

Annex 4

A Journey of Community Recovery

Supporting health & wellbeing for the communities impacted by the Grenfell Fire Disaster

Thematic feedback from community conversations – June 2018



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Acknowledgements:

We are deeply grateful to all of the residents who took part in the community conversations which are discussed in this report. We would like to thank all those who helped facilitate different conversations, and in particular Christine Mead who helped advise and develop this strand of work and commented on an earlier draft.

Introduction

A Journey of Community Recovery: Supporting health & wellbeing for the communities impacted by the Grenfell Fire Disaster is a public health led needs assessment aiming to:

- give an initial picture of the impact of the Grenfell Tower fire on those affected
- advise the relevant public bodies (primarily the Council, the NHS and central government) on the foundations of an effective recovery
- inform the development of a long-term recovery strategy
- act as a reference point for all those wanting to assess and shape the journey of recovery, now and in the future

The report draws on a wide range of evidence, including:

- Evidence about the characteristics of the communities of North Kensington before the fire
- Evidence from other disasters in the UK and across the world
- Analysis of existing socioeconomic and health data on the impact of the disaster
- Evidence from local communities about what matters most to those who have been affected and what their priorities for recovery are

This latter aspect of evidence - the voice of the community - is central to an effective understanding of recovery. There have various mechanisms for this: drawing on the wide range of engagement work taking place by the local authority and NHS, regular engagement meetings, multi-agency meetings, informal encounters; hearing community views through for example the work of Grenfell Speaks, and a wide range of consultations and research that has been taking place. These different areas of evidence, alongside emerging quantitative data, and evidence from the impact of other disaster began to form an emerging narrative.

One key component for this was a series of community conversations held throughout April and May 2018 with 15 local groups to explore this emerging understanding and specifically, a set of emerging “Foundations for the Future” which had come out of the work to date.

These conversations represent a limited snapshot of certain local people, at a given point in time. We know that with the impact of the fire locally, that many people are involved in different conversations whether framed as community engagement, research or some other part of collaborative work contributing to recovery. Some people feel “over consulted”, and expressed desire for less talking and “just getting on with it”, others feel not involved at all. We know that many of these conversations were hard for some people, confronting issues of grief and trauma. In that spirit these community conversations were used to augment other engagement and research that others have done. These conversations added considerably to our understanding but we know they were limited as well, and are just one element of an approach that needs to be more widespread and ongoing.

As part of the conversations, we spoke with representatives from Grenfell United. We also spoke with local people involved with: Build on Belief; Edward Woods Community Champions; Action for Disability (ADKC) Positive Rights Action Group; West London Zone; Dalgarno Community Champions; Open Age; Age UK; Henry Dickens Community Centre; St Cuthbert Mums Club; St Quintin’s Mum’s Club; Learning Disabilities Gardening Group. We spoke with local people at the Clement James’ Wellbeing Day; we had addition conversations with other small groups of local people in a number of settings around the Notting Dale area including at the Curve, Notting Hill Methodist Church, the Space and the Garden Bar. Themes emerging from a discussion at Al Manaar Mosque in March 2018 have also been fed into this report. We are deeply grateful to everyone who participated.

Concerns about children and young people were one of the themes that emerged strongly in the community conversations. In addition to this work, two specific pieces of peer-led work with children and young people took place to contribute to the needs assessment.¹

- 1) A peer led survey with 16 local young people working as researchers reached out to over 150 young people
- 2) A survey with young men aged 16-25 seen as more on the edge of services

Outline of the session

Different people from both the Public Health Team and Community Engagement Team from Kensington and Chelsea Council facilitated the sessions. Working in small groups, a presentation of a one-page document (see overleaf) set out the approach of the needs assessment overall and outlined the emerging foundations for recovery.

Each session discussed the concept of the 'ripple affect' of the disaster; how the impact ripples out across different aspects of people's lives, across place and across time.

The groups all acknowledged that people relate to the disaster in very different ways; how it is deeply personal and upsetting for many; and that their time and dedication was appreciated.

