

# Grenfell Tower

## Inquiry

### Limited Attendance Hearings - Participating remotely

#### Information Sheet for Core Participants

July 2020

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#### Purpose of this document

1. From the 06 July the Grenfell Tower Inquiry (GTI) will resume Module 1 oral hearings on a limited attendance basis. Our priority is to protect the safety of all participants in the Inquiry and the well being of attendees in those hearings by maintaining social distance measures and managing touch points throughout our hearing venue.
2. During the period of limited attendance hearings the Inquiry venue at 13 Bishops Bridge Road will therefore remain closed and will be accessed only by those persons required to be present on site to conduct the hearings.
3. This document provides information for core participants on the support arrangements in place to follow the hearings remotely.

#### Watching the hearings online

4. The Phase 2 hearings can be watched and will be live streamed via our [website](#) and [YouTube channel](#).

#### Timings

5. Hearings will continue to be held on Mondays to Thursdays and will start at 10am and finish at approximately 4pm. There will be a one hour lunch break at 1pm, and additional breaks during both the morning and afternoon sessions.
6. However, timings can be subject to change due to scheduling requirements, so please check our website (<https://www.grenfelltowerinquiry.org.uk/>) and twitter for updates.

#### Witness schedule

7. A provisional witness schedule for the week ahead will be available each Friday on the Inquiry website and will be shared on Twitter.

## Wellbeing support arrangements

8. During limited attendance hearings the Inquiry will continue to facilitate wellbeing support as before, however the service will be delivered entirely virtually by telephone and video conferencing.
9. BSRs and members of the public will be able to contact Hestia directly to access wellbeing services by contacting 0800 246 5617 between 9:45am and 4:15pm, Monday to Thursday.
10. Hestia will provide a range of services including:
  - One-to-one telephone or online support sessions that BSRs will be able to book with a counsellor during the day or at the end of the day's hearings. Please contact 0800 246 5617.
  - Drop-in zoom group sessions (10am-1pm and 2pm-4pm) where BSRs can join a counsellor in a peer support group to support one another, and to air and talk through any feelings or concerns. These sessions will start and finish with some resilience exercises, for example, paced breathing, grounding and mindful exercises and taught resilience tools. For more information and instructions for joining a zoom group session please contact 0800 246 5617.
11. NHS support is available via [www.grenfellwellbeing.com](http://www.grenfellwellbeing.com) or 0207 8637 6279.

## Telephone interpreting

8. During limited attendance hearings the Inquiry will continue to arrange interpreters on request for BSR core participants and the service will be delivered by telephone. Any requirement for telephone interpreting should be submitted in advance with at least 48 hours notice.

### How will the telephone service work?

- The booked interpreter will view the live hearings online whilst providing an interpreting service by telephone to the BSR client.
- The only requirement will be for the BSR to have access to either a landline or mobile.
- Just before the booked hearing session starts, the supplier's Telephone Interpreting Team will call the BSR and the booked interpreter and put them in a 'conference room'. This way the BSR will not incur any call charges and the BSR's number is not shared with the interpreter.
- If the call accidentally gets disconnected, the interpreter will inform the supplier's Telephone Interpreting team who will connect both parties again.
- RLRs will have the option (if requested at the time of the booking) to join the call at the end of a hearing session to have a discussion with their client, assisted by the

interpreter. The supplier's Telephone Interpreting Team will then phone the RLR to connect them to the call at the agreed time.

#### How to access the service.

- RLRs can request a telephone interpreter for their client by contacting the Inquiry team at [hearingenquiries@grenfelltowerinquiry.org.uk](mailto:hearingenquiries@grenfelltowerinquiry.org.uk). The following information is required for each booking:
  - BSR client name
  - Language (including if specific dialect required)
  - Date and time slot requested (e.g 10am-1pm). Minimum slot is one hour.
  - The phone number that the BSR wishes to be called on (this will be shared with the interpreter supplier only)
  - The RLR's name and telephone number if they would like to be connected to the telephone call and when (e.g at the end of the morning session or afternoon session).

#### **Recognised legal representatives (RLRs) suggesting questions**

9. RLRs will be able to suggest questions to the Inquiry Counsel or raise points as necessary via email during the live hearings. Information on this process will be provided directly to RLRs.
10. The Panel will ensure that adequate breaks are taken in order to collate and consider those questions and put those which the Inquiry Counsel consider should be put to the witness.

#### **Technical difficulties**

11. The Inquiry will not be able to provide any general I.T support (for example, regarding personal internet connection problems when viewing the YouTube live stream) to persons following hearings remotely.

#### **Inquiry contacts**

12. The Grenfell Tower Inquiry Team may be contact via the following channels:
  - General Enquiries - 0800 121 4282
  - Hearing Enquiries - [hearingenquiries@grenfelltowerinquiry.org.uk](mailto:hearingenquiries@grenfelltowerinquiry.org.uk)
  - Press and Inquiry website - [media@grenfelltowerinquiry.org.uk](mailto:media@grenfelltowerinquiry.org.uk)