

The journey so far...

Design Phases

Challenge

Discover

Define

Problem
Definition

Develop

Deliver

Outcomes

What we have been / are doing

To support positive working relationships, we made:

- Group agreement
- Commissioner bios (getting to know each other slowly)

As part of our **discovery phase, we developed a shared understanding, and created:**

- Our vision
- Community Commissioner timelines (Lived experience of poverty)
- Civic Commissioner organisations (barriers, duties)

We decided on 4 priority themes

Early / proactive intervention

Humanise services

Adult education, training and
employment

Housing

Based on all the previous discussions

We **defined** a set of 'design challenges' and 'problem statements'.

We are currently moving from 'problems' to possibilities':

- Problem mapping - to understand the systemic causes of the problems identified
- Creating sets of *principles and standards* that represent 'what we want' to see which may address the issue or one of the causes of the issue
- Aligning our emerging ideas with 'what we want' and co-developing how our initiatives will achieve this.
- **Developing** our ideas together so that we can **deliver** change

The following newsletter gives an update of what we have been doing within our themed working groups during the last meetings

Humanise services

A set of principles for 'humanising' services have been created based on the Commission's prior work. These considered both the problems and the causes of the problem experienced by Community Commissioners.

Using these principles as a guide, we began to create a set of 'standards', setting out how we would like to see services improved and commissioned. The aim is for this work to inform the generation of ideas to create tangible service improvements within Civic Commissioner organisations.



To help us create bronze, silver and gold standards. We considered the following questions:

- What does/did good look like?
- How would we know if an organisation is delivering it?
- What could've been done differently that would have made it better? (If recounting a negative experience)

These standards will be able to be used as a self-assessment tool for civic leaders so they can score their services against the principles set out by the Commission.

Whilst the purpose of the first half of the Commission was to slow down and take time to listen and understand before jumping to ideas.

We are now asking all Commissioners to bring ideas for change to the table. Please can all Civic Commissioners think about how these principles and standards could apply to your specific area of work (within your power to change) so that you are able, with the support of Commissioners, create positive change within your organisation.

Please click link to view the [principles and blank standards template](#).



Emerging 'humanise' ideas (possibilities)...

Digital solution(s)

Change in training regime

Info board (Town Council window)

Mystery shopper

'what next?' if I don't tick the boxes (not the end of support)

'Your story' - a consented story capture and share tool (trauma informed approach)

Workforce wellbeing (as part of performance management)

End 'buzzword' - keywords

Commissioning 'what Communities want' - a new tender scoring system (Bronze, Silver, Gold standards) - Richard M (Addiction services)

Involvement and Engagement Framework (DCC Public Health) - Rich M / Rich T:
Understand how best to 'involve lived experience' in governance / service design - incl. staff, leaders, service users (ethical, governance, operational, regulatory, equality)

Extended service hours that suit need - few hours everyday is better than all day for 1 or 2 days. Something like the Moorings.

Co-design short, medium & long-term plans

One door policy - somewhere to go in Ilfracombe for triage (MH)

Single point of contact
'One stop shop'

Staff training (co-developed, Poverty and staff compassion fatigue informed)

Staff training - increase knowledge of services/referral processes (MECC)

Simulating lived experience of service user (mini version of PTC)

Early/Proactive intervention

Our next working group meeting: May 22nd 2025

Steps taken so far...

- Problem mapping – to understand the current situation
- Initial idea generation

Emerging 'early intervention' ideas (possibilities)...

Flexible child school attendance (i.e. shorter days to suit child's needs)

Support for parents - Parent led workshops

Open conversations with the community
How do we help each other

'Thrive time' Community One Stop shop
A place to go for guidance and help . In-person welcome Team and providers -
multisector services present

Staff training / staff induction - incl. Lived experience

Next steps...

- Map all the potential *intervention points*, based on the lived experience shared, across the lifespan of a person/people experiencing poverty
- Agree 'what we want' – Create a set of principles and *intervention standards* (bronze, silver, gold)
- Continue to build on and align emerging ideas with 'what we want' and co-develop our ideas of how we will achieve this.

Housing

Our next working group meeting: June 5th 2025

The 'housing' projects we are working on....

Good Landlord Charter

- Aims to raise standards in the rental sector. It encourages landlords to go beyond the minimum legal requirements, offering guidance and support for those wanting to improve their practices.
- The charter could also provide ethical landlords with an endorsement that can attract good tenants and build confidence in their services.

Healthy Homes Ilfracombe

- Co-design new social housing in Ilfracombe, helping to redevelop pre-existing houses of multiple occupancy and empty buildings.
- Create quality, comfortable, secure, safer homes for local people.

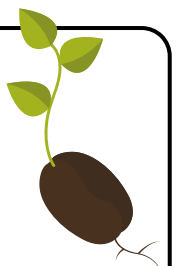
Steps taken so far...

- Problem mapping - to understand the current housing situation
- Initial ideas for design
- Civic Commissioner, Ken, arranged a site visit with a housing officer to show us around two properties recently acquired by the District Council.

A seed of change

'We would never normally be involving people with lived experience of poverty in the design of this social housing project if it was not for the Ilfracombe Poverty Truth Commission.'

Ken Miles (Civic Commissioner & Chief Executive for North Devon District Council)





Adult education, training and employment

Our next working group meeting: June 5th 2025

Steps taken so far...

