

poverty truth Ilfracombe

Progress report

Quarter 2 2026 (April-June 2026)

PTC Product progress dashboard

PTC Products - stages of development and lead partners

PTC products updates

Ripple effects: (other changes connected to the IPTC)

Ripple effects: Public pledges

Staying connected to the national Poverty Truth Network

Products

Name	Accountable	Responsible (for delivery)	Lead organisation	Progress	Status
The Landlords Charter (private landlords)	Ken Miles	Nina Lake	North Devon Council	In-progress	At risk
Healthy Homes Ilfracombe specification (social housing)	Ken Miles	Nina Lake	North Devon Council	In-progress	On track
Campus model (incl. Humanise charter and 'No,but' alternative offers	Tbc	Phil Harris /James Lander	RDUH/DMHA	In-progress	On track
Quality improvement (QI) proposal for the Ilfracombe centre	Laura Donovan	Laura Donovan	Ilfracombe Town Council	In-progress	At risk
Quality improvements (QI) - Wellbeing hub (Wellbeing Wednesday)	Steve Seatherton	Mary Midson	One Ilfracombe	In-progress	On track
Humanise principles	Tbc	Richard Merrifield	Public Health Devon	In-progress	At risk
Team around a person approach (TAP)	Andrea Beacham	Simon Rapsey	RDUHT	In-progress	On track
Population health management tool (Poverty inclusive)	Ginny Snaith	Andrea Beacham	RDUHT / ICB	In-progress	At risk
Staff resources	Ginny Snaith	Amber Canham	ICB / RDUHT	In-progress	At risk
Your story tool	Tbc	Amber Canham	RDUHT	In-progress	On track

Completed

Information window	Laura Donovan	Charmain Lovett	One Ilfracombe	Done	n/a
Cultural bids	Steve Seatherton	Charmain Lovett	One Ilfracombe	Done	n/a
Adult education courses and employment support	Keir Duffin	Steve Rogers / Jody Le Bredonchel / Tony George	One Ilfracombe	Done	n/a

Other

Comms plan for Royal Devon NHS Trust (RDUH)	Tbc	Sarah Delbridge	RDUHT	In-progress	On track
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Discover/Define

Housing

- 2 - A Landlords Charter (North Devon District Council & North Devon Homes)

Humanise - From out of reach and fragmented to available, effective and connected

- 13 - Humanise charter (One Ilfracombe)
- 14 - Population Health Management tool (NHS Devon ICB)

Develop

Humanise - Moving from confusing to clear and accessible information

- 6 - design brief for a wellbeing hub (One Ilfracombe)

Humanise - From transactional to compassionate interactions rooted in dignity and understanding

- 7 - staff resources (NHS Devon ICB and RDUH)
- 8 - 'Your story' tool (NHS Devon ICB and RDUH)
- 9 - Quality improvement proposal for the Ilfracombe centre (Ilfracombe Town Council)
- 10 - Team around a person' approach (RDUH)

Humanise - From out of reach and fragmented to available, effective and connected

- 11 - Humanise principles (Public Health Decon / all Civic leaders)
- 12 - Campus model (One Ilfracombe)

Humanise - From rigid to flexible processes

- 15 - 'No, but' approach (One Ilfracombe)

Deliver

Housing

- 1 - 'Healthy Homes Ilfracombe' (North Devon District Council)

Adult Education, Skills and Employment

- 3 - Adult education courses and jobcentre outreach (One Ilfracombe)

Community vibrancy

- 4 - Arts Council England and UK town of culture bids (One Ilfracombe)

Humanise - Moving from confusing to clear and accessible information

- 5 - Information window (Ilfracombe Town Council)