¹ Both reports are available at <https://www.jsna.info/grenfell-tower-fire-disaster>

A Journey of Community Recovery

Supporting health & wellbeing for the communities impacted by the Grenfell Tower fire disaster

Draft for Discussion
 Produced by Public Health in Westminster/Kensington & Chelsea Councils, April 2018

Developing Our Understanding

- What were the characteristics of the area pre-fire
- What can we learn from other places' journeys of recovery?
- What are public services and community organisations seeing on the ground?
- What matters to local people?

"Sometimes it seems as though the adverse consequences of an extreme event radiate out almost seamlessly, like the ripples in a pond when a stone is dropped into it"

Lucy Arendt & Daniel Alesch (2014)

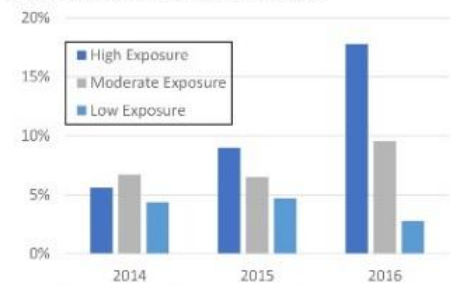


"Our experiences have taught Disaster Action members that social, practical and emotional needs are very much linked"

Anne Eyre and Pam Dix (2014)
 Collective Conviction

"If there is an emergency to respond to, there is something to recover from"
 Kate Brady (2010) Best Practice in Psychosocial Recovery

The impact of disasters on many of those affected is long-lasting:
 Evidence from the 2013 Lac Megantic Train Disaster: Proportion experiencing depression and related mental health issues



Source: Genereux and others (2017)

Primary Impacts
 Fatalities
 Displacement
 Trauma and bereavement
 Loss of trust
 The community response
 The emergency response
 The site

Secondary Impacts
 Mental health & wellbeing
 Physical health
 Family relationships
 Children's development and education
 Livelihoods
 Community cohesion + / -

Foundations for the Future

1. **Provide joined up, holistic, personalised health and care support to the bereaved, displaced and others who need it most**
2. **Support the community to remember the Grenfell Tower fire as it wishes to**
3. **Transfer power to the people affected by the fire so that they are better able to shape their lives**
4. **Invest in children and young people**, supporting families through children's centres, schools and other community settings
5. **Prioritise housing and healthy environments for all** while maintaining the ties that bind existing communities to the places in which they live
6. **Support employment and livelihoods**, so everyone has the means to manage their own recovery, including support around training, self-employment and access to advice services
7. **Prioritising community capacity for self-help** by ensuring there is investment in people and physical spaces where people come together and help each other.
8. **Ensuring services are inclusive** including being culturally appropriate recognising and meeting diverse needs of people in line with peoples' identities and accessible for all
9. **Putting wellbeing at the heart of recovery**, ensuring people working in any capacity across the community are well supported and have the right skills and knowledge and settings such as workplaces and schools, promote wellbeing
10. **Monitoring the impact of the disaster over time** and adapting to meet changing needs involving the affected population in these processes

Acknowledging the past and reflection on the impact

It was important to acknowledge the past in order to frame the future. In many sessions, the conversation was broader than just a straight focus on the foundations and people group took time to reflect upon their feelings and experiences. Many people in the conversations had experienced trauma and loss.

“It brought back to me the war zone I was in as a child of 8 with flashbacks of fires and smoke, which I have had support for but I have had to stop doing everything for a while as a result of all the memories it brought back”

Edward Woods Community Champions

Many participants reported that the tower is a constant reminder and it is distressing to see every day. People spoke of living with their curtains closed so they did not have to see it, sitting on the other side of the tube from Latimer Road tube station or taking other avoidant steps. People said that it was vital that the bereaved and survivors had to be central to deciding about the future of the site and its presence loomed significantly (all of the conversations were completed before Grenfell Tower was completely covered).

