

poverty truth Ilfracombe

Progress report

Quarter 1 2026 (Jan-March 2026)

Humanise

Housing

Adult education and employment

Ripple effects (other related change)

Product updates

Name	Lead Civic	Lead organisation	Progress	Status
Housing				
The Landlords Charter (private landlords)	Ken	North Devon Council	In-progress	On track
Healthy Homes Ilfracombe specification (social housing)	Ken	North Devon Council	In-progress	On track
Adult Education, skills and employment				
Adult education courses and employment support	Steve / Charmaine / Tony	One Ilfracombe	In-progress	On track
Humanise: Ilfracombe Campus development				
Campus model (incl. Humanise charter and 'No,but' alternative offers)	Phil/James	RDUH/DMHA	In-progress	On track
Quality improvement (QI) proposal for the Ilfracombe centre	Laura	Ilfracombe Town Council	In-progress	On track
Information window	Charmain	One Ilfracombe	Done	n/a
Quality improvements (QI) - Wellbeing hub (Wellbeing Wednesday)	Mary	One Ilfracombe	In-progress	On track
Humanise: Principles, TAP, PHM				
Humanise principles	Richard M	Public Health Devon	In-progress	On track
Team around a person approach (TAP)	Andrea	RDUHT	In-progress	On track
Population health management tool (Poverty inclusive)	Andrea/Ginny	RDUHT / ICB	In-progress	At risk
Cultural bids				
Cultural bids	Charmain	One Ilfracombe	Done	n/a
Humanise: Staff resources (incl. Your story)				
Staff resources	Ginny / Amber	ICB / RDUHT	In-progress	On track
Your story tool	Amber	RDUHT	In-progress	On track
PTC Comms plan				
Comms plan for Royal Devon NHS Trust (RDUH)	Sarah D	RDUHT	In-progress	On track

Housing

Healthy Homes Ilfracombe

- NDDC Purchased 3 properties and made an offer on 1 other
- Designs are being finalised
- Funding is now in place but are yet to go to tender and so don't know the final costs (still doubts about fulfilling specification). NDC (Sarah-Jane) are now in a position to re-engage with the housing group to looking at a compromise re: heating
- Construction has begun (photo of Old post office works) with aim of completion by the end of 2026. Measures will be developed to capture learning (opportunity to include lived experience in developing meaningful measures)
- District Council agreed to take a lead to enable this group to remain updated, have opportunities to ask for further feedback where possible, or advise on decisions being made and the reasons for this.
- The District Council project team are working hard to incorporate the feedback from the housing group and to date their requirements are forming part of the solutions that now need to be costed.
- If you still wish to be involved in the housing group, and to give permission for the Council to contact / involve you, please send a reply to nina.lake@northdevon.gov.uk

Landlords charter

- Landlord engagement event held at the Lime Kiln Cafe on the 19 March 2026 by NDC - shared NDC team contact details for queries relating to housing complaints, housing inspections, licensing of HMOs and Park Home Sites, adaptations for disability and Energy Efficiency. Information shared about the Renters Right Act, Decent Home standards, Trading standards 'buy with confidence' scheme, energy and efficiency schemes. Request from attendees for pre-application planning advice and for other ways to access support as landlords.
- Aim - to develop a package of products and 'bank of trades' to support landlords as part of the Landlords charter
- Opportunity - NDC to think about using their Engagement HQ software (risk - is not relational approach but NDC have an intention to repeat engagement in 6 months with landlords)



Adult education and employment

Courses

- The Work & skills pilot group discussed ways to improve marketing & take up of courses on offer as some have not had any referrals.
- One Ilfracombe have recruited a community officer to support ongoing community engagement (Congratulations Mary)
- North Devon College (fna Petroc) recruited a Director of Adult Learning in April 2026. He will be the lead contact and connected with the One Ilfracombe work and skills group. 'We are very keen to be involved in the work in Ilfracombe and in North Devon more widely.'
- Learn Devon (DCC) have recruited some new tutors in the North and will begin to explore the Skills Gaps identified in the work of the Poverty Truth Commission. We have recently been delivering tailored learning short courses for 19+yrs, and potentially have the availability to plan and deliver in Ilfracombe over the next few months.

