

## **Ilfracombe Poverty Truth Commission- What those with Lived Experience Want**

### **10 Humanise Principles and Standards**

- 1. Compassionate Understanding:** Equip staff with a deep awareness of the realities of poverty and trauma, and how it may affect presentation and behaviour, fostering empathy and respect in every interaction.
- 2. Non-Judgmental Attitude:** Approach each person with dignity, avoiding assumptions and treating every interaction as an opportunity to build trust.
- 3. Available, Inclusive information:** Ensure information about support is clear, accurate, and readily available in trusted community spaces. Accessed both online and offline in accessible formats, considering literacy levels and languages.
- 4. Transparency and Credibility:** Clearly indicate the source and reliability of information to build trust and confidence in the support being offered.
- 5. Timely Access to Support:** Prevent unnecessary delays by streamlining urgent support pathways, ensuring people receive timely help when they need it most, especially in moments of crisis or instability. Communicate clearly and honestly about what to expect, including any delays, maintaining transparency to manage expectations effectively.
- 6. Accessible, Flexible, Inclusive and Responsive:** Design services that are present where and when people need them, reducing travel and wait times for those experiencing poverty. Adapt processes so they are responsive to the diverse and evolving needs of people, prioritising person-centred approaches over rigid protocols/thresholds. Involve people who use services in coproduction and provide them with opportunities to provide feedback about their experiences.
- 7. Proactive Guidance:** Provide ongoing support to help people navigate services, reducing barriers to access and preventing people from falling through the gaps. Implement a “Make Every Contact Count” approach, ensuring that every interaction with a service is a potential entry point to needed support. No wrong door!
- 8. Coordinated and Consistent Pathways (Integration):** Commit to integration, workforces that are co-located and/or joint working protocols are in place, reducing the need for people to navigate multiple, disjointed services. We won’t just pass you on. Foster alignment to create seamless connections across services, minimising confusion and duplication.
- 9. Person-Centred Navigation:** Design clear and navigable service pathways (within and between organisations) that are simple to understand, empowering people to confidently take the next step confidently without requiring specialised knowledge. Practitioners who check that the individuals they are supporting understand the information and action plan they have been involved in and any challenges or barriers that might impact on an individual’s capabilities to carry out the actions discussed.
- 10. Simplified data/story capture:** Minimise repetitive requests for personal information, allowing people to tell their story once (i.e. My Story tool) and have it effectively shared across services. First appointments are conversations (not assessments) to determine what matters to me.

## Questions to pose to Commissioners and Providers

People with lived experience have developed a core set of principles/standards as a result of their collective experiences of how to create a humanistic system of support that achieves positive outcomes for those most in need. They would like to see commissioners and providers of services offering support in communities to adopt these.

1. Please state if you are already able to evidence that you include any of these standards in your commissioning practice/organisation by stating the standards you feel you could evidence currently?
2. Please state which of the standards you feel you could build into your commissioning/organisations operating practices?
3. Please state if you have additional standards that you feel contribute towards a humanistic offer of support to people living in poverty or with co-occurring needs?
4. Please state which standard(s) you feel you would struggle to include into your practice as a commissioner/ organisation?
5. Please state what the challenges are to embedding these standards into your commissioning practice/organisation?
6. How do you think you would implement these standards into your commissioning practice/organisation? (tick all that apply)
  - a. Embed them into service specifications
  - b. Use them when reviewing/creating our operating policies and materials/resources
  - c. Commit to upskilling the workforce through training
  - d. Insert questions within tender documents to seek what the markets level of competence is in this space and seek how they will embed the standards in their operating model
  - e. Create champions within the organisation to promote these standards
  - f. Coproduce measures to evidence how as commissioners/an organisation we are able to demonstrate how we are achieving these standards
  - g. Provide qualitative narratives within our performance reports that evidence how we have contributed towards upholding these standards and identify areas for improvement
  - h. Develop joint working protocols with other organisations
  - i. Other (please state)
7. What would help you in embedding these standards into your commissioning practice/organisations operating model?
8. Do you have any other comments about the standards?