

# Grenfell Support

## Scrutiny update: September 2025 to March 2026

Education and Training programme

May 2026



If you would like a translated copy of this document please contact [future.grenfellsupport@rbkc.gov.uk](mailto:future.grenfellsupport@rbkc.gov.uk).

আপনি যদি এই নথির একটি অনুবাদিত অনুলিপি চান তাহলে অনুগ্রহ করে [future.grenfellsupport@rbkc.gov.uk](mailto:future.grenfellsupport@rbkc.gov.uk) এর সাথে যোগাযোগ করুন।

የተተረጎመውን የዚህ መረጃ ይዘት ከፈለጉ እባክዎ በ [future.grenfellsupport@rbkc.gov.uk](mailto:future.grenfellsupport@rbkc.gov.uk).

إذا كنت ترغب في الحصول على نسخة مترجمة من هذه المعلومات، يرجى الاتصال بـ [future.grenfellsupport@rbkc.gov.uk](mailto:future.grenfellsupport@rbkc.gov.uk)

«اگر یک نسخه‌ی ترجمه شده از این اطلاعات را می‌خواهید، لطفاً با ایمیل [future.grenfellsupport@rbkc.gov.uk](mailto:future.grenfellsupport@rbkc.gov.uk)

Se desejar uma versão traduzida desta informação, por favor entre em contato com [future.grenfellsupport@rbkc.gov.uk](mailto:future.grenfellsupport@rbkc.gov.uk).

Haddii aad rabto nuqul dukumeenti ah oo la turjumay fadlan la xidhiidh [future.grenfellsupport@rbkc.gov.uk](mailto:future.grenfellsupport@rbkc.gov.uk).

Si desea una versión traducida de esta información, póngase en contacto con [future.grenfellsupport@rbkc.gov.uk](mailto:future.grenfellsupport@rbkc.gov.uk).

ፍይዚ ሓበሬታ ፍሉይ ወይ ዝተተርጎመ ስሪት ምስ እትደልዩ፡ በጃኹም ብ [future.grenfellsupport@rbkc.gov.uk](mailto:future.grenfellsupport@rbkc.gov.uk) ርኽቡና።

# Purpose

This document is the second Independent Scrutiny Function update on scrutiny of the Education and Training programme. It provides an assessment on delivery of the programme from November 2025 to March 2026.

We have agreed that scrutiny for this programme will align with school terms (since this is how the programme is delivered) rather than quarterly in line with the wider Grenfell Support Programme. Reporting and scrutiny will therefore take place in January, July and September of every year of programme delivery.

This is the first termly scrutiny report for the programme. A previous 'light touch' scrutiny report can be accessed [here](#).

# Overview

## **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 help ensure the Grenfell Support is delivered transparently and effectively in the interests of bereaved and survivors and the immediate local community near Grenfell Tower. Further information about the ISF and its appointment can be found [here](#).

## **What is the purpose of this document?**

This document provides a summary of our scrutiny assessment on the delivery and monitoring of the Grenfell Education and Training programme from September 2025 – March 2026.

## **What are the contents of this document?**

This document presents our scrutiny assessment according to our scrutiny framework (which you can see on slide 6). We have drawn on insights from a review of the Education and Training Programme's detailed monitoring report September 2025 – March 2026, alongside a visit to the Education Hub and attendance of an Education and Training Steering Group meeting comprising both bereaved and survivors from the Grenfell tragedy and members of the immediate community.

# Contents

1. Scrutiny framework – slide 6
2. Summary scrutiny assessment – slides 7-14
3. Sharing your views and staying in touch – slides 15 & 16

Appendix: Detailed scrutiny assessment (slides 17-29)

# Scrutiny framework

To make our scrutiny assessment, we reviewed the GPT's monitoring data against the following questions:

<b>Delivery, reach and impact</b>	Is the programme being delivered in line with agreed plans? Who is accessing the programme and who is it not reaching? Is the programme having an impact and being adapted as required to improve impact?
<b>Complaints</b>	Are there any trends or patterns in complaints? What learning/actions have been taken as a result?
<b>Expenditure</b>	Is expenditure for the programme as intended? Have significant changes in expenditure been recorded and justified?
<b>Reporting and transparency</b>	Is reporting/planned reporting providing people with clear, honest, and timely information about the programme and decisions?
<b>Restorative practice</b>	Is the GPT ensuring that the process of delivery and monitoring centres the perspectives and experiences of people accessing the programme? Is the delivery and monitoring of the programme informed by restorative practice?
<b>Monitoring</b>	Is the monitoring providing the necessary insight for the GPT to deliver and improve the programme?