“Until the building comes down people will not be able to heal”

ADKC Positive Rights Action Group

Many reported that they could not walk in the area without hearing someone talk of the fire; that it has changed the community forever. Some reported a sense of anxiety around the site demolition especially relating to how this will affect the local schools nearby. All groups acknowledged the truly unique depth of the tragedy that the Grenfell Tower fire has presented and they requested

that a unique response is required and acknowledged within and across services.

“We would know that there is life after grief, that the feeling of community love and spirit we saw after Grenfell is what survives”

Residents attending the Clement James Wellbeing Day, 26 April 2018

Some spoke of their roles supporting others, either informally or as volunteers with organisations. For some this was impacting other aspects of their lives; others spoke of not yet taking time to grieve.

Health and wellbeing needs pre-dated the Grenfell Fire and the disaster exacerbated these needs. Some groups echoed concern that the local community/communities have already experienced hardship due to funding cuts over the last few years, only to have re-investment in these services after the Grenfell Fire.

There was a strong sense conveyed in each group of how strong and resilient the local community are and always have been, and how that has continued since the tragedy.

Issues and concerns raised

There were further issues and concerns raised before introducing the ‘Foundations of Recovery’, and it was important to listen and document these concerns. These are listed below thematically.

Agreeing a definition of the affected communities

Defining the affected communities was important and that great attention must continue to identify who are the affected community/communities. Some voices said to be mindful to ensure that sufficient support was there for those most impacted; those who survived the Tower and bereaved families. However, there was also recognition that many across the wider community have experienced shock, loss, and trauma, and were affected in different ways. Others expressed

the feeling that feeling affected, they did not want to use services which were required by people who had been more affected.

Lack of communication

A major area of concern related to communication. Many felt that lack of or poor communication of what is happening has hindered the recovery. For example, people sought clearer communication about the future of the Grenfell Tower site, Local Authority and NHS services, where people can go for support and general communication about what the Local Authority are doing for the community's recovery.

Inequities of service provision

There was some concern that there is a lack of equity of financial support; that despite being a very resilient and strong community prior to the fire, that there are now echoes of community division as a response to these inequities. In some sessions, there was a sense of a divide within the community between those affected directly versus those who were not, with concern that community tensions were, and are rising. Some said they did not feel comfortable accessing particular services and that the area has a different 'vibe and atmosphere', whilst other groups focused on divisions within the community concerning financial support, and the allocation of the both the hardship funds.

Some expressed concerns about how funds were allocated to different groups and organisations working as part of the recovery. Some felt that some small local organisations had struggled to get support even when they were supporting many people and were well trusted. There was some questioning of the proliferation of organisations supporting people in the recovery and whether they had the right expertise, skills and trusted standing in the community.

“There needs to be a rigorous assessment of who is given money for what, checks on the training and qualifications, expertise and professionalism of the groups that are funded to deliver services”

Edward Woods Community Champions

On the other hand, others felt that North Kensington is receiving the bulk of the support and there is less focus on some of the ongoing needs in the wider community, creating a sense of hopelessness and 'lack of support - abandonment.' Some people were unsure whether they are able to access support labelled 'Grenfell' as they did not live in Grenfell Tower, so therefore do not access support.

"It took me a long time to realise that I could use the services because they were called Grenfell services, and I didn't live in Grenfell"

Edward Woods Community Champions

Concerns about housing

It was widely discussed that there are unresolved housing needs in the community which are causing anger and distrust. The process for applying for housing was felt as not being as open and transparent to everyone.

Some groups talked about the temporary housing, which has often been inappropriate to need, and has contributed to high levels of anxiety. This experience of displacement has stopped some residents from settling and moving forward, especially with regards to accessing support such as counselling (Al Manaar). In some sessions, people felt that the rehousing has risked weakened social connections and exacerbated loss, and in particular, has seen an increase in people feeling socially isolated especially in older people. For example, more vulnerable residents were finding it harder to access some elements of communal support that they had been previously.

“There is an increase in psychological damage of not being within a known neighbourhood”

Age UK

Impact on emotional wellbeing of children and young people

Concern was raised that the children were not being able to talk or refer to the fire and ‘glazing over’. One parent spoke about one of their children who had been deeply affected but would never talk to her about it. Some residents talked of feeling numb and that “children they knew were shutting down and ‘blocking the fire out’”.