DWP Jobcentre

- DWP outreach at the Candar is still monthly as the jobcentre do not have resources to extend at present; youth hub, resource ring fenced (support services); able to provide info to childcare support to improve access; now holds funding for 19+ education (incl. Learn Devon); jobcentre local plan will review skills gap to inform delivery plan

Employment

- Together Drug and Alcohol Individualised Placement Support (IPS)- Together Drug and Alcohol Treatment service now have a small team of workers who identify employers who are willing to provide employment placements for people engaged in recovery and also look to buddy service users up with employers. In March 2026, they had their 1st successful placement. Rich has connected them with Charmain to discuss work in Ilfracombe that seeks to provide employment opportunities to people.



learndevon > adult learning and skills

one ilfracombe
our future, our choice

Functional Skills: Maths

Do you want to improve your career prospects, gain access to further education or support your family with their maths skills?

Gaining a Functional Skills qualification can support your future plans. This course will cover understanding numbers, calculation, time, shape and space and using data.

Every Wednesday from 9.30am to 11.30am
Join at any time
Ilfracombe Library meeting room

For more information please contact Learn Devon.
Email: learndevon@devon.gov.uk
Telephone: 01237 472462

Ilfracombe campus development (incl. humanise charter and 'No,but' alternative offers)

- Prioritised desired 'features' with Community Commissioners
- Forming working group
- Align with emerging opportunities - Encompass volunteer peer navigators, Integrated care pathways

Ilfracombe centre Quality improvements (incl. information window)

- Cllrs have allocated a small budget for changes to the Ilfracombe centre in 2026 and there is the intention to implement changes

Quality improvements (QI) - Wellbeing hub

Wellbeing Wednesday:

- has social prescriber link workers for 2.5hrs each session to support, share information and signpost (appointments can also be booked)
- Services are invited to engage with the group (e.g. Energy 361)

Humanise principles

Devon Public Health have:

- Taken principles to strategic commissioning hub (ICB)
- Included principles in direct award contract for 2027/28 Drug and alcohol services (Waythrough) with request to evidence how they meet standards
- Presenting standards to SCAA and Devon Public Health team in summer 2026
- Common ground CIC (working out of Co-lab Exeter) are running lived experience workshops as a space to consider the standards

Action - All Civic leaders to present the [humanise principles](#) alongside the [understanding of poverty video](#) to their boards



25th March 2026

'Understanding of poverty' video shared with the Board of Directors, as a 'patient story'

- Used to remind the board of their duties under the H&SC Act (not to exacerbate inequality and to engage communities in the delivery of healthcare.)
- Made a massive impact on the Board members - Many of the members later shared their own backgrounds incl. Fathers' alcoholism and prison sentence; childhood with domestic violence and poverty.
- Currently the board cannot be sure their services are not judging people based on their poverty or deprivation.
- Board members felt that their reaction to this issue, commitment to working in partnership and the link to NHSE Neighbourhood Health (prevention) should inform an entire RDUH strategy reset.
- They want to share the video widely, using for staff inductions and relevant meetings
- Ensure poverty is part of the executive's agenda (incl. Safeguarding, impact on children; deprivation profiles)
- A review of the main board committees' terms of reference and/or pose a series of questions from the NHSE Health Inequalities statement for each committee to report back on i.e. does the data they receive include HI etc

Team around the person process

- TAP embedded with Health & justice (probation) project as a test and learn in Ilfracombe. information governance agreements process in place between partner legal teams to agree that data can be shared.
- Intention for TAP approach to be the model for complex needs Multi Disciplinary Teams work across Northern Devon.
- RDUH are trying to embed this approach in Royal Devon NHS Trust proposals.
- DPT is actively contributing to the TAP pilot, which is focussed on a defined cohort of individuals and has offered dedicated local mental health input. There has been close engagement from local service leadership, with a focus on learning what makes a practical difference for people with complex needs.