# **Q2 2025 summary scrutiny assessment**

# Scrutiny assessment overview (1)

**Based on the evidence reviewed, the ISF is satisfied that the GPT is delivering the Education and Training programme effectively and in line with the agreed model. Delivery is responsive and increasingly data-driven, monitoring is transparent and there is demonstrable commitment to consultation, learning and adaptation** (you can find out more in the E&T monitoring report [here](#)).

## What has happened?

Following a detailed consultation period, the Education and Training (E&T) Programme successfully launched in September 2025. Programme activity includes:

- Direct support for parents/carers, children and young people at the Education Hub (e.g. drop ins, after-school sessions and professional training): at March 2026, over 300 children and young people have registered with 146 accessing direct support
- Provision across 11 partner schools (3 clinicians and 5 teachers providing e.g. coaching and workshops for teachers and specialist support and assessment for children) in line with agreed expectations
- Individual Bursaries for bereaved and survivors and members of the immediate community: £108,376 awarded through 81 Children and Young People Bursaries; and £30,050 awarded through 35 Adults' Employment and Training Bursaries
- Targeted employment and training support has been accessed by 86 adults, out of 102 registered for this service

Alongside delivery, the E&T team have established several Steering Groups, comprising education professionals, bereaved, survivors, members of the immediate community and young people, to ensure the perspectives and needs of stakeholders are centred in decisions regarding the development of the programme. Since launch, improvements have been made to both the process and activity, in response to feedback, consultation or identified gaps.

# Scrutiny assessment overview (2)

## What matters most?

The E&T team demonstrates exemplary commitment to embedding restorative principles across policy, process and practice. The whole team attended a three-day restorative practice training programme and insights have been codified into a 'Hub Handbook' ensuring a shared language and understanding across the team.

Early work to monitor impact have prioritised sensitivity and trust. Feedback highlights the strength of relationships forming between staff and parents/carers, children, young people and education professionals accessing support, and notes the warmth, knowledge and helpfulness demonstrated by the team and the safe, welcoming environment at the Hub. This, alongside the E&T team's commitment to continual learning, reflection and action to improve the programme, has established strong foundations for its development.

## What needs to happen now?

The E&T team rightly acknowledges that sustaining restorative principles as activity scales up could be a challenge. Considering opportunities to further embed this without becoming procedural, especially across staff changes, will be key to the programme's next phase.

Key operational goals include expanding reach to older children and young people and across the entire 500m eligibility radius, and further developing the E&T team. Consultation with Steering Group members on expanding reach (e.g. through social media) is already underway and reports on progress will be welcomed by the ISF.

Further creative efforts to understand the impact of the programme, without burdening people accessing the services, could be a useful next step.

Overall, the E&T programme is developing in line with restorative principles. Surfacing insights and learning from the team's experience could play a useful strategic role in wider influencing across the council and public services.

# Scrutiny assessment against framework: summary (1)

Below is a summary of our scrutiny assessment against our framework:

## **Delivery, reach and impact**

Following a significant consultation period, the Education and Training programme is now active and delivering activities aligned with plans that were co-developed with bereaved and survivors and members of the immediate community around Grenfell Tower. This includes launching an Education Hub offering a mix of universal and targeted provision to parents/carers, children, young people and education professionals; providing specialist support across 11 schools; offering Bursaries to eligible families and adults for personalised learning support; and providing personalised Employment and Training support to adults.

In the seven months since launch, 300 children and young people have registered at the hub (of the 1169 known to live within 500m and on roll at a school); 81 children and young people and 35 adults have successfully applied for a Bursary and 102 adults are registered for Employment and Training support. The E&T team has identified that further work is required to increase reach across the 500m eligibility boundary for immediate community members and with older children and young people at the Education Hub.

Initial impact data focuses on the strength of relationships forming between programme staff and stakeholders, which should form strong foundations for future impact. The team shows a clear commitment to continuous adaptation and improvement that centres the needs of bereaved and survivors and community members. There is strong consultation via discrete Steering Groups (for education professionals, bereaved and survivors and community members, and for young people) and a commitment to taking action to improve processes in response to feedback and to deliver services in response to identified gaps.