Others spoke about children experiencing different kinds of difficulties in school although it mentioned that schools were getting support from specialists like Place2Be and Latimer Community Art Therapy and in order to support children. The issue was raised of whether children at schools out of borough were getting a well supported. There was some concern that children are at risk of being more vulnerable and increased risk-taking behaviour.

There was concern raised with regards to those children and young people in a transitional age – especially those in their pre/early teens and what would happen with them in 4-5 years if we don’t get it right now, saying that it can be hard to gauge the impact within that age group.

Concerns were raised in multiple conversations about young people dealing with many issues on their own without being comfortable accessing support. There was a feeling the services needed to be delivered in different kinds of ways to ensure that they connected effectively with young people. Concerns were also raised around increased anxiety and the impact on physical health was raised, especially in young people.

People reported that children enjoyed just doing activities together, and not always having to talk about the Grenfell fire.

There was a strong desire expressed in the conversation with Grenfell United that a positive legacy of the disaster should be about creating better opportunities for young people.

Addressing the notion of distrust

One area that was a main discussion point was the notion of distrust, particularly the Local Authority. Most groups reported that trust levels were at an all-time low.

“They gave their lives because no one was listening”

ADKC Positive Rights Action Group

Although mistrust of the LA was not a new phenomenon in the area, the response to the fire has exacerbated this. Even throughout this needs assessment process, distrust remains:

“How will we know that something will be done, what are the assurances that any good will come of the community conversations?”

Dalgarno Community Champions

What would good look like?

After discussing general concerns, the 10 draft Foundations for the Future were introduced to the groups, many of which addressed what the groups had raised in discussions above. Groups were asked what was right about the foundations, what was not, and what was if anything was missing. Each group were asked ‘*what would good look like, what would be different and what needed to change?*’ The conversations steered mainly around the areas of interest to the groups and individuals, rather than systematically working through and commenting on all foundations, and the conversations steered mainly around

what they are seeing and hearing in the community and this further shaped discussions relating to some of the foundations.

The main areas of *common interest* for discussion focused around the following foundations:

- Provide joined up, holistic, personalised health and care support to the bereaved, displaced and others who need it most
- Invest in children and young people
- Prioritise housing and healthy environments
- Ensuring services are inclusive
- Putting wellbeing at the heart of recovery
- Transfer power to the people affected by the fire

It was also clear that there are strong links between different foundations:

- Personalised approaches will by necessity be ones that respect and value diversity and are inclusive of different people's needs.
- Investing in children and young people will involve supporting community capacity where there are the relationships and settings which can connect with many of our young people.
- Investing in community capacity can support livelihoods for local people and maximise on the inclusivity of service provision.

Provide joined up, holistic, personalised health and care support

Ongoing personalised care was deemed as crucial, and that any support needs to be considerate of unique individual needs. At the heart of a personalisation was about understanding and respecting different peoples views of recovery. In this way, in the discussion with Grenfell United, the intersection between personalisation and the foundations related to power and inclusivity.

In the conversation with Grenfell United the issue of physical health care was raised, and that for those who had been exposed on the night of the fire, the need for a coordinated and proactive approach to follow up those needs.

Those grieving do not necessarily have the capacity to seek support. Therefore, a good service offer would be one where staff keep 'going out to the community' on an individual basis to assess their needs; to go to where people go – supermarkets, bus stops, libraries and to acknowledge people and to acknowledge the huge upheaval in the area.

"We would feel: we are still here for you, we have not left you yet"

Clement James Wellbeing Day, April 26th

One of the main reflections brought up in the sessions included how important it is that joined up services provide a seamless support, coupled with the need for transparency that would demonstrate a good service offer:

Invest in children and young people

Overwhelmingly most people reported the need to create a legacy for local children and young people. That would mean approaches which give young people a sense of place, a sense of hope whether that is a physical space or otherwise; and spaces for the youth to express themselves. It also meant finding different ways to reach out to support young people around mental health

Prioritise housing and healthy environments

The need was widely expressed for a wide variety of housing offered that is suitable accommodation for all, based on need, to settle residents in their homes in a timely fashion, without the fear of instability or temporary housing. Those residents with physical disabilities spoke of the importance of appropriate housing to meet their needs. The issue of the quality of the environment was also raised, in particular air quality.

