

Grenfell Support Scrutiny update: Q3 2025

Education & Training 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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إذا كنت ترغب في الحصول على نسخة مترجمة من هذه المعلومات، فيرجى الاتصال بـ futuregrenfellsupport@rbkc.gov.uk أو

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Purpose

What is this: This document is an Independent Scrutiny Function (ISF) update on the Education & Training programme. It provides an assessment on the delivery and monitoring of the Education & Training 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 conversations with the GPT and a high-level review of headline monitoring information, including reach, delivery trends and available dashboard outputs.

We intend to review all delivery and monitoring data from October – December 2025, when it becomes available in March 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?
- Priorities for 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 is effectively delivering the Education and Training programme in line with the agreed model and programme intentional during Q3 2025.

Summary of overall progress:

During Q3 2025, the Education and Training programme focused on establishing strong foundations for delivery, with particular emphasis on relationship-building, creating a safe and welcoming Education Hub and embedding restorative practice across the team. Key progress includes:

- The successful opening of the Education Hub in October, with early signs of momentum and repeat engagement from children, young people and families.
- Significant investment in staff induction and training, ensuring a shared understanding of the Grenfell context, restorative principles and trauma-informed practice.
- Continued relationship-building with bereaved and survivors, local schools and community organisation to ensure the offer is grounded in lived experience and local need.
- Delivery of early hub-based and outreach activity despite system disruption caused by the cyber incident.

Feedback shared through conversations suggests families experience the Hub as warm, safe and welcoming, with children settling into the space quickly and returning regularly.

Key milestones and decisions

Key milestones and decisions:

Several important decisions were taken during the quarter, shaped through steering group discussions and community input:

- **Bursary policy changes:** The steering group agreed to revise the bursary approach to ensure it was more explicitly restorative, accessible and equitable. This included anonymising applications, embedding community representation on panels and designing criteria to avoid advantaging those better able to articulate their need.
- **Bursary timing:** While the bursary experienced a short delay (partly pre-cyber and partly due to system disruption), this was a deliberate decision to ensure the policy was right rather than rushed. The first panel subsequently took place in January, with monthly panels now established.
- **Manual processes during cyber incident:** Temporary manual approval and payment processes were introduced to maintain delivery, with clear communication to residents. This helped mitigate frustration and maintain trust.
- **Hub design and offer:** Decisions around the Hub's physical environment and activities were shaped with residents and young people, reinforcing the intention that the space feels community-owned rather than council-led.

These decisions demonstrate a consistent emphasis on values-led delivery, transparency and responsiveness to feedback.

Managing delivery and monitoring following the cyber incident

Managing delivery and monitoring following the cyber incident:

The Education & Training programme was affected by the cyber incident, but was able to adapt relatively quickly due to being earlier in delivery and less reliant on fully embedded systems at this stage. Key points include:

- Temporary alternative recording and monitoring approaches were put in place to maintain delivery.
- Manual workarounds were used for bursary processing and payments, with the most significant risks now resolved.
- The focus during Q3 was on maintaining relationships, delivery momentum and community trust, rather than producing full performance data.

The programme's priority is now to transition information back into corporate systems once fully restored. As Education & Training operates on a school term basis, full monitoring data is collected and reported at the end of each academic term rather than quarterly. As a result, detailed monitoring information will be provided in future reporting periods, once the relevant term has concluded.

Strengths and key risks

Strengths identified:

- A strong relational approach with a consistent emphasis on trust-building with children, young people, families, schools and community organisations.
- A clear restorative ethos is evident in staff induction, bursary design, communication with applications, and day-to-day delivery.
- Good ability to pivot during the cyber incident without significant impact on delivery or community confidence.
- Repeat attendance at hub activities and positive informal feedback from families and schools.
- Willingness to delay aspects of delivery to ensure fairness, accessibility and alignment with programme aims.

Key risks/issues:

- Comprehensive reach, advocacy and school-based support data is not yet available due to system disruption.
- A vacancy in the careers role remains, though mitigated in the short term through internal cover.
- High demand for adult employment and hub-based offers may require prioritisation or scaling decisions.

These risks are recognised by the GPT and are being actively managed.

Priorities for the next quarter and information requested in the next round

Priorities for the next quarter:

- Developing a clearer understanding of reach and engagement once data becomes available, and using this to inform targeted communications.
- Further establishing the youth steering group to shape delivery and priorities.
- Progressing recruitment and implementation of the careers offer.
- Continuing to embed restorative practice across delivery as activity scales up.

Information we want to see in the next round of scrutiny

To support fuller scrutiny in the next reporting period, the ISF would expect to review:

- Term-based delivery and monitoring data covering both Q3 and Q4 2025.
- Reach and engagement analysis, including how different parts of the community are accessing the offer.
- Data on advocacy support and school-based interventions.
- Learning from early bursary rounds, including accessibility and support offered to unsuccessful applicants.

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 Education & Training programme remains broadly in line with programme intentions. Spending patterns reflect the programme's early stage of delivery, the academic-year delivery model, and the deliberate sequencing of activity to ensure offers are accessible, restorative and shaped by bereaved, survivors and the local community.

The ISF notes that predicted spend for the year continues to assume full drawdown of bursary entitlements, even where individuals may choose to access this funding later. This remains consistent with previous scrutiny and reflects the programme's design, rather than a change in financial intent. Some detailed expenditure breakdowns remain subject to limitations following the cyber incident, but no material risks to overall programme delivery or financial sustainability have been identified at this stage.

What variances are there?

- Bereaved and survivor bursaries: Expenditure reflects the timing of launch and the academic-year delivery model. As bursary funding can be drawn down flexibly and carried forward, actual spend at Q3 does not indicate reduced demand or a change in entitlement.
- Community bursaries: Limited in-year expenditure is expected, as these offers launched late in Q3 and early Q4. Forecast spend remains uncertain and will depend on uptake between January and March 2026.
- Education Hub: Early expenditure reflects staffing, building and setup costs associated with the Hub opening in October 2025. Some initial costs were higher than anticipated, but these are expected to be mitigated over future years of the programme.

Expenditure cont.

- Staffing and advisory roles: Expenditure remains broadly predictable, with some underspend arising from vacancies or shared roles during early delivery.

Overall, the ISF considers that identified variances are largely attributed to the timing of delivery and uptake, rather than changes in scope or priorities, and are consistent with expectations for this stage of the programme.

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

A small number of reallocations and adjustments have been made within the Education & Training programme, all of which are consistent with previous scrutiny findings and grounded in engagement with bereaved, survivors and the local community. These include:

- Holding funding originally set aside for bereavement support while clarity on NHS provision was established, with future use of this funding to be agreed with bereaved and survivors now that NHS funding has been confirmed.
- Adjusting the forecast for dedicated advisory roles where community feedback supported shared or part-time arrangements, with remaining funding to be repurposed following further engagement.
- Managing early pressures in Education Hub costs by planning mitigation across future years, rather than reallocating funding away from core delivery.

The ISF is satisfied that reallocations to date have been proportionate, transparent and aligned with programme values, and that unspent funding remains ringfenced for Education & Training purposes.

Reporting: The ISF recommends that the GPT shares expenditure information with Community members and 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.