# Scrutiny assessment against framework: summary (2)

<b>Complaints</b>	Only one complaint has been received, which was escalated but not upheld. This served as a catalyst for the team to scrutinise their own processes against restorative principles and make improvements.
<b>Expenditure</b>	<p>Expenditure is broadly on track against budget. Some additional costs associated with setting up the Education Hub will be offset against future spending.</p> <p>Decisions to reallocate funds have been made transparently and following Steering Group consultation.</p>
<b>Reporting and transparency</b>	Transparency is recognised and prioritised as a means of restoring trust. Reporting includes weekly updates via a newsletter (with 60% engagement rate); regular reporting to Steering Groups and detailed termly reporting to ISF.
<b>Monitoring</b>	Formal monitoring systems include termly ISF reports and updates to the wider Grenfell Support Programme Power BI Dashboard. The E&T team is working sensitively to ensure monitoring strengthens accountability and improvement while avoiding 'survey fatigue' or damaging trust. Early experiments with creative, qualitative approaches have shown some success. Further consideration of how to demonstrate impact would be welcome.

# Scrutiny assessment: further information required in the future

## Information we want to see immediately (i.e., before the next round of scrutiny)

- No further information required.

## Information we want to see in the next round of scrutiny

- Evidence of action taken to further support the gathering of satisfaction and impact feedback in a safe, respectful and restorative way.
- Insights to support wider system influencing, showing how emerging findings from the programme inform other areas (e.g., the Council, Health systems and Government policy). This will form part of upcoming work by GPT and ISF to develop a coordinated and intentional approach to sharing learning with the wider council.
- Comparison of the ethnic and religious profile of those reached by the programme against Notting Dale Census data (as agreed).

**Sharing your views and staying in  
touch**

# Sharing your views and staying in touch

The monitoring and scrutiny arrangements aim to help 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 [Future.grenfellSupport@rbkc.gov.uk](mailto:Future.grenfellSupport@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 GPT to help understand programme delivery so far, and identify changes needed to the programme (and beyond). Where it can offer additional value, from time to time we offer community sensemaking & reflection sessions with 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.

# **Appendix: Detailed scrutiny assessment September 2025–March 2026**

Please see the following slides for a more detailed assessment against each part of the scrutiny framework

# Sept 25–March 26 scrutiny: Delivery

## **Is the programme being delivered in line with agreed plans?**

Grenfell Education Hub launched in September 2025 following a detailed consultation with adults, children and young people from both bereaved and survivor and immediate community groups. After an initial delay to the programme launch (due to a wider council cyber attack and an identified need to review policy and process), the varied programme of support is now active and aligned with agreed plans. Activities include:

- Direct support for parents/carers, children and young people at the Education Hub (e.g. drop ins, after-school sessions and professional training)
- Provision across 11 partner schools (e.g. coaching and workshops for teachers and individual assessments)
- Individual Bursaries for Children and Young People and for Adults' Employment and Training, for both bereaved and survivors and members of the immediate community (with applications anonymously assessed by a panel that includes local residents)
- Targeted employment and training support for adults

# Sept 25–March 26 scrutiny: Delivery

The E&T programme demonstrates a clear commitment to consultation and feedback. The team has invested time and independent facilitation support in the development of discrete Steering Groups to ensure ongoing accountability to bereaved and survivors and members of the immediate community. The E&T team have taken clear, specific action to change the programme in response to feedback and learning, including:

- The design and ongoing development of the Hub in response to formal consultation and anecdotal feedback, with the aim of ensuring the Hub is a 'safe space' for visitors (including e.g. introduction of a Prayer and Reflection room and provision of informal group seating). Indicative feedback on the space includes *'It is a really welcoming environment. I am always offered something to drink, nothing seems too much.'*
- Testing new offers at the hub in response to feedback and identified gaps in provision, for example introducing 'Discovery Den' science sessions for children, and a parent/carer drop in session; access to quiet study space and trips during school holidays; and adjustments to session timings to strengthen accessibility.
- Responding to feedback from Bursary applicants to improve the 'restorative' potential of the Bursaries, ensuring applicants receive personalised feedback, support and signposting to prevent the process itself becoming a barrier to success.
- Consulting with the E&T Steering Group where budgetary decisions have arisen (e.g. leading to the redirection of funds from a vacant staff position to the 'UNLOC' programme).

# Sept 25–March 26 scrutiny: Reach

## Who is accessing the programme?

The E&T team has provided the ISF with transparent and comprehensive data regarding the reach of all aspects of activity through the programme.