Housing

Name	Accountable	Responsible (for delivery)	Lead organisation	Progress	Status
The Landlords Charter (private landlords)	Ken Miles	Nina Lake	North Devon Council	In-progress	At risk
- 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) - Need to progress further - North Devon District Council will be pushing on this internally (June 2026)					
Healthy Homes Ilfracombe specification (social housing)	Ken Miles	Nina Lake	North Devon Council	In-progress	On track
- NDDC Purchased 3 properties - Designs are being finalised - Funding is now in place - Tenders are out (June 2026) for work to renovate Oxford Grove properties. - Yet to clarify final costs (still doubts about fulfilling entire specification). NDC (Sarah-Jane) are now in a position to re-engage with the housing group to looking at a compromise re: heating - Aim for construction to be completed by the end of 2026. - Measures will be developed to capture learning (opportunity to include lived experience in developing meaningful measures) - The District Council project team are working hard to incorporate the feedback and requirements from the PTC housing group - agreed to inject a further £1.25m into the project to enable the works to take place to the Royal Mail building - in the process of purchasing a further property - are now a registered provider - about to enter into a management agreement for the future management of the properties, when completed					

Want to still be involved in housing?

North Devon District Council are leading this work and report to the One Ilfracombe Housing group.
Please contact nina.lake@northdevon.gov.uk to be added to the stakeholders list.

Housing Healthy Homes Ilfracombe

2025

District Council:

- Secured initial funding
- Purchased poor quality properties (3x HMO + 1 offer, 1x old post office)

The PTC housing group:

- Enabled people with lived experience of poverty to work alongside the District Council, North Devon Homes and 361 Energy
- Visited the acquired properties with a senior building surveyor and view architect drawings
- Co-created retrofit specification (physical, mental and social needs) - these requirements are forming part of the solution
- Senior building surveyor reports on progress

2026

District Council

Short-term

- District Council agreed to take a lead to enable the housing group to remain updated, give feedback, and advise on decisions being made (Jan 2026)
- Tender process and finalising costs
- Construction began in summer 2026
- District Council applying for additional funding to satisfy the requirements of the co-produced specification

What next?

Medium term:

- Construction - Housing will be in place by the end of 2026
- Develop outcome measures and evaluate (opportunity to include lived experience in developing meaningful measures)

2027+

Long term:

- Continued lived experience involvement as part of decision making and planning of future social housing initiatives
- Determine opportunities to influence related policies



Creating the first new social housing in Ilfracombe for many years. The aim is to **improve the living environment** to achieve better social, physical and mental health outcomes for all tenants.

Housing Landlords Charter

2025

- Outline aims and opportunities for a Charter, including existing and emerging legislation opportunities
- Created draft 'I will statements' for tenants and Landlords
- Discussed support for Landlords
- Invited Letting agencies to begin to build in a new perspective
- 361 Energy submitted a funding bid to support Landlord/letting agency engagement

2026

- 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)

What next?

Short term:

- Continue housing group in 2026, involving more Landlords and Letting agencies
- Set out timeline for delivery of Charter
- Define NDDC policies that can be changed to promote voluntary adoption of charter
- Include emerging consumer/regulatory standards

Medium term:

- Determine who could award and enforce Charter
- Determine a package of support available to tenants and landlords
- Reference current/emerging legislation
- Landlord Engagement plan to communicate benefits of signing Charter
- wider public consultation
- Present to Council housing committees for adoption

Long term:

- Finalise Charter
- Create easy read versions
- Signup Landlords and letting agencies

Adult education and Employment

Name	Accountable	Responsible (for delivery)	Lead organisation	Progress	Status
Adult education courses and employment support	Keir Duffin	Steve Rogers / Jody Le Bredonchel / Tony George	One Ilfracombe	In-progress	On track
Adult education 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 now holds funding for 19+ education (incl. Learn Devon); jobcentre local plan will review skills gap to inform delivery plan (Ilfracombe work and skills group will have the 2026 programme agreed by the end of June 2026 – Keir will share more information once finalised Employemnt support - Employment hub now situated in Ilfracombe library - DWP outreach at the Candar is still monthly as the jobcentre do not have resources to extend at present - Youth employment hub resource ring fenced 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.					