Popultaion health mangement approach

- Andrea has created a framework incl. 20% most deprived an 'plus groups', frail, SMI, C&YP and multiple comorbidities - demonstrates need for different interventions aimed at different groups of people in need.
- ICB agreed to support further development (Ginny and Andrea to meet)

Staff resources

- ICB is happy to help with the development of an ICB package. Lead - Collette Eaton-Harris - Serious Violence & Trauma Lead, Safeguarding Directorate
- ICB and partners creating a trauma-informed commissioning pack (work in progress) incl. importance of TI, expectation of services to deliver and measure to understand the impact of trauma. This pack will contain PTC resources (nested under 'poverty')
- Uses material from the PTC, ICB Trauma Stabilisation Learning Programme and TI work within RDUHT
- Examples of trauma informed commissioning will be referenced in the training programme (e.g. ITRS)
- Action - Request for ICB to share developments with PTC partners to explore integrated use (Ginny)

Your story tool

- The 'Your Story' resource has now been through all the groups it needs to
- has been converted into an editable PDF
- is due to be piloted in several areas of the Royal Devon NHS Trust
- Amber is also:
- pushing for it to be piloted with Combe Coastal GP Practice so Ilfracombe and surrounding residents can benefit
- in talks with care team about the RDUHT patient portal, where "your story" can be held and accessed. and Epic, the Trust's electronic patient records, where "your story" can be held with consent. Amber will update once it goes live.

Cultural bids

- Involved a Lived experience voice (Karen). Whilst unsuccessful, the 2025 Arts Council England bid included PTC Values
- PTC Values were a core part of the 2026 Pride in Place bid. If shortlisted bid will be developed further and will involve people with lived experience

Ripple effects (other related change)

Ripples

- **Multi-Agency Referral meetings** - aimed at integrating support for people whom there are safeguarding concerns/challenges services are facing with individuals- a recent case in Exeter actually included the individual whose situation was of concern in the meeting - this example must have helped overcome the issue of consent/information sharing.
- **RDUH bids** (Lynsey) No funding materialised yet, but we have used learning from the PTC to inform proposals around neighbourhood teams and RDUH neighbourhood proposals (via Partnerships and Health Inequalities team).
- **RDUH Board** - Desire to review the main board committees terms of references and/or pose a series of questions from the NHSE Health Inequalities statement for each committee to report back on i.e. does the data they receive include HI etc
- **Crisis and resilience fund** - DCC/NDC have an intent to co-design the crisis support fund with people with lived experience
- **Comms** - People are talking about poverty. PTC raised profile
- **Hilldales Care Home**- Richard Merrifield (DCC Public Health) has met with Hilldales and promoted the IPTC to them and encouraged them to extend their links into the wider community. Hilldales take their residents outdoors and connect them with various activities to improve their emotional health and wellbeing. Mary confirmed Carl from Hilldales is bringing people to Wellbeing Wednesday.
- **Individualised Placement Support** (IPS)- Together Drug and Alcohol Treatment service now have a small team of workers who identify employers who are willing to provide employment placements for people engaged in recovery and also look to buddy service users up with employers. In March 2026, they had their 1st successful placement. Rich has connected them with Charmain to discuss work in Ilfracombe that seeks to provide employment opportunities to people.
- **BtheChange** a delivery partner of the STaR project in Exeter providing drug and alcohol treatment to rough sleepers have just employed 2 peer support workers.