The team has taken a range of targeted action to promote the programme, including launch events at the Hub, distributing flyers to every household in the 500m area, school gate outreach, and connecting with community partners (including faith groups, VCS partners and RBKC teams). They maintain close contact with professionals and community members through updates to professional networks and weekly Education Hub newsletters. At a recent Steering Group, the team consulted on establishing a secure social media presence to deepen connection with families and young people directly.

At date of publication of the E&T monitoring report:

- Around half of all support is delivered from the **Education Hub** (in line with agreed plans); 146 children have accessed support through the Hub, with over 300 children and young people registered (a further 53 applications in progress awaiting information from applicants (all from immediate community members, bereaved and survivors have automatic access to this support). High engagement at the Hub has led to many after-school sessions being fully booked, with waiting lists in place.
- Additional universal, targeted and specialist clinical support is provided for pupils, parents/ carers and staff via the **11 approved schools**
- 81 (out of a total 164 applications) **Community Children and Young People Bursaries** have been awarded, totalling £108,376
- 35 (out of a total of 60 applications) **Community Adults' Employment and Training Bursaries** have been awarded, totalling £30,050
- 102 people have successfully registered for **Adults Employment and Training Support** (with 86 applications in progress)

# Sept 25–March 26 scrutiny: Reach

## **Who is it not reaching?**

Reach at the Education Hub is strongest among families with younger children (aged 6–11), and within 250 metres of Grenfell Tower. The E&T team is taking steps to improve engagement with young people (aged 18–25) through the introduction of mentoring and seed grants and the use of social media, and to improve engagement across the 500m eligibility radius by attending community events. Those registered reflect diverse ethnic, religious and gender profiles and 21% have known SEND. Comparison of data against census data will be provided with the next report.

Children and Young People Bursary awards are more successful among secondary pupils, reflecting clearer outcomes linked to educational need and benefit. The programme has taken steps to tighten eligibility criteria to ensure Adults' Employment and Training Bursaries are not duplicating other available support. Approval rates are highest among those who are disabled, registered carers and the short-term unemployed (less than six months).

# Sept 25–March 26 scrutiny: Impact

## Is the programme having an impact?

The E&T programme reports that the primary impact of the Education Hub to date is relational, reflecting a commitment to restorative and relational practice at the foundation of the programme. Feedback has been shared to demonstrate the strength of relationships between Hub staff and parents/ carers, children and professionals. **Evidence from feedback and ISF observation confirm that parents/carers find the Hub a welcoming space and experience staff as caring and helpful, e.g. 'It is a really welcoming environment, I am always offered something to drink and nothing seems too much.'** Parents/carers also report that children are benefitting from support, recognising them as *'more confident and skilled'*.

Education professionals report positive benefits from both targeted and universal support via schools, noting the high quality of professionals delivering support as a contributing factor: *'the quality of the professionals you have recruited for this project is delivering tangible and value-added benefits'*.

Bursaries are having a positive impact for recipients across both programmes. Support provided to children and young people has included specialist equipment to support with dyslexia and access to extracurricular activities. Bursaries for adults have included providing access to training and professional development.

Employment and Training support for adults has received positive feedback, with the flexible, personalised and relational approach noted as a strength. The dedicated employment worker has built connections across the public and corporate sector to further strengthen the offer. Further impact is anticipated following the appointment of a new Careers Specialist next term.

# Sept 25–March 26 scrutiny: Impact

## **Is the programme being adapted as required to improve impact?**

The E&T team is aware of the need to balance clarity of provision with continued adaptation and improvements, and is committed to seeking the views of stakeholders and Steering Group members to inform this process. Improvements to the Bursary application process, in light of feedback from applicants and consultation with Steering Group members, is a particular highlight of this commitment.

**The ISF agrees with the E&T team that, going forward, further work could be done to seek evidence of impact in a way that is restorative rather than burdensome, and would welcome evidence of this in the next termly report.**

# Sept 25–March 26 scrutiny: Complaints

## **What complaints have been received?**

The E&T team reports that no complaints have been received to date regarding bursaries.

One complaint concerning eligibility for support at the Hub was escalated to Stage 2 of the Council's procedure. While the complaint was not upheld, it served as a significant catalyst for learning and reflection about how eligibility decisions are communicated to residents.

