rate wellbeing grant per household, including an agreed increase in the wellbeing grant value for Year 2, following strong consensus in review feedback.
- Continuation of leisure centre membership, with residents support for reallocating budget rather than restricting access.
- Communication of proposed changes to residents via the November newsletter, followed by a short survey that showed very strong support, with 96% of respondents agreeing or strongly agreeing with the proposed changes.
- Formal confirmation of Year 2 changes in December and January communications.
- Refocusing the role of the Operational Steering Group (OSG) to concentrate on the design of community activities and the development of a longer-term decision-making process for the community activities budget.

These decisions demonstrate a clear feedback loop between review findings, resident engagement and programme design.

# Managing delivery and monitoring following the cyber incident

## Managing delivery and monitoring following the cyber incident:

The cyber incident has had a significant operational impact on the Community programme, particularly in relation to access, monitoring and future planning. Key impacts and responses include:

- Loss of online application functionality, reducing residents' ability to apply independently and contributing to lower application volumes.
- Temporary reliance on manual processes and alternative recording systems, particularly for GCAT casework.
- Restoration of Netcall (the system used to manage applications and record delivery data) in January, enabling partial recovery of monitoring and access to historic data.
- Postponement of a planned campaign to further increase reach, now expected to take place between late January and the end of February / early March 2026, subject to system recovery.
- Ongoing uncertainty around the timing of the Year 2 launch due to reliance on other council systems that remain unavailable.

Communication with residents has been proactive and frequent, with reassurance provided around data security and transparency about the limitations caused by the incident.

# Progress against information requested in the last report

The ISF notes partial progress against information requested in the previous scrutiny cycle, despite the constraints created by the cyber incident. Progress includes:

- Enhanced monitoring and dashboard development, with broader data sources incorporated, including reach, proximity to the tower, satisfaction and impact indicators.
- Improved demographic breakdowns, allowing emerging patterns to be identified (e.g. differences in reach by proximity and satisfaction by age).
- Recategorisation of GCAT casework actions, reducing reliance on “other” categories and improving understanding of the support being provided.
- Analysis of feedback gathered through the programme review, which informed decisions about Year 2 delivery.

Further analysis and reflective sense-making on this data by the GPT has been deferred and is identified as a priority for future quarters, once systems have stabilised.

# Strengths and key risks

## Strengths identified:

- Strong commitment to transparency, particularly in communicating review outcomes and cyber-related impacts.
- Responsive use of resident feedback to inform decisions about grants, memberships and governance arrangements.
- Persistence of delivery during system disruption, with practical mitigations introduced to maintain access.
- Improving monitoring infrastructure, laying foundations for more meaningful analysis in future reporting.

## Key risks/issues:

- Reduced accessibility during the cyber incident, with some residents unable to apply online.
- Resident frustration and uncertainty around the timing of Year 2 support.
- Limited analytical capacity during the quarter, meaning new insights from monitoring data have not yet been fully explored.
- Alongside the refocusing of the OSG, GPT recognises that the group is working through some challenges in how it operates. Addressing these challenges will be important as the OSG moves into its Year 2 role of supporting the delivery of the pilot and developing a longer-term decision-making approach for the community activities budget.

Complaints remain low in volume, with one additional complaint during the quarter relating to delays in leisure centre membership.

# Priorities for the next quarter

Looking ahead, key priorities include:

- Launching a renewed campaign to increase reach, particularly among households not yet engaging.
- Beginning delivery of the community activities pilot and progressing work through the OSG to develop a longer-term, transparent process for future community activity funding.
- Advancing plans for Year 2 delivery, subject to systems recovery.
- Further analysis and reflection on monitoring data, including reach, satisfaction and impact, to inform targeted improvements.
- Testing and publishing the enhanced dashboard, including resident feedback on accessibility and usability.

# 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.*

## **Is expenditure and predicted spend for the programme as intended?**

Based on the evidence reviewed, the ISF is satisfied that expenditure for the Grenfell Community Support programme during Q3 2025 remains broadly in line with programme intentions. Spending patterns reflect the stage of delivery across different elements of the programme. Some aspects of delivery are still being developed or were delayed due to the cyber incident, which impacted planned spending.

The ISF notes that detailed expenditure reporting for this quarter is more limited than usual. During the cyber incident, some bursary and programme payments were processed using temporary manual workarounds rather than the standard systems, and finance coding issues remain under review. As a result, some expenditure figures may be subject to minor adjustment once full reconciliation is completed. However, on the basis of the information available, no significant or unanticipated financial risks have been identified. Predicted spend for the remainder of the financial year remains consistent with assumptions made in previous quarters and with the outcomes of the recent programme review.

## **What variances are there?**

- Wellbeing grants: Expenditure remains lower than originally forecast. This reflects lower than expected take up earlier in the year and the impact of the cyber incident on application and payment processes. Any underspend is being held and ring fenced for future years of the programme.
- Community activities: No substantive expenditure has taken place during Q3. This reflects the continued codesign of activities with residents and the refocused role of the OSG. A pilot allocation has now been agreed, with expenditure expected later in the financial year.

# Expenditure cont.

- Kensington Leisure Centre memberships: Expenditure continues to increase as take up grows. A small forecast overspend remains anticipated, based on prudent assumptions about usage. This is not currently assessed as a significant financial risk.
- GCAT: Expenditure remains broadly in line with expectations. Costs are primarily staffing-related and therefore predictable.

Overall, variances identified are primarily related to the timing of expenditure, rather than changes in programme scope or intent. The ISF considers these variances to be understood, proportionate and consistent with previous scrutiny findings.

## **Have any decisions been made to reallocate budget and how have these been justified?**

Decisions to reallocate funding during this period have been limited and remain consistent with those reported in earlier quarters. In particular, unspent communications and engagement funding has been earmarked to support the KLC membership offer, in line with resident feedback and agreements reached through the programme review.

Underspends in wellbeing grants and community activities continue to be ring fenced for future years of the programme, rather than being repurposed in year. The ISF notes that there has still been no substantive expenditure on community activities during Q3, as plans have continued to be developed with residents and the refocused OSG.

The ISF is satisfied that budget reallocations to date have been transparent, justified and grounded in resident engagement.

## **Reporting**

The ISF recommends that the GPT shares expenditure information with community members 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**

# Sharing your views and staying in touch

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](mailto:FutureGrenfellSupport@rbkc.gov.uk).
- Provide direct feedback to the ISF by emailing [isf@involve.org.uk](mailto: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 Community 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.