Ensuring services are inclusive

There needs to be a much stronger recognition of the role that faith has in the journey of recovery for many people. The first port of call for many people has been mosques and churches. Even for those who are not religious that

connection with faith and spirituality has been an important source of support, even across religious lines. Also that religious leaders are trusted sources of support.

“There was a moment in the first week when the Sikhs were feeding everyone and you had Muslim, Sikh and Christian and other faiths working together. People from all walks of life and all faiths eating together, getting hugs from strangers, hugs everywhere; Grenfell has provided also a positive way for people to come together, to draw on positivity and to fix what we can”

Edward Woods Community Champions

Further examples were about understanding the support needs of the community during Ramadan. The wrapping of the tower in white, like a burial shroud in the eyes of some. One group reported feeling that public services operate in a secular mind-set, and that they need to be better at challenging.

Whilst issues of cultural sensitivity emerged prominently in discussion, other issues of inclusivity were also raised in particular into race and disability.

Putting wellbeing at the heart of recovery

The widespread concern about the impact of the disaster and its aftermath on mental health and wellbeing highlighted different perspectives. For some there were issues about how to access support from the NHS. For others there was a concern at what they saw as an overly medical model of support, when they found the greatest help through some of the groups they attend and comfort provided by peers, or the need, as discussed above, for more culturally specific approaches.

Wellbeing was also seen in terms of the importance of the wider determinants of health. There was a desire for more support needed within the local employment arena to help equip people with the skills to support and manage their own recovery. Employing local people as key workers rather than extending out to other borough workers may have decreased the amount of

uncertainty of the local support offer. ‘Knowing your community is key to recovery’ was echoed several times. In addition, support for the wider workforce is key:

“As a volunteer in the initial response I gave and gave and didn’t think about myself until one day I found myself crying – you can’t just keep on giving until you are empty, it is important to care for yourself”

Edward Woods Community Champions

There was a desire for staff members to be skilled and equipped with the understanding of their complex needs going forward, and for staff to have the ‘go ahead to respond with wider boundaries’.

Prioritising community capacity for self help

Many of the groups spoke of the importance that peer support had offered them though the disaster. Trusted groups of people, in some of them organised around places such as the Henry Dickens Community centre, or particular groups such as the AKDC trauma group, were expressed as hugely valued relationships that had helped people get through the difficulties of the past year.

This was very evident in some of the conversations themselves where people clearly supported each other at times in quite emotional discussions.

Many of these groups brought people together from different backgrounds. The Grenfell United discussion talked about the power of faith but also of inter-faith, and the power of that sense of coming together from different backgrounds.

People spoke of the precariousness of some of the community structures that hold these models of trusted mutual aid, many of which were supporting large

numbers local people in the recovery, and the need to invest in them in the long term.

Transfer power to the people affected by the fire

There were different opinions around ‘power’ (‘people need to feel they are in control, but they are not’), that even by writing that it is a transfer of power denotes that the community were ‘powerless’ at the time of fire. One comment was that ‘if the power was truly in the hand of the community then a lot more would have been done by now’. This was counter-balanced with other discussions around limited resources and the acknowledgement that recovery takes a long time. Policies and procedures probably needed to be adhered to therefore; there were concerns that if full power was transferred, that anger could fuel bad decisions. Instead, the use of advocacy would be a better way forward, or to work better together, more collaboratively and being supported by people with expertise. Aspects of this issue are covered in much greater depth by the report on governance by the centre for Public Scrutiny.²

“There would be continuity, transparency and accountability – we would know how and why decisions are made, who made them, and how to hold them accountable”

Clement James Wellbeing Day, April 26th

There were two ideas of power sharing that came across clearly – that of co-design of services, and that of transparent public accountability.