Want to still be involved in adult education and employment?

One Ilfracombe are leading this work and report to the One Ilfracombe work and skills group.
Please contact mary.midson@northdevon.gov.uk to be added to the stakeholders list.

Adult education and Employment

The PTC working group included the Academy, Junior school, DWP and Community Commissioners, Petroc, Learn Devon, the Town Council and One Ilfracombe.

2025 - PTC housing group and One ilfracombe work and skills group

Courses

- A **connection was made with the One Ilfracombe work and skills group to share insights**. This W&S group enabled a local employment hub, engaged with businesses to increase skills development opportunities and organised a jobs fair in Feb 2026
- **Adult education courses** delivered by Petroc (now North Devon College) and Learn Devon were held in Ilfracombe’s junior school (Maths and English for parents and carers) and Academy (Art and Design and Woodwork skills), making access for parents easier. This is the first time in 20 years that free adult learning courses have been held in the Academy.
- The Library and DCC employment hub offered to **support people to sign up if unable to access online**
- A letter of support for a **transport bid** to improve access to offsite courses

DWP Jobcentre

- DWP **outreach service connected with the DCC employment hub**
- DWP outreach at the Candar is still monthly as the jobcentre do not have resources to extend at present.

Employment

- We worked with the DCC employment hub to **support individuals to access courses**

2026 - All work is now led by the One Ilfracombe work and skills group and partners

- One Ilfracombe have recruited a community officer to support **ongoing community engagement**
- **North Devon College involvement** (fna Petroc) recruited a Director of Adult Learning in April 2026 - 'We are very keen to be involved in the work in Ilfracombe and in North Devon more widely.'
- **Learn Devon have recruited new tutors** in the North and will begin to explore the Skills Gaps identified in the work of the Poverty Truth Commission. They have delivered tailored learning short courses for 19+yrs, and potentially have the availability to plan and deliver in Ilfracombe over the next few months.
- The Work & skills pilot group discussed ways to **improve marketing & take up of courses** on offer as some have not had any referrals.
- Devon County Council agreed to **continued support** for the 2026/27 skills, training and sector development programme in Ilfracombe
- DWP now holds funding for 19+ education (incl. Learn Devon) and has **resources ring fenced for a youth employment hub**; DWP are able to provide **info to childcare support** to improve access; jobcentre local plan will **review skills gap to inform delivery plan**
- Together Drug and Alcohol **Individualised Placement Support** - 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.
- Ilfracombe Junior School - No new courses booked at Ilfracombe Junior School. There wasn’t interest shown in the last offering from PETROC (AI & Nutrition). We thought childcare during the day was a good reason to host it here but that might not be such a barrier. It might also be that what happens at Ilfracombe Academy is enough.
- Ilfracombe Academy - Woodwork and Art classes starting again after Easter. This will be the 3rd round of courses this academic year. Tried to get a cookery course up and running but recruitment has been challenging

What next for One Ilfracombe work and skills group?

Short term:

- One Ilfracombe to produce communications plan - Wider engagement work with the community about what, when, where etc. and promotion will be delivered in 2026 as part of the ongoing programme
- Build lived experience involvement into the One Ilfracombe work and skills group

Medium term:

- Enable courses to continue and develop
- Course providers and DWP must work together to build on any successes and understand the barriers that stop people accessing these opportunities to help reduce any fears or concerns and increase access
- Gather feedback (access, experience and outcomes) to build understanding of how attendees can be best supported to progress their learning
- Connect with emerging Ilfracombe campus model to improve access

Long term:

- An established, ‘supported learning programme’ in Ilfracombe



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Adult education and Employment

Ilfracombe Jobs & Careers Fair Roundtable roundup

“What are the most important actions that this group should take in the next six months to improve pathways into work for local people?” - Key points

- Accountable & named individuals to coordinate the different strands of the work.
- Understand the barriers to support - access to childcare, childcare locations, childcare providers, funding and coordination. Transport restrictions, remote or in-person support offer.
- Consistent communication and engagement with community, not just via Facebook.
- What is the goal of the support offer for participants, what is the follow up? Do learners go onto more training?
- Need to have a physical presence, permanent venue.

