

Ilfracombe Poverty Truth Commission Humanise Charter

Purpose

As inequality of access and experience to services, support and wider opportunities is *unfair and avoidable* this Charter aims to create a compassionate, coordinated, and community-led response to support people experiencing poverty in Ilfracombe, ensuring that no person is left without support, and every organisation plays a role in the solution.

Our Shared Commitment

As a partner in the Ilfracombe Campus Model, we commit to:

1. Person-Centred Practice

- Place the individual at the heart of all decisions.
- Listen actively and respectfully to their experiences, needs, and aspirations.

2. Team Around a Person (TAP) Collaboration

- Work in partnership with other services, community groups, and individuals.
- Share information (with consent) to ensure joined-up support.
- Attend multi-agency meetings when appropriate.

3. Alternative Offer Approach

- Never say “no” without offering an alternative.
- Make warm referrals and follow up where possible.
- Provide practical options even when formal services are unavailable.

4. Campus Model Participation

- Be part of a visible, accessible network of support across Ilfracombe.
- Contribute to shared spaces, events, and outreach.
- Help build a culture of dignity, trust, and inclusion.

5. Dignity, Equity and Inclusion

- Ensure services are welcoming and accessible to all.
- Challenge stigma and discrimination in all forms.
- Recognise and respond to the diverse experiences of poverty.

6. Learning and Accountability

- Engage in training on poverty awareness, trauma-informed care, and strengths-based practice.
- Share feedback and data to improve the system.
- Celebrate success and learn from challenges.

We Will:

- Be a **No Wrong Door** organisation
- Offer **warm referrals and alternatives**
- Work as part of a **Team Around a Person**
- Contribute to the **Ifracombe Campus Model**
- Promote dignity, equity, and inclusion

Signed by:

Organisation Name:

Representative Name & Role:

Date:

Contact Info: