

GRENFELL TOWER TRUST

Trustees Annual Reports

16 November 2019 to 30 November 2021

THE JOURNEY TO RECOVERY HAS BEEN PAVED
WITH A LOT OF ADVERSITY

We have come a long way as bereaved and survivors families but we have hopes that the road ahead would be much smoother as we have learnt resilience skills and lessons that fostered more opportunities for collaboration and co-operation with all our communities and stakeholders.



Foreword by the Chair,

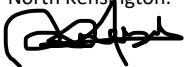
The set-up of The Grenfell Tower Trust was organic and came out many conversations that stressed the importance of bereaved and survivors families having a strong voice where they speak directly to many stakeholders be it government, local authority or community about their issues of concern rather than through third parties.

The dedication of its founder and trustees has enable us to overcome adversity and many challenges that were put in our way whilst we should have been taking time to heal and to overcome the loss we have endured.

We have learnt valuable lessons of how to turn adversity into resilience and opportunity. The determination of our members and their support gave the impetus to work harder to ensure that all bereaved families get the support they deserve.

Our collaboration with NHS Health partners has been quite beneficial as we were instrumental in creating a safe space to explore and develop a more inclusive engagement where diversity and culture are celebrated and respected. The Cultural Reference Framework training programme is now rolled out to the Grenfell clinical and professional staff initially and will be provided to other health and care professional and medical students subsequently.

I would like to thank all those who have supported us to deliver a support that is fit for purpose and caters for the diverse community of Grenfell bereaved and survivors families and local residents of North Kensington.



Nabil Choucair
Chairman of the Grenfell Tower Trust

Introduction

This Report sets out briefly the main activities and events that were carried out since the set up of the Grenfell Tower Trust from November 2019 to March 2021. A lengthy discussion among the trustees came to the conclusion that we will only focus on the work that has been impactful on our communities of bereaved and survivors as we engaged with the diverse partners and the achievement and success collaboration with NHS and RBKC locally and the Department for levelling up, Housing and Communities and the Office of the Prime minister and Mayor of London in central Government as well as the Grenfell Public Inquiry and the Metropolitan Police and London Fire Commissioner.

We will not follow a strictly chronological order but zoom in on the events and work that has made a great difference to the lives of our members as they had to not only deal with the bereavement and loss but also suffer from lack of access to support while the nation went into a lockdown which had made the support we provided a life-line that was extended to many families who were on the edge of a severe mental health breakdown.

The long term vision and strategic thinking has been a big driver to our success in achieving our main goals which are as follows :

- a) Grenfell Tower Trust is a bereaved and survivors Hub that enhances access to services to meet personal, the physical, social, emotional and mental health needs of bereaved families that are appropriate to their ever changing situations since the fire in June 2017.
- b) GTT is a platform that ensures the flow of information and better communication regarding services available to survivors and bereaved families are accurate and up-to-date. Information is provided in both digital and paper forms in different languages to reach all families.
- c) The charity collaborates with other agencies and partners to support the dedicated service at the Family and Friends Assistance Centre to deliver equitable and accessible services to all bereaved and survivors affected by the Grenfell Fire
- d) It coordinates an outreach service to reach out to the families and to provide a tailor made service to meet their needs and to provide both clinical and non-clinical health care such as massage therapies, yoga, and mindfulness in the centre as well as retreats and trips and social activities.

1- GRENFELL TOWER TRUST AS A HEALTH PARTNER

We were very clear from the start that we have to meet the physical, mental and emotional health care needs of our bereaved and survivors families and that provision can only be successful if it is co-designed with the people concerned. To achieve this goals we started a partnership with NHS North Kensington Recovery team which culminated in the Grenfell

Tower Trust becoming a health partner in November 2019. GTT carried out an extensive

Grenfell Tower Trust

NHS
West London
Clinical Commissioning Group

HEALTH PARTNER

WORKING IN PARTNERSHIP TO IMPROVE THE HEALTH AND WELLBEING OF THE COMMUNITY OF NORTH KENSINGTON

www.grenfell.nhs.uk

The Grenfell Tower Trust and the Health Partners programme

The Grenfell Tower Trust is working in partnership with the NHS, Residents Association and other community, voluntary and faith organisations to support communities in North Kensington in building a healthier future.