“Which elements of the support delivered so far need to be redesigned to be effective moving forward?”- Key points

- Mapping & pathway design for courses, create an end-to-end provision with other partners (DWP courses)
- Need a more formalised partnership agreement to identify roles and relationships, partnership agreement in places means that procedures should continue even if individuals leave.
- Bring in colleges & other training providers. Get buy-in from those involved moving forward.
- Community engagement, standardised comms for clear communication through multiple avenues.

“How could we encourage more employers & potential learners on board and invested in the longer-term workforce development journey?” - Key points

- Someone to take the lead and coordinate relationships (One Ilfracombe?)
- Target different businesses, work out the minimum a business needs, how long would they need a person, what is the minimum requirements an employer would need to take someone on for work experience?
- Identify an end point for learners, and for employers, what skills does an employer need, can we deliver this? Delivery of accreditations, qualifications.
- Standardise the pathways for learners, where do you go from here? How long will it take? Need to manage a learner's expectations.

Ilfracombe skills, training and sector development programme (One Ilfracombe)

- 72 participants have sought careers or employment advice from the employemnt hub
- 199 participants have undertaken basic skills and training
- 8 people employed / self-employment
- 6 work experience placements
- 42 undertaken volunteering
- 251 attended job fair with 40 employer stands (February 2026)

Humanise

Name	Accountable	Responsible (for delivery)	Lead organisation	Progress	Status
Quality improvement (QI) proposal for the Ilfracombe centre	Laura Donovan	Laura Donovan	Ilfracombe Town Council	In-progress	On track
- Cllrs have allocated a small budget for changes to the Ilfracombe centre in 2026 - Scope of works being defined by Town Council - Additional engagement: Customer service feedback survey (co-designed questions) to be issued in June 2026 from front desk					
Quality improvements (QI) - Wellbeing hub (Wellbeing Wednesday)	Steve Seatherton	Mary Midson	One Ilfracombe	In-progress	On track
- Social prescriber link workers are there for 2.5hrs each session to support, share information signpost during the session - Services are invited to engage with the group (e.g. Energy 361) - Police Community Support officer attends monthly - Further engagement required					
Team around a person approach (TAP)	Andrea Beacham	Simon Rapsey	RDUHT	In-progress	On track
- 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.					
Population health management tool (Poverty inclusive)	Ginny Snaith	Andrea Beacham	RDUHT / ICB	In-progress	At risk
- 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	Ginny Snaith	Amber Canham	ICB / RDUHT	In-progress	At risk
- 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	Tbc	Amber Canham	RDUHT	In-progress	On track
- Shared with civic and community commissioners for consultation - received extensive feedback around language, prompts and accessibility - These changes have now been incorporated, and the resource is in its finalisation stage before wider availability.					

Humanise

Embedding of IPTC Principles and Standards across the system

Name	Accountable	Responsible (for delivery)	Lead organisation	Progress	Status
Humanise principles	Tbc	Richard Merrifield	Public Health Devon	In-progress	At risk
Devon Public Health have: • Taken principles to strategic commissioning hub (ICB) • Included principles in direct award contract for 2027/28 Drug and alcohol services (Wave3) 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 Opportunity/Action - for all partner organisations to present the principles (along with the understanding poverty video) to their boards (Action - Rich M to share with Ken)					