- Problem mapping – to understand the current situation
- Initial idea generation

Emerging 'early intervention' ideas (possibilities)...

One stop shop (part of) - somewhere they can get advice for education/training/work

Host adult learning sessions (e.g. Petroc) at venues in Ilfracombe (e.g. schools)

Next steps...

- Continue problem mapping and idea generation
- Agree 'what we want' – Create a set of *principles and standards* (bronze, silver, gold)
- Continue to build on and align emerging ideas with 'what we want' and co-develop our ideas of how we will achieve this.

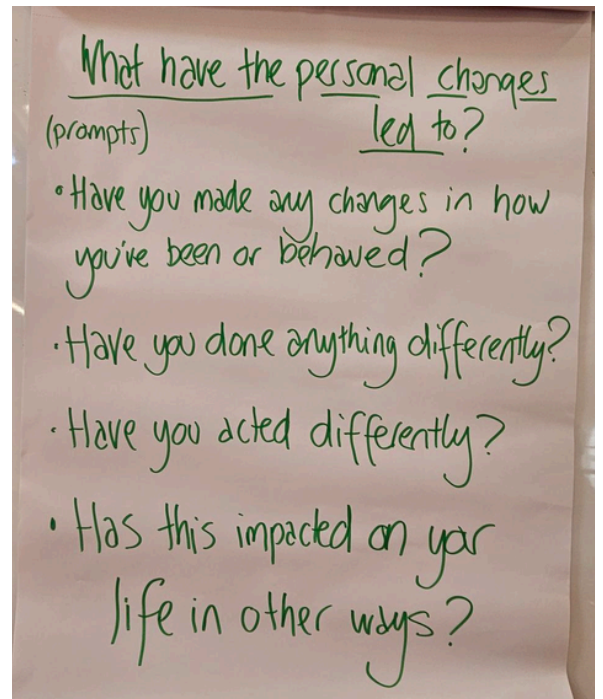
Capturing change



This session reflection was a 'ripples' mapping workshop, where commissioners worked together to map some personal changes that have taken place because of their involvement in the Poverty Truth Commission.

Based on an evaluation method shared with us by the Poverty Truth Network, this mapping helps us reflect on our changes, however small, meaning we can begin to 'embed' or fix our changes and impacts as they happen. Over the coming months, **we will build on these personal changes to map community, organisational, policy and cultural change.**

Both Civic and Community Commissioners have increased in confidence, some to feel a 'greater courage of my convictions' or to feel more 'fired up' to create change, or to be more able to speak out or support others. Commissioners have increased knowledge of poverty and of services, felt they have better listening skills, and have built new relationships that enable them to see their services and community 'through a new lens'. One Community Commissioner said: 'I've started to learn that everyone is fighting a battle you can't see so it's better just to be kind'.



Calendar of remaining gatherings

All gathering are 1000–1330, every other Thursday, (please arrive before 1000 so we can't start on time) at the Lantern Community Hall, Ilfracombe.

As we are now concentrating all remaining sessions on creating projects based on the ideas for change we generate, we have split the remaining sessions to focus on two themes per session (as it is not possible to work effectively on all four themes during one session).

Please can:

- **ALL Commissioners attend the humanise and early intervention sessions – these dates are displayed in GREEN.**
- **Commissioners that want to focus on housing OR early intervention (If you do not wish to feed into these themes then you do not need to attend) – these dates are in ORANGE**

May	June		July			Aug	
Thursday, May 22, 2025	Thursday, June 5, 2025	Thursday, June 19, 2025	Thursday, July 3, 2025	Thursday, July 17, 2025	Thursday, July 31, 2025	Thursday, August 14, 2025	Thursday, August 28, 2025
Humanise / Early intervention (all commissioners)	Housing / Adult training & employment (optional)	Humanise / Early intervention (all commissioners)	Housing / Adult training & employment (optional)	Humanise / Early intervention (all commissioners)	Housing / Adult training & employment (optional)	Humanise / Early intervention (all commissioners)	Housing / Adult training & employment (optional)

Sept		October		Nov	Dec
Thursday, September 11, 2025	Thursday, September 25, 2025	Thursday, October 9, 2025	Thursday, October 23, 2025	n/a	Thursday, December 4, 2025
Humanise / Early intervention (all commissioners)	Housing / Adult training & employment (optional)	Humanise / Early intervention (all commissioners)	Housing / Adult training & employment (optional)	No meetings	Celebration event (all Commissioners)

Celebration event – Thursday Dec 4th 2025. Please can ALL Commissioners 'save the date' in your diaries. This will be an event to celebrate the learning and progress of the Commission and discuss how we can embed and continue work in the area with wider stakeholders from across Devon and Ilfracombe.

Notices

Files for meetings

Visit the [PTI meetings webpage](#) to view the files for the all sessions

Free emotional support for all Commissioners (Civic and Community)

- Devon Mental Health Alliance (Phil Hariss) runs a mental health drop-in at the salvation Army 1000-1330 every Friday
- Cindy is still available to take calls after the group session between 4-5pm. If anyone can't make that time but still wants to talk, please email Cindy or text her and she may be able to take a call on an alternative day/time. You can call Cindy on 07305 006523 and email at cindy.dale@improvinglivesplymouth.org.uk.