The aim of the Health Partners Programme is to:

- strengthen the wellbeing of individuals, families and the community
- improve the understanding of basic health information and services so people can make good health decisions

- develop and deliver services that are culturally sensitive
- engage with the community to help share health messages.

"Health Partners is the fruit of effective engagement with the local community and is supported by international evidence and will help ensure success in developing healthier and resilient communities."

Nabil Chouair and Nour-eddine Aboudhaj, Grenfell Tower Trust

Find out more by visiting www.grenfell.nhs.uk

What we do

You can contact the Grenfell Trust if you need support and advice to help you with your physical and emotional health and wellbeing.

We are currently working to:

- voice the concerns and distress of survivors and those who have suffered bereavement as a result of the Grenfell Tower tragedy, their families and dependents
- work together with the survivors, bereaved families, the NHS, the local authority, voluntary and other organisations to ensure services meet their need
- facilitate access to health and wellbeing services, advice, counselling, and assistance that support recovery
- work with NHS health providers to create a physical and mental health recovery programme. The programme looks at:
 - creating healthcare services that understand and respect the importance of faith, ethnicity, culture and gender
 - raising awareness of resilience and any lessons learned from the Grenfell Tower tragedy with a view to inform on best ways of healing and recovery.

Contact us to learn more and find out how you can get involved

Email: info@grenfelltowertrust.org
Web: www.grenfelltowertrust.org

Grenfell Friends and Family Assistance Centre
2nd Floor, 17 Old Court Place
London W8 4P

Supporting the NHS

engagement with a group of Bereaved and Survivors families, especially Arabic and Persian speaking communities who had not been participating in any consultation due to language access and cultural barriers. We were able to feed in the views of these groups and to make their voice heard. Their contribution was very valuable to development of a Cultural Reference Framework and the NHS Health and Well-being Recovery Strategy 2020-2024. This Cultural

Reference Framework training is now been agreed by the British Medical Association and been first piloted in North Kensington and will rolled out to the new formed NHS North West London Integrated Service.

CRF has also been adopted by the Quality Care Commission and will be part of their assessment of health and social care KPI in the future.

Part of our engagement strategy is to use all different modes of engagement to increase participation whether in person, through social media, focus groups or international cafe style open conversation. It is in the latter that we organised an Engage and Dinner Event on Friday 21st February 2020 at Bay 20, 71 St Mark's Road. Bay 20 is a community centre that was built by the BBC at the aftermath for the Grenfell Tower Fire.



The focus on this successful event was two fold:

Firstly, is to collect the views and feedback of participants from bereaved, survivors and local community on the development of the recovery strategy and answering the questions that informed the co-production of the health strategy with NHS West London CCG:

Secondly, it was to provide a resilience training to enable people cope with mental and emotional challenges at the aftermath of the traumatic experience of loss and inadequate service and inappropriate support that followed.

The resilience training was delivered by a very renowned professionals who were selected for both their clinical expertise on the subject of Trauma and understanding on the demographic of the area of disaster.

Emer O'Neil - Founder of Journey of Hope and Paquita de zuluetaa Recovery Team



Commented [NeA1]: With Paquita de zuluetaa

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Dr Paquita de Zulueta is a local GP who has been working as an outreach coordinator with Grenfell Outreach Team. She is a NHS Clinical Ethics lecturer at Imperial College. She also a qualified Psychotherapist and a Leadership Coach. Her workshop on Personal and Community resilience was very interactive and quite beneficial to many participants as expressed in their involvement and feedback.

Dr Naureen Whittinger, a Chartered Clinical Psychologist and Systemic Practitioner/Trainee Family Psychotherapist. She is a qualified BSc (Hons), DClinPsychol, GradCert. She is also a member of British Psychological Society and registered with the Health Care Professionals Council. Her presentation entitled

Moving Beyond Adversity was well grounded in her work with bereaved and survivors and very impactful. All participants were very happy to discuss the mental health and emotional challenges they were going through in a group setting and with people with shared experience. Many expressed their appreciation and gratitude that this was the first time there is the environment conducive to talk and learn and that it is psychologically safe to be listened to without fear of judgment or prejudice. The active participation of the Grenfell Tower Trust has stirred the health Partners direction of travel towards a more inclusive leadership and an asset model that changed the dynamics of the different partners who otherwise lost trust in service providers co-produced and designing a recovery health strategy that meet their immediate and long term needs.