Update	Proposed timeline (start/end date)
Presentation developed for Ken Miles to take to District Leaders. Ken is taking this to the District Leads (next meeting June 2026).	Jun 2026
Richard speaking with Justin Bennett Head of Procurement at DCC in May. His view is that a project-by-project basis would need to be taken and that there will be cases where the principles and standards should be considered as part of opportunities to demonstrate social value. To follow up in Nov 2026 (as all focus is being diverted to local government reorganisation at present which means a review of DCC procurement processes to identify how best to ensure this becomes routine will take some time).	Nov 2026
DMHA agreed to share evidence of how they achieve the IPTC Principles and Standards - including the impact its having, which, if any, standards are a challenge and feedback on a Trustpilot style customer service questions created.	Jun 2026
Once DMHA responses received, plan to reconnect with system commissioners and providers, previously surveyed, to showcase the principles and standards and have conversations with the network to learn what organisations will adopt and/or what barriers remain to adopting the principles and standards.	August/Sept 2026
Richard M presenting to DCC Public Health, Communities and Trading Standards colleagues a presentation on my experience of the IPTC more broadly and whats been achieved to date.	17th June 2026
Waythrough have signed up to the contract to deliver drug and alcohol treatment services for adults from 2027/28 and the revised service specification includes a requirement to capture service user data that demonstrates adherence to the IPTC Principles and Standards. Aim to confirm the measures with the Area Manager before the end of December 2026	Dec 2026

Humanise Ilfracombe Campus

Incl. Humanise charter and ‘No, but’ approach

Ilfracombe Campus (A local care model)

Vision - A connected Ilfracombe where every door leads to help and no one reaches a dead end

Purpose - To strip away the "mental load" and shame of navigating a fragmented system, replacing it with a single, protective community net where dignity is a non-negotiable

- Objectives**
- (Campus) Create an integrated network of support for Ilfracombe, that also connects to wider Neighbourhood services, in which services work together in a co-ordinated way to serve a people experiencing poverty.
 - ('No, but..' alternative offers) Replace ‘not our problem’ with a shared ‘No Wrong Door’ approach that offers warm handovers and connection to meaningful alternative support

Approach - Organised and delivered with people experiencing poverty at the centre

- Co-production to date**
- Community Commissioners prioritised products (April 2026)
 - Public sector partners met to hear about the campus concepts and discuss next steps (May 2026)
 - 1-2-1 meetings with Voluntary sector organisations in Ilfracombe (ongoing)
 - Planning a workshop for Aug/Sept to bring Ilfracombe campus and Integrated care pathway partners together

Want to be involved in Campus development?

Email philip.harris@devonmind.com

Name	Accountable	Responsible (for delivery)	Lead organisation	Progress	Status
Campus model (incl. Humanise charter and 'No,but' alternative offers)	Tbc	Phil Harris /James Lander	RDUH/DMHA	In-progress	On track
Project documents	In Progress	Draft logic model and delivery timeline created			
Humanise Charter	In Progress	Draft charter created. Needs to be finalised and signed by members.			
Warm Welcome	Not Started	Alm to co-design process and resources for staff			
‘No, but...’ referrals (process/data/privacy)	In Progress	Creating referral process for mental health patients, discussing Data sharing and privacy governance. DPT has implemented a revised internal referral approach within core mental health services. Referral guidance for GPs (not yet formalised or adopted)			
Initial assessment (conversation)	Not Started	Aim to create guidance and resources for initial 'what matters' conversation and 'flourishing' assesment			
Directory and Map	In Progress	Draft directory in development			
Clear signage	Not Started	Aim to create signage for town (alongside map and directory)			
Peer support navigators	In Progress	Encompass successful ‘Awards for all’ bid (May 2026), recruited volunteer manager (June 2026)			
Crisis support	In Progress	Mapping crisis support (part of directory)			
Accessible information (print & digital)	Not Started	Aim to map and request (if missing)			
Staff training & support	In Progress	Need to finalise exisiting PTC staff resources, aim is to create a training package			
Pop-up integrated events (could have)	Done	‘Live Longer Better’ event (May 2026). Intention for more RDUH-led events			
Outreach services (could have)	In Progress	Request outreach services if missing (DWP Jobcentre extension requested)			
Performance measures	In Progress	Logic model to be shared with partners for input and agreement			
Drop-in advice spaces (should have)	Not Started	Alm to identify/create place for ‘drop-in’ advice			
Integrated care pathways (ICP)	In Progress	Northern Mental Health Partnerhsip (One Northern Devon) co-creating Integrated mental health referral process. Exploring software options to support triage and referral.			