Ripple effects (other related change): pledges of support

Person	Role	Organisation	Pledge	Progress in Quarter 1
Chris Tidman	Deputy CEO	Royal Devon NHS Trust	Create a collaborative business case for Ilfracombe that states 'we have a vision and are looking for investment'	No reported progress in quarter 1
Phil Hariss	Community Developer	Devon Mental Health Alliance / Devon Mind	2 days/per week facilitation time to support delivery of PTC products; support funding for volunteer navigators as part of the campus model approach.	Co-facilitating the PTC in 2026 Full Commission (quarterly) and Campus group working group; submitted a proposal to DPT (Sonja) to support a funding application for campus model
MP Ian Roome	Member of Parliament	Liberal Democrats	Try to get parliament to commit resources to Ilfracombe - 'give me the tools to mouth off about it'; Support the creation of an integrated health hub	MP wrote to the UK minister of Communities, challenging lack of funding
Alun Dobson	Trustee	Northern Devon Food Bank	Become a member of the Ilfracombe campus model; seek funding to increase Citizens Advice availability; continue to provide essentials for families in need via foodbank; Lobby the ICB to secure 'healthy start vitamins' for families	No reported progress in quarter 1
Simon Kitchen	Head of Communities	Devon County Council	Co-design the distribution of the new 'crisis and resilience fund' (replacing the Household support fund in April 2026) building this into the campus model approach; Invite support for the work of the commission, help to build trusted relationships with 'those that don't get it' and are 'not in the room'.	No reported progress in quarter 1
Jody Le Bredonchel	Headmaster	Ilfracombe Junior School	Drive a focus on young people (and their families) experiencing poverty through the Ilfracombe Futures Forum	No reported progress in quarter 1
Tony George	JCP Partnership manager	Job Centre Plus (DWP)	Measure impact on customers	No reported progress in quarter 1
Richard Blackwell	Associate Director of Insight	Health Innovation South West	Co-produce metrics and measurements to demonstrate the value of relational work to provide quantitative data to inform decision making	No reported progress in quarter 1
Ben Lyon-Ross	Head of talent and participation	Landmark theatres	Provide venues and facilitation for creative engagement; explore partnership funding bids to support the co-design of cultural experience initiatives that aim to improve health outcomes and reduce health and social inequalities incl. changing how people access and experience services	No reported progress in quarter 1
Laura Donovan	Proper Officer / Town Clerk	Ilfracombe Town Council	Recognising that the town Council has very little power but that they can be part of the IPTC collaborative I Commit to help to bring town Councillors on board; advocate for the campus model approach; and promote to town clerk network to help spread awareness beyond Ilfracombe	Secured town Council funding for Q1 changes to the Ilfracombe centre, Invited James to present progress to Cllrs
Richard Preston	Sector Inspector – North Devon	Devon and Cornwall Police	Capitalise on the opportunity of IPTC knowledge generated to address community issues through police partnership working	No reported progress in quarter 1
Marie Gould	CEO	North Devon Council for Voluntary Services	Support listening to and involving the VCFSE sector	No reported progress in quarter 1
Lynsey Webb	Deputy Medical Director – Community Care Group	Royal Devon NHS Trust	Involve the IPTC in the development of the emerging Integrated Neighbourhood Health and Care teams incl. ensuring VCFSE buy in (part of NHSE 10yr plan rollout); Create Health and wellbeing sessions in Ilfracombe; Incorporate the Health Inequalities focus into my organisations work	Live Longer Better pop-up integrated health and wellbeing event for over 60s - April 30th 2026 (Royal Devon NHS Trust, One Ilfracombe and Combe Coastal GP)
Sabrina Maine-Blatherwick	Digital and transformation lead	North Devon Coastal Primary Care Network (PCN)	Adopt a 'No, but' (alternative offer) approach and improve the navigation of services; implement trauma/poverty informed training for staff	No reported progress in quarter 1
Marc Rostock	Director of Neighbourhoods	North Devon Homes	Commit One Ilfracombe to support the continuation of IPTC in 2026, recognising the importance of facilitation and managing change / delivery	Supported the embedding of PTC work within Ilfracombe (as One Ilfracombe board member)
Rebecca Brady	Wellbeing team manager	Caen Medical centre	Share learning resources with staff; sign up to the humanise charter	No reported progress in quarter 1
Cate Blatherwick	Curriculum Coordinator	Learn Devon	Create more opportunities to support adults and young people (16-24) into education in Ilfracombe	Learn Devon (DCC) have recruited some new tutors in the North and will begin to explore the Skills Gaps identified in the work of the Poverty Truth Commission.