2- COLLABORATION WITH GRENFELL DEDICATED SERVICE

The collaboration work and relationship with the Dedicated Service has been quite challenging and rewarding. The fact that Nabil Choucair and Shah Aghlani have been on the steering committee of the DS since its inception, they were able to represent the views of bereaved survivors families and ensure that their voice is heard. There was a huge trust deficit with the RBKC at the aftermath of the disaster and many families didn't agree that the council should be leading on these services so it was left for an Action for Children to manage the Families and Friends Centre. Due to a lack of communication and engagement many families, especially those with literacy problems, from BAME communities, felt that the service offer didn't meet all the community needs. GTT has used different modes of engagement to ensure that all those barriers to access were removed. The support that was provided to the families

was based on a cultural reference framework that enabled participants to be part of and included in a very diverse group. It contributed to the writing and development of the term of reference for the new service and helped shape the Dedicated Service to cater for the community of bereaved and survivors on an equal and fair basis.

Our office at the Family and Friends Centre operated an open door policy and had helped many families to access the service they were entitled to.

The Dedicated Service supported us to organise social events, mainly around Grenfell Anniversaries. These events were well received by the families we support and the communities we work with. Some of the quotes of appreciation can be summarised thus:

“ Me and my wife really enjoyed the anniversary dinner. It was great chance to catch up with all the families as well as remember the last few years that have gone by, as well as all those lost due to Grenfell. Overall had a really nice day, would love to attend another dinner like this again. Thank you.” Hakim

“ I enjoyed the dinner with my kids on the anniversary day. Thank you very much.” Malak

“ words of thanks and appreciated for the great invitation dear Nabil and May God bless you and hope to have the opportunity to do it again” Amal Khalloufi.

“ Thank you very much for the dinner cannot wait for the next one.” Sabah Youssef Abdallah.

“ I thank you so much for a lovely evening and hope you would organise another dinner.” Said.

Ensuring a proper participation of all the users of the grenfell Dedicated Service has been quite a challenge due to the lack of trustees support. An area that needs more

focus and attention as there were no mechanisms for evaluation of processes and procedures from an a diversity and inclusion stand point fit the Dedicated Service. Something that has hampered the representation of all users on the different committee or boards that managed the Grenfell service provision.

3- ROBUST ENGAGEMENT WITH DEPARTMENT OF LEVELLING UP HOUSING AND COMMUNITIES

The Grenfell Tower Memorial Commission engagement started in earnest In January 2020. The Grenfell Tower Trust spent a huge amount of time and energy putting forward the views of immediate next of kin bereaved and survivors on who should be on that commission, its role and how to engage them. There was a high level of frustration and anger that those who are most affected by the disaster were not listened to. The process of elections to the membership was inadequate as it was not conducive to inclusion and diversity but to those who have more votes.

The lack of cultural competency and understanding of beliefs and values of bereaved meant that many families didn't take part in this process. Meeting with the then minister for Grenfell (victims-) both in North Kensington and in House of Parliament were very tense and emotional draining.

That prompt GTT to seek audience with the the Prime Minister Theresa May-She was very understanding of the importance of the Grenfell Memorial Commission and its role and the Addition of a third member to the Public Inquiry to reflect the diversity of the Grenfell community as she publicly quoted as saying that there should be no stone left unturned to get to the truth. These conversations continued with the Current Prime

Minister Boris Johnson who also made promises that the Grenfell community should get justice and redress for what happened to them because of the Grenfell Tower Fire.