Other

Name	Accountable	Responsible (for delivery)	Lead organisation	Progress	Status
Cultural bids (aligned with Poverty Truth values)	Steve Seatherton	Charmain Lovett	One Ilfracombe	Done	n/a
- Creative people and places (Arts Council England bid) - - UK town of culture - Shortlisting has been pushed back to end of July 2026					
Comms plan for Royal Devon NHS Trust (RDUH)	Tbc	Sarah Delbridge	RDUHT	In-progress	
- Draft comms plan created by RDUH Comms manager to bring consistency and clarity to what we present externally so the objectives of PTC are well understood and supported. - Draft plan to be shared with Commissioners for feedback (June 2026) - Create press pack (with PTN support)					

Ripple effects: Public pledges

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'	Royal Devon NHS Trust creating a business case for integrated health hub in Ilfracombe
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 (quarterley) 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	Has written to, and received a reply from, the minister of Communities challenging the 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	Now a member of the Campus development group
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' .	Devon County Council and North Devon District Council engaged Community Commissioners to gather feedback on the crisis and resilience fund and Council funded services (Navigate, Encompass and Citizens Advice Bureau). Facilitators requested they move from enagagment to co-design (June 2026) - Simon to provide report on changes made (you said, we did, the difference it made)
Jody Le Bredonchel	Headmaster	Ilfracombe Junior School	Drive a focus on young people (and their families) experiencing poverty through the Ilfracombe Futures Forum	One Ilfracombe 'Ilfracombe futures' group are leading on Youth work - Youth club been setup in slade. DWP have ringfenced funding for youth employment support
Tony George	JCP Partnership manager	Job Centre Plus (DWP)	Extend outreach service and Measure impact on customers	No reported progress
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	Initial converssation about mapping the social network (to show change in relationships as a result of the Ilfracombe campus)
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	Member of One Ilfracombe culture club - delivering skills course (with DCC and Learn Devon)
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 QI changes to the Ilfracombe centre, Invited James to present progress to Cllrs
Joey Lester (previously 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 - but Anti-social behaviour is now part of the One Ilfracombe town team focus
Marie Gould	CEO	North Devon Council for Voluntary Services	Support listening to and involving the VCFSE sector	Lobbying and and advocating for Voice of the community, especially those we’ve lived experience at range of strategic representational platforms that I am involved in
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	Royal Devon NHS Trust, Combe Coastal GP and One Ilfracombe hosted an ‘live longer better’ integrated health and wellbeing event for over 60s (April 30th 2026)
Sabrina Maine-Blatherwick / Rebecca Brady	Digital and transformation lead / Wellbeing team manager	North Devon Coastal Primary Care Network (PCN) / Caen Medical centre	Adopt a 'No, but' (alternative offer) approach and improve the navigation of services; implement trauma/poverty informed training for staff and Share learning resources with staff; sign up to the humanise charter	Supporting campus ‘discovery phase’ - enabling social prescriber to share lived expereince
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)
Cate Blatherwick	Curriculum Coordinator	Learn Devon	Create more opportunities to support adults and young people (16-24) into education in Ilfracombe	Member of One Ilfracombe (work and skills group)

Ripple effects: (other changes connected to the IPTC)

Reported in Quarter 1

1. **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.
2. Royal Devon NHS Trust 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).
3. Royal Devon NHS Trust Board - PTC video shared resulting in a 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
4. 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.
5. 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.
6. 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**.