## **What learning or actions have been taken as a result?**

The E&T team is taking learning from this complaint seriously, noting that *'it highlighted the emotional weight that eligibility decisions can carry for residents in a post-disaster context'*. This led to action taken to ensure explanations are clear, compassionate and grounded in restorative principles; with staff prioritising listening, acknowledging impact and signposting alternative support.

The team recognises that an absence of formal complaints is not necessarily an indicator of total satisfaction and have expressed a commitment to ensuring feedback routes remain safe, accessible, and grounded in restorative principles.

The scrutiny panel is confident that this commitment to listening, learning and adapting will strengthen community trust. Moving forward, the team must maintain ongoing attention to accessible feedback routes. Continued clarity on the specific actions taken in response to learning could further support restorative principles.

# Sept 25–March 26 scrutiny: 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 E&T programme runs from Sept–Aug to coincide with the academic year (with the exception of mental health and wellbeing support, which runs Jan–Dec). Financial reporting seen by ISF represents 7 months of the 12 month budget so far.

## **Is expenditure for the programme as intended?**

The overall design of the E&T programme, including budget allocation for specific programme offers, was decided following an inclusive consultation involving bereaved and survivor groups, members of the immediate community, children and young people from across both groups and educational professionals.

**The ISF is confident that expenditure for the programme remains broadly in line with intentions. The Education Hub outturn is slightly higher than expected at £557,597 due to costs associated with setting up the Hub, but the ISF is satisfied that efforts were made to keep costs to a minimum e.g. by sourcing second hand furniture.**

The dedicated employment advisor post is lower than anticipated at £23,995. **The ISF is confident that a decision to consolidate this budget into a single post to support adults across both bereaved and survivors and immediate community groups was made transparently, following consultation with E&T Steering Groups.** Unspent funds will be redirected to seed grants and mentoring through the UNLOC programme, as agreed by the groups.

# Sept 25–March 26 scrutiny: Expenditure

Bursary funding for bereaved and survivors is broadly on track, with £757,826 reported for 0–25 and SEND support and £196,325 for adults. E&T team acknowledges that the biggest budgetary risk is likely to be that funding for adult bursaries does not match demand. **This will be kept under review, and the ISF will welcome further information in future reporting.**

Other significant financial decisions, such as a change of income threshold for bursary eligibility have also been taken after consultation with the Steering Group. Bursaries for immediate community members are significantly lower than anticipated due to delays. **However, the ISF is confident that delays were well founded, due to the need for further consultation with Steering Groups on the application process and eligibility criteria to ensure a restorative approach and funds are directed without duplicating other available services.** The quantity and quality of applications is now increasing due to dedicated support to applicants.

£0.07m earmarked for bereavement support for young people has not been delayed while awaiting clarity from NHS regarding funding. Children are receiving support via a service that will remain in place for at least a further 18 months, so the E&T team plans to consult on the best use of these funds for the bereaved and survivor community.

## **Have significant changes in expenditure been recorded and justified?**

E&T has demonstrated an ongoing commitment to reviewing and consulting on use of funds, and to transparent communication and feedback with the community. Decisions to allocate and reallocate funding have been justified, transparent, and grounded in inclusive, collaborative consultation with bereaved and survivors and members of the immediate community.

**The ISF has not yet seen evidence that children and young people are consulted on budgetary decision, and would welcome this where appropriate.**

# Sept 25–March 26 scrutiny: Reporting & transparency

## Is reporting clear, honest and timely?

**The E&T programme team has provided the ISF with a comprehensive and transparent overview of programme reach, delivery and impact.** The termly report is clearly structured to align with the restorative scrutiny framework, and, includes both quantitative and qualitative data and evidence of ongoing commitment to learning and improvement. The E&T team has 'prioritised transparency not simply as an accountability mechanism, but as a means of rebuilding and sustaining trust with bereaved and survivor families and the wider Immediate Community'.

Beyond ISF monitoring reports, the E&T team has maintained transparent reporting to the communities they are accountable to via:

**Weekly Education Hub Newsletter:** Reaching an audience of 986 (including registered families, bereaved and survivors with children and young people in full-time education, and community residents who have expressed interest), with differentiated content to ensure relevance, proportionality and sensitivity. Consistent 60% open rate suggests families find content meaningful and accessible.