Shah Aghlani and Nabil Choucair at door of number 10 Downing Street
Nour-eddine ABOUDIHAIJ with Theresa May at House of Commons



4- THE OFFICE OF THE MAYOR OF LONDON POSITIVE ENGAGEMENT

The Mayor of London Sadique Khan as been quite supportive and understanding to the issues that bereaved and survivors families were dealing with and was very clear from the open door policy of his office as well through the many meetings we had with him and the Grenfell unit he set up. We felt he understood the issues of inclusion and

diversity and supported our demand from a BAME member on the Grenfell Public Enquiry and wrote a letter of support to Nick Hurd to ask him to Ensure that a voice that reflect the demographic of the residents of the tower. He was also instrumental in having effective engagement with the London Fire Brigade. These



conversations were highly intense and very important for the families to get answers from LFB leadership, especially that a large number of families believed that there were partly to blame in the fire.

Bereaved in visit to City Hall to meet up with the Mayor of London

5- THE GRENFELL PUBLIC INQUIRY AND THE CORE PARTICIPANTS VOICE

The relationship between the Public Inquiry and the bereaved families has been strained since its inception. There was a great apprehension that the Chair will not deliver the justice that the families want. The Grenfell Tower Trust has been actively engaged with the public Inquiry to ensure that the voice of the many diverse families who are seeking justice for their loved one is at the centre of the focus for the chair and panel. Imran Khan solicitors and others have brought to the attention of the panel the role of race, ethnicity and faith played in their submission and should be considered

while descending justice. Our plea for considering institutional discrimination as a factor that led to the unfair treatment of the residents hence the result of such discrimination should be considered by the public inquiry fall on deaf ears.

We run a series of workshop to explore further issues of discrimination and voicelessness among core participant to ascertain where the inquiry is inclusive has listens to their concerns.

The question that these workshops posed by the research project funded by the British Academy were as follows:

We seek to investigate the intersection between law and trauma. In analysing this intersection, the emphasis is put on the link between a traumatic event and the social, political and legal conditions in which the traumatic event takes place. Behind this chosen lens through which to research trauma is the realisation that traumas occur only if a given set of conditions enable their occurrence. The more common approach, of addressing traumas as isolated events while obscuring or ignoring the conditions responsible for their occurrence, inevitably results in the reinforcement of these conditions and in the consequent repetition of the same types of trauma.

Seeing that trauma is an event that could not have occurred in the absence of certain conditions, is the basis of the understanding that the trauma is in fact a unit which stores crucial knowledge through which these conditions can be exposed and addressed. A trauma provides access to knowledge that might not be accessible in other means and which holds the potential to bring about deep social changes (this is referred to in psychology as the potential of growth embedded in trauma). However, precisely because of its potential, the knowledge held within the traumatic experience is often not accessed and remains outside of dominant discourses, known only to the survivors and the people closest to them. Exclusion of

crucial knowledges stored within the trauma is a central way by which power relations responsible for the occurrence of the trauma are maintained and meaningful social changes are prevented

It is this angle that is adopted in investigating the intersection between law and trauma. The broad research question is: in which ways does the law participate in the exclusion of certain knowledges from discourses around trauma. The narrower question asked in the project that is the basis of this application is how are the borders of 'relevant' knowledge defined through the limitation of space designated in proceedings to the testimony of people who went through trauma.

Grenfell Tower Inquiry

Grenfell Tower was a residential tower block, part of a housing estate in North Kensington, London. On 14 June 2017 a fire, spread in the building, killed 72 people, among which were 18 children. On 15 June 2017 Theresa May ordered a public inquiry "to establish the facts of what happened at Grenfell Tower in order to take the necessary action to prevent a similar tragedy from happening again" and to identify and learn "all the wider lessons from both this catastrophe and the inspections of other buildings around the country that followed it" (Parliament Statement 29.6.17). Sir Moore-Bick, a retired Court of Appeal Judge, was appointed as the Chair of the Inquiry, following a by the Lord Chief Justice's recommendation.

The Inquiry consists of two phases. Phase 1 focused on the events of the night of the fire. The gathering of evidence for this phase had completed and a preliminary report is expected to be published in October 2019. Phase 2 of the Inquiry which will commence during 2020 will consider the events that led to the fire and all other relevant information.

I intend to work with a group of people who are the survivors and the bereaved of the fire to understand how the Inquiry's knowledge is being defined and which contents are excluded in that process.

From the perspective of the bereaved and survivors, the project is a platform in which to process, in a supported and safe environment, their perceptions and experiences of the inquiry. Their messages to the Inquiry can then be shared with the general public through the media if they will choose and consent to do so.