Reported in Quarter 2

1. South Devon (Exmouth) are **exploring the potential of hosting a PTC in South Devon**. The PTN and IPTC facilitators were asked to support that conversion on 15th May 2026
2. PTC has given NHS Devon (Integrated Care Board) legitimacy about having conversations away from finance and process, including inequalities and inclusion. It has **changed the way people are having conversations at a senior level - 'the possibility line has shifted'** (May 2026)
3. Royal Devon NHS Trust have created a **communication plan for the Commission** to bring consistency and clarity to what we present externally so the objectives of PTC are well understood and supported.
4. DPT **decision to ensure community mental health services remain in Ilfracombe** (Civic leader request) - there was a risk they could be removed altogether as part of finding a more suitable location.
5. DPT **mental health support for homeless people** created
6. DPT board reset **vision to include health inequalities and agreed to measure outcomes**, along current productivity measures, for the value perceived by service users
7. Some Community Commissioners are signposting and navigating (**peer support**)
8. **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'. Fund launched in North Devon April 2026; with additional heating fuel element. Insight/co-design session planned with PTC focus 19 June 2026 – Ilfracombe Town Hall. Crisis and resilience fund engagement via One Ilfracombe (Devon County Council and North Devon District Council) - updated the website copy to give more information as to potential entitlement, and required evidence. Ordered a freephone number for our out of hours service to run alongside the already published number.
9. Citizens Advice Bureau have become better at listening ('they have been fantastic at giving me advice to prevent homelessness since a section 21 eviction notice was served to me')
10. **Cultural truth Commission** has been setup to centre the voice of lived experience in the work connected to the Northern Devon cultural plan (Alison Mills)

Sharing our learning, progress and promoting the poverty truth values

1. DPT all staff video presentation (Sonja) in November 2025
2. Press releases include North Devon Gazette,
3. Featured on BBC Spotlight, BBC News & BBC Radio Devon in March 2026
4. Presented to boards of organisations and partnerships (Mental Health, Secondary Health, Local authorities, Local Care partnership)
5. Panel member for the faculty of Public Health's Poverty and Health: The Role of Primary Care
6. Devon Health Inequalities Symposium: Community as Medicine Involvement
7. Poverty Truth Network featured Ilfracombe as an example of 'embedding a Commission'
8. DPT Board (May 2026) - are keen to think about how we test campus/humanise with the local DPT teams
9. NDF-OND joint board (June 2026) - requested themes groups to consider how deprived populations access, experience and outcomes of work related to their theme groups.

Staying connected to the national Poverty Truth Network



In May, Phil and James attended the national poverty truth facilitators gathering. Below is an excerpt from the Poverty Truth Network for their newsletter.

Throughout the two days, we spent time reflecting on the different phases of a Commission journey. Every Poverty Truth Commission is shaped by its own place, people and relationships, but there were also so many shared experiences across the room. Facilitators spoke honestly about the complexities they are navigating locally, the challenges Commissions are currently grappling with, and the care they hold for the people involved in the work.

What stood out most to me was just how deeply Facilitators care about their Commissions and Commissioners. This is deeply relational work. It cannot be rushed and it is not always straightforward. Again and again, conversations returned to the importance of trust, listening well, creating safe spaces for difficult conversations, and walking alongside people through moments that can be challenging, hopeful and transformative all at once.

There was also a strong sense that bringing people together in this way really matters. Facilitation teams spoke about the value of having space to reflect openly with others who understand the work; to realise they are not alone in some of the challenges they are facing, to share practical learning, and to encourage one another. One of the things that emerged most clearly across the gathering was a desire for more opportunities for connection between Facilitation teams across the Network. Creating spaces for shared learning, support and relationship-building feels increasingly important, and it is something we will continue exploring.

I came away from the gathering feeling incredibly encouraged because of the honesty, compassion and commitment in the room. The gathering felt like a reminder that the Poverty Truth Network has always been rooted in people meeting as people, learning alongside one another, and continuing to imagine and build a bigger us together.

