

RBKC making sense session 13/07/2026 - Summary

15 people attended the session hosted by the Independent Scrutiny Function (ISF). People arrived with a variety of motivations; to support setting good policies moving forwards, to understand more about what is happening next especially for young people and with housing support, and because they felt that the future of support leading up to 2028 is a very important discussion that they want to be a part of.

Grenfell Partnerships Team (GPT) presented on programme delivery data across the last two years.

People gave comments about what has and has not worked well.

People feel that the financial side has progressed and has been handled well. Some people also commented on their key workers being good, and appreciating keeping the same worker.

Some people spoke about differing experiences with different key workers, some people having positive experiences and some people feeling disappointed and frustrated about the support from their new workers. In particular some people felt that key workers have been less present and available for support in the past year than previously. Some people suggested that there should be more training and support for key workers, in particular around working with people living with disabilities, and in empathy around the transition.

People spoke about challenges interacting with wider council services since opting out, and thinking about opting back in to get solutions to their challenges. In particular, several people flagged a variety of concerns around Housing repairs, both in the quality and timescale, as well as communication throughout. Housing and wider council concerns are reflected in the wider council learning section below.

There were questions about what support is available for those that live outside of London. It was clarified by GPT that RBKC can support bereaved and survivors outside of London. However, NHS will have different boundaries for support.

People asked for clarity on what is going to happen after 2028, in particular about housing support and community provision. GPT notes that although this support programme funding will not continue, there will be specific services to support bereaved and survivors such as the Grenfell Housing Service. GPT also noted that there is a balance that needs to be struck with dependence on key workers, as ideally RBKC want to move towards the wider council services being as good as people's key workers, highlighting the importance of wider council service change and sharing learning from GPT.

The transition to 2028 and beyond

We asked what good looks like in terms of support for Bereaved & Survivors leading up to 2028.

People mentioned the need for a focus on improving housing services, and also support for children and young people. Housing services need better communication and clarity on what is happening. People asked for clarity about what will/might be cut, so that they can give their views about what their aspirations are for support in the transition and beyond.

People spoke about the need for support for people with disabilities, particularly physical disabilities.

Over the next 12-18 months people wanted RBKC to build relationships, think about what a good key worker & what good support means to different people, to ensure that support does not go back to how it was before 2017. This includes creating more choice in who you interact with for support. A good transition also means creating a process to inform new people that join RBKC about the context of Grenfell bereaved and survivors. People spoke about the need to be treated as individuals with feelings, and that it is not just about receiving the cash support from the programme.

Learning for the wider council

We asked about bereaved and survivors experience of wider council services outside of the Core Service and Grenfell Partnerships Team.

Several people raised concerns about challenges with RBKC housing services, particularly when they have opted-out of core support. People mentioned finding it difficult to get in contact with housing officers, lack of responsiveness, long wait times for repairs to be completed, lack of clarity about progress of repairs, and incomplete or insufficient repairs leaving issues in place, from RBKC housing and other local housing providers.

What is important for people (in addition to repairs being completed) is clarity about what is happening and when, transparency about the reasons for delays, and resolving issues more quickly. People suggest having a single person assigned to their case, who they can contact easily, and who will chase things on their behalf.

There are concerns that the levels of support around housing are reverting to those pre 2017 where people felt ignored and not respected, with a lack of trust for the service.

There are also suggestions that people who join RBKC need to be sufficiently supported to understand the context of Grenfell and Bereaved and Survivors needs.

Recommendations from ISF

1. GPT should work to understand more about what people's experience has been over the past year, both of the support programme, and wider council services where people have opted out. *We understand that this will be achieved through the September annual survey to all bereaved and survivors.*
2. GPT should work to understand people's needs in the lead up to 2028 and beyond. *We understand that this will be achieved through the September annual survey to all bereaved and survivors.*
3. GPT should continue to work with Housing services in particular to understand residents and officers' challenges, and think about what is working well and what needs to change for residents. This work must also include what support is needed internally at RBKC for Housing colleagues.