The report from these workshops can be found in the link below:

<https://onlinelibrary.wiley.com/doi/epdf/10.1111/jols.12326>

A direct quote of the topic sentence of the abstract is thus: ***"Through an analysis of data obtained from research carried out with the bereaved families of Grenfell Tower and residents of North Kensington, this article demonstrates that the Grenfell community's knowledge on the causes that led to the fire is being systematically excluded by the Inquiry."***

Although there has been many calls to include institutional discrimination in the terms of reference they were always met with rejection by the public inquiry team.

That has led to a lack of confidence that the inquiry will bring the justice that the core participants are seeking.

Grenfell Tower Trust

Registered Charity No 1186180

Financial Statements

For the period 6-11-19 to 30-11-20

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Grenfell Tower Trust
Administrative Information
For the period 6-11-19 to 30-11-20

1. **Governance.** The organisation registered on 6 November 2019 as a Charitable Incorporated organisation and has limited liability of up to £1.

2. **Contact details**

Address: Family & Friends Assistance Centre

E-mail: grenfelltrust@gmail.com

Trustees

Nabil Choucair (Chair)

Nour-eddine Aboudihaj

Shahrokh Aghlani

Trustees

Independent Examiner

Tom Fitch BSc Community Accountancy Self Help, 1 Thorpe Close London W10 5XL

Aims and objective:

1. To relieve financial hardship, poverty, ill-health, disability, distress to relieve financial hardship, poverty, ill-health, disability, distress and suffering of the survivors of the Grenfell tower tragedy and their families and dependents and those who have suffered bereavement as a result of the tragedy, in particular but not exclusively through: · facilitating access to advice, counselling, services and assistance that support recovery; and · by associating together the survivors, families and dependents, and the local authorities, voluntary and other organisations in order to relieve such needs.
2. To preserve and protect physical and mental health by: · facilitating access to advice, counselling, services and assistance that support recovery; and · raising awareness of any lessons learned from the Grenfell Tower tragedy with a view to ensuring that no similar tragedy takes place in the future;
3. To promote social inclusion for the public benefit among survivors of the Grenfell tower tragedy and their families and dependents and those who have suffered bereavement as a result of the tragedy by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society. for the purpose of this clause: 'socially excluded' means being excluded from society, or parts of society, as a result of

one of more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards; crime (either as a victim of crime or as an offender rehabilitating into society). Grenfell Tower tragedy' means the fire which took place on 14 June 2017 at Grenfell Tower (the 24-storey residential tower block of public housing flats in north Kensington, London, England).

Grenfell Tower Trust
Independent Examiners Report
For the period 6-11-19 to 30-11-20

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the period 6-11-19 to 30-11-20.

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

The charity's gross income is less than £250,000 and I am qualified to undertake the examination. I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Tom Fitch BSc
Community Accountancy Self Help
1 Thorpe Close
London W10 5XL

26/1/22

Grenfell Tower Trust
Statement of Financial Activities
For the period 6-11-19 to 30-11-20

Income	Unrestricted	Restricted	Total
Donations	1,510		1,510
RBKC Youth Training		2,000	2,000
RBKC Grenfell		10,000	10,000
NHS CCG		4,950	4,950
Total	1,510	16,950	18,460
Expenditure			
NHS supported consultation events		4,328	4,328
Anniversary events		3,533	3,533
Youth training events		0	0
Phone, internet, e-mail	219		119
Stationary and office	77		77
Bank charges	7		7
Total	303	7,861	8,164
Net Surplus (deficit)	1,362	9,089	10,451

Grenfell Tower Trust
Statement of Assets and Liabilities
At 30-11-20

Assets	
2 Laptops	933
Phone	450
Bank	<u>10,451</u>
	11,834
Liabilities	0
Net Assets	11,834

Grenfell Tower Trust

Notes to the accounts

For the period 6-11-19 to 30-11-20

1. Receipts & payments accounts summaries money received and paid out during the period through bank accounts, electronic systems like pay pal and as physical cash.
2. The statement of assets and liabilities details physical, intellectual and financial assets, and liabilities including creditors.
3. The charity registered on 6-11-19 so there is no prior year.