# Sept 25–March 26 scrutiny: Reporting & transparency

**E&T Steering Groups:** In response to feedback, an initial mixed steering group comprising bereaved and survivors and immediate community members alongside education professionals has now been split into two groups in accordance to their differing needs and priorities. During establishment phase, groups have benefited from independent facilitation support from a restorative practitioner. **ISF observation of a Steering group comprising bereaved and survivors and immediate community members can confirm the group have meaningful involvement in key decisions around programme design and development, budget redirection and key outputs, as well as the effective functioning of the group itself.**

The E&T team acknowledges that, while information is effectively reaching those who are already engaged in the programme, a critical gap remains regarding 'quieter voices' and those less confident in engaging with statutory services. A priority for next term is to further reflect on who is not engaging with reporting and why, and adapt communication approaches accordingly. **The ISF is confident that the programme's commitment to embedding transparency and restorative principles in communication will lead to further improvements in inclusivity and engagement over time.**

# Sept 25–March 26 scrutiny: Restorative practice

**Does the programme centre the perspectives and experiences of people accessing the programme and is it informed by restorative practice?**

**The ISF is confident that the E&T team is taking a thoughtful and adaptive approach.** Not only are the perspectives and experiences of people accessing the programme at the centre of programme design, but efforts are being made to ensure the perspectives of eligible people not yet reached are also sought. We anticipate this will lead to further improvements in delivery, reach and impact over time.

The commitment to embedding restorative practice is a core strength of the E&T programme. All staff completed three days of training during the first term, which has established a shared language, clear expectations and practical tools, which have been codified in the 'Hub Handbook' and through the adoption of three core questions that guide practice: *What's happened? What matters most? What needs to happen next?*

**The ISF has seen evidence of a commitment to embedding restorative practice across the material design of the Hub, key outputs such as a 'Social Story' for children about the deconstruction of Grenfell Tower, through policy and procedure such as implementing improvements to the Bursary application process, and through both written and verbal communication with children and adults.** The team's commitment to taking visible action in response to feedback is another important factor in restoring trust.

The E&T Team recognises the value of restorative principles and practice for helping *'staff navigate complex power dynamics inherent in statutory-led recovery work'*. They acknowledge that the practice has helped them to remain honest about the boundaries of what the service can influence and to be explicit about their role and its inherent decision-making authority and limitations.

# Sept 25–March 26 scrutiny: Restorative practice

## **What needs to happen now?**

The team has identified that ongoing reflective supervision and learning will be essential to sustain this restorative culture and commitment, especially as activity levels increase and during moments of high emotion or disagreement. The scrutiny function is confident that the team is treating this as a *'live and deliberate area of focus'* and welcomes further and more specific information on how this is realised in the next term's report.

# Sept 25–March 26 scrutiny: Monitoring

## Is the monitoring providing the necessary insight for the GPT to deliver and improve the programme?

The E&T programme commitment to restorative practice includes an acknowledgement that *'monitoring within trauma-affected communities must serve improvement and accountability without becoming extractive or burdensome'*. Therefore, the initial priority during this phase has been to establish reliable systems that support reflection, learning and course-correction, rather than overly rigid performance management.

Monitoring now includes:

- **Power BI Dashboard:** Delivery and reach data shared with staff, senior leaders, Head teachers, Steering Group members and ISF colleagues
- **Termly reporting to ISF:** Detailed monitoring and reporting of quantitative and qualitative data regarding programme deliver, reach and impact, alongside a log of complaints and evidence of further communications and reporting and restorative practice

In addition, the team is experimenting with qualitative methods such as 'exit tickets', and conversational feedback in response to limited uptake of formal surveys. While this is early stage, these methods are showing signs of promise within a context identified as experiencing 'survey fatigue' and prior mistrust.

**The ISF would welcome some consideration to enabling conditions the E&T programme is supporting to strengthen efforts to demonstrate impact and inform legacy planning long term.**

# Sept 25–March 26 scrutiny: Monitoring

**The ISF is confident that monitoring supports collective sense-making, and is understood as a shared tool for learning, accountability and continuous improvement, rather than purely a 'compliance exercise'.** Quantitative data clearly identifies gaps in delivery by age, geography and cohort. Qualitative data, informal feedback and personal reflections prioritises shifts in capabilities and confidence.

## What needs to happen now?

**The E&T team has outlined plans to strengthen mixed-method approaches to impact monitoring, particularly for bursaries and longer-term outcomes and requested ISF support safe and respectful feedback gathering. This must be done with continued clarity of intent and attention to not overburdening service users.**