Combe Central Practice | one ilfracombe | NHS Royal Devon University Healthcare NHS Foundation Trust

WELLBEING EVENT

THURSDAY 30 APRIL
The Lantern - High Street - Ilfracombe
Drop in between 10am - 3pm

Refreshments available throughout the day

LIVE LONGER BETTER

Explore what matters to you in a relaxed, welcoming space

Learn about local activities and support services

Friendly chats with voluntary, community and NHS organisations

Access optional health and wellbeing checks

Stalls covering, physical activity, home safety, falls prevention, social groups & more

ACCESSIBILITY

Step free access
Accessible toilet
Quiet space available
Family members and carers welcome

Community transport available
contact: 01271 855300



FREE BUS TIMETABLE

Just flag down the minibus for a lift!

The bus will start the route from Crofts Lea at:
9.45am, 10.45am, 11.45am, 12.45pm and 1.45pm

Route:

- Crofts Lea
- Channel View
- Fern Way
- The Tyrell
- Furze Hill
- Bicclescombe
- Slade
- The Torrs
- Seafront (loop around Pip & Jims church)
- Opposite Lidl
- The Lantern

The minibus will do a return journey when it arrives at The Lantern (around 10 past the hour)

HOME

44 people invited for health checks (pharmacy, community nurses and community rehab)

Advertised locally across the town and social media

Transport: Minibus (hop-on/hop-off)

Location: Lantern Community centre

Refreshments

Advice and support from:

- Karen Dunnett Yoga (Chair Yoga & Mindfulness)
- Beth Barrington Sports Massage
- Devon Carers (Carer support)
- Wellbeing Wednesday (local social space)
- Ilfracombe Car Scheme (for medical appointments)
- PCN Wellbeing Team (Social Prescribers)
- Age Concern Barnstaple & North Devon
- Torrs Dental Practice (Oral Health education)
- Devon & Somerset Fire & Rescue Service (Home Fire Safety Visits)
- Age UK (Advice on avoiding scams)
- Disability Together (access activities and hearing equipment)
- Body Aware Pilates
- Vista Wellbeing (Falls Classes)
- Braunton Care (Equipment)
- Northern Devon Mobility (Equipment)
- Energy 361 - Energy saving advice and services
- Bladder and Bowel (NHS)
- Live longer better advice and education
- Smoking prevention
- Audiology & Falls - falls prevention advice

Ripple effects (other related change): Communications & PR



November 2025

DPT all staff video presentation (Sonja)

Sonja speaks of her experience within the Commission and how DPT could shape its services as a result



21st January 2026

North Devon Gazette (Year 12 Media students)

Wider impact - How Year 12 Media students involved in filming the PTC event in December, in association with North Devon Moving Image to gain real world experience as part of their BTEC Creative Media course



February and March

Presentations to partner organisations (James)

Sharing the story, progress and next steps



10th February 2026, 1:00pm - 2:00pm, Online

Poverty and Health: The Role of Primary Care (James)

Panel member, championing the importance of involving people with lived experience to improve access, experience and outcomes in primary care. Interestingly, another panel member (Professor Andrea Williamson) was a Civic Commissioner at the Glasgow PTC



Friday 13th March 2026, in-person at Plymouth Argyle

Devon Health Inequalities Symposium: Community as Medicine (Jennie & James)

A FREE one-day multiprofessional event exploring the power of community to address health inequalities across Devon



12th March 2026

Featured on BBC Spotlight, BBC News & BBC Radio Devon in March 2026 (Tom, Steve, Charmain & James)

Publicly sharing that the Commission is a platform for change that aims to better support people experiencing poverty



25th March 2026

Patient story for the NHS Trust Board

'Understanding of poverty' video shared with the Board of Directors, to remind the board of their duties under the H&SC Act (not to exacerbate inequality and to engage communities in the delivery of healthcare). Made a massive impact on the Board members - Many of the members later shared their own backgrounds incl. Fathers' alcoholism and prison sentence; childhood with domestic violence and poverty.



19th April 2026

PTN Newsletter (National)

Ilfracombe PTC featured as an example of 'embedding a Commission'. Article shares our progress, video and links back to our webpage. Nice to get a nod from the National charity that supports all the PTCs across the UK.