The conversation with Grenfell United talked about how the best approaches to developing new services and approaches as part of the recovery were happening when the views of those affected were genuinely being listened to. One example that was cited was the visits by the bereaved and survivors to

² Change at the Council, Independent review of Governance, Centre for Public Scrutiny - <https://www.rbkc.gov.uk/newsroom/all-council-statements/centre-public-scrutiny-%E2%80%93-independent-review-governance>

Grenfell Tower, which had been driven by their views as to what would be an important part of their recovery. The approach for the visits was developed in partnership with professionals, also drawing on evidence from elsewhere such as the Utoya massacre in Norway.

There were also reflections on the power exhibited by community groups in the immediate aftermath of the disaster – which they were free to act and respond quickly, had large numbers of volunteers available immediately, and had ways of communicating with each other. The power of existing community organisations who knew each other and therefore could work together contrasted with the apparent confusion of people drafted in from other areas.

The power most often identified as missing was the power to resolve issues quickly – e.g., housing repairs – or to move problems up the list of a service’s priorities, and how difficult it is to do that without named people responsible for the service, repair or complaint.

What good might look like across the Foundations

The following table further surmises the ideas generated by the community conversations about what a ‘good’ looks like in terms of health and wellbeing in recovery, with recommendations on how that could be achieved.

Foundation	What does good look like?	Practical examples to implement
Provide joined up, holistic, personalised health and care support to the bereaved, displaced and others who need it most	<p>Seamless support</p> <p>Promotion/communication of services/offers available</p> <p>Personalised care as standard across the board</p> <p>Services need to be integrated so that all services are aware of complexity of each case, and co-ordinating their support.</p>	<p>One point of contact</p> <p>Screen and Treat offered to all</p> <p>Up to date online directory of services</p> <p>Suicide and self-harm prevention</p> <p>People to be well supported legally (or at least know what their legal stance is) concerning recourse to public funds</p> <p>Highly skilled staff to deal with all that is thrown at them</p> <p>Open transparent data sharing</p> <p>Enhanced support offer.</p> <p>Continue developing data-sharing agreements</p>
Support the community to remember the Grenfell Tower fire as it wishes to	<p>Recognition that the community has changed forever</p> <p>Support to manage community tensions</p>	<p>Clearer communication about the future of the site.</p> <p>More youth engagement – creative project and celebrity events.</p>
Transfer power to the people affected by the fire so that they are better able to shape their lives	<p>Opportunities for advocacy</p> <p>Hearing all voices</p> <p>Open transparent data sharing</p> <p>Co-design services</p>	<p>Access to translation services</p> <p>Watchdog overview/advocacy (challenge panel?) for decision making</p> <p>Legal support - recourse to public funds</p> <p>Complaints panel to review how complaints have been dealt with and resolved</p>

<p>Invest in children and young people, supporting families through children's centres, schools and other community settings</p>	<p>Creating a legacy for local children and young people Promote active citizenship at an early age Increased and accessible childcare provision Whole family support Reclaim play</p>	<p>Remove barriers created by geographical boundaries Access to schools should be by distance and not by borough Improve communication and publicity of activities and events Affordable/free activities especially for younger children Increase capacity in CAMHS More resources about wellbeing and community response actions available to schools. Make available a presentation that informs and updates, which can be used in schools (Use the schools and teachers networks and Email pastoral leaders in school with a generic presentation) Information and pre-emptive work with the kids around what 'justice' can look like.</p>
<p>Prioritise housing and healthy environments for all while maintaining the ties that bind existing communities to the places in which they live</p>	<p>Everyone who lost their homes through the fire to be rehoused. Community safety free from discrimination Reduction in street homelessness</p>	<p>Named housing officers Fire proof all buildings Make use of empty housing stock 'Myth busting' communication on all housing related and financial) issues. Dedicated drop-in slots for support with housing and the appeals process</p>

	<p>Fair and equitable housing offers (including those already waiting for housing offers before the fire)</p> <p>Reduction in social isolation</p> <p>Wide variety of housing that is suitable accommodation for all, based on need</p> <p>That people are settled in their homes, without the fear of instability or temporary housing.</p> <p>More housing that residents can afford</p> <p>More protection for people in private rentals/longer term rentals</p>	<p>Permanent housing offers only - To ensure that the decision to move to permanent happens only once and once only. there needs to be some discretion in housing choice given the complexity of Grenfell</p> <p>Train the Housing staff in the complexity and sensitivity of the needs of those who have been affected by Grenfell.</p> <p>Greater community representation around housing issues – (as more weight currently given to housing associations at the moment)</p> <p>Prioritising and ensuring safe housing and design of accommodation</p> <p>Reassure residents about being safe in buildings – answer questions about cladding, fire doors, and fire extinguishers, how to get out of a building, access for fire trucks if there is a fire; people need reassurance that they are safe</p> <p>Have regular checks on premises – gas safety, fire alarms, electrical checks, bring fire fighters into the home to do safety checks, install fire alarms and sprinklers</p>
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		<p>Focus on fixing things for people with high level needs eg making sure people on dialysis or coming out of hospital have access to hot water</p> <p>Practical help of starting up a new home – for example, help with bills – or if they don't have documents/bills/phone/ – many are finding it difficult and overwhelming and are not being offered this practical support</p> <p>Response repair – a dedicated repair line</p> <p>Gardening schemes co-ordinator – which could link with the recovery colleges</p> <p>Accessible wardens in the sheltered housing that is a LOCAL response</p>
<p>Support employment and livelihoods, so everyone has the means to manage their own recovery, including support around training, self-employment and access to advice services</p>	<p>Increased choice and flexibility to return to work.</p> <p>Equity of financial support for all</p>	<p>Apprenticeships</p> <p>Access to employment advice</p> <p>Career development training and opportunities</p> <p>Courses that teach parental responsibility</p> <p>Trauma/support training for informal carers, local people (Tesco staff).</p> <p>Working with local businesses to ensure that they have a local employee's emotional support package.</p>

<p>Prioritising community capacity for self-help by ensuring there is investment in people and physical spaces where people come together and help each other.</p>	<p>A resilient community That people are equipped with the skills to support and manage their own recovery</p>	<p>Community kitchens Community gardens Opportunities for volunteers to teach other people their skills More landscaping, more trees and plants Well-lit community spaces Small areas of play (wooden stepping-stones r low balance beams along pathways Use only genuine organisations that have existed locally before the fire like the Edward Woods centre, Rugby Portobello, Clement James. The people know and trust them and families already have relationships with them – do not set up new organisations Supported community centres as gathering spaces Ways to listen to residents ideas</p>
<p>Ensuring services are inclusive including being culturally appropriate recognising and meeting diverse needs of people in</p>	<p>Personalisation and inclusivity as standard. All voices are heard, especially the ‘seldom heard’ voices.</p>	<p>Ensure that there are transparent decision-making processes in place Make all space accessible to people with physical disabilities Ensure there are activities that are accessible to people from all backgrounds, as well as culturally specific services</p>

line with peoples' identities and accessible for all		Consider services for people with mental health needs who find groups and social activities challenging
Putting wellbeing at the heart of recovery, ensuring people working in any capacity across the community are well supported and have the right skills and knowledge and settings such as workplaces and schools, promote wellbeing	A highly trained workforce able to deal with the aftermath of trauma That support offers for workers are in place from the start That there are extended support offers to local employment arena in place	Fast track to services Training in trauma response for staff and volunteers Support offered to staff and volunteers and community groups
Monitoring the impact of the disaster over time and adapting to meet changing needs involving the affected population in these processes	Services meet individual needs and that concerns are listened to and addressed in a timely manner Ongoing acknowledgement of the truly unique situation that the Grenfell fire has presented.	Innovative commissioning of services, recognising changing needs over time Longer funding terms (3 year minimum) Services/staff to keep 'going out' to the community

A final key recommendation of this summary is to include building trust between the LA and the communities, as an integral foundation of which all other foundations can build upon.