



Actions from the One Ilfracombe Closing the Gap Meeting held on Wednesday 3 June

Present:	Cllr Sara Wilson	Devon County Councillor for Ilfracombe
	James Lander	Royal Devon University Healthcare NHS Foundation Trust
	Kier Duffin	Devon County Council
	Nina Lake	North Devon Council
	Steve Seatherton	North Devon Council
	Cllr Teresa Elliott	Councillor for Ilfracombe Town Council

- **Action Log Review and Updates:** The group, led by Cllr Wilson and James, systematically reviewed the action log, confirming completed items, identifying pending actions, and assigning responsibilities, with Steve, Nina, and other members providing updates or noting dependencies.
 - **Project Management Software:** James confirmed that the group has adopted monday.com for project management, with Steve responsible for converting themed groups into the platform and ensuring access for all relevant members.
 - **Project Lead and Population Data:** James reported that lead names and target populations have been added to the theme packs and sent to Steve, fulfilling the action item.
 - **Program Infographic and Reporting Template:** The programme infographic is pending Steve's finalisation of the pack, and a draft project reporting template has been submitted but awaits Steve's approval.
 - **Baseline Data Collection:** The group agreed to discuss baseline data requirements in detail at the next meeting, with project leads expected to identify necessary data as part of their updates.
 - **Document Distribution and Accessibility:** A temporary web page has been created for sharing documents, and a shared action log is available on Google Drive, though edit access for the new chair is still being arranged.
- **Project and Partnership Updates:** Steve, James, Keir, and other members provided updates on key projects including Belle's Place, the Link Centre, the campus model, and public sector estate initiatives, highlighting progress, challenges, and next steps.
 - **Belle's Place Funding and Sustainability:** Steve outlined ongoing challenges with Belle's Place, including funding continuity, suitability of premises, and differing expectations among funders, and committed to organising a meeting with all stakeholders before the summer holidays to address long-term sustainability.
 - **Link Centre Renovation and Collaboration:** Steve reported that Devon County Council has agreed to maintain and renovate the Link Centre, and discussions are underway with the Town Council and other centres to explore collaborative service delivery and future use of the building.
 - **Campus Model Development:** James described the development of the Ilfracombe Campus and other alternative offer concepts, emphasising the



current exploratory phase, stakeholder engagement, and plans for a co-production group in quarter three.

- **Public Sector Estate Business Case:** Keir provided an update on the public sector co-location review, noting that the business case for Ilfracombe is nearly complete, with plans to finalise and share it with the group and progress to a second stage proposal by September.
- **Live Project Streams and Measurement:** The group discussed ongoing live projects, with Steve and James highlighting the importance of outcome measurement, data collection, and the integration of feedback mechanisms, particularly for wellbeing services and the campus model.
 - **Wellbeing Services Contract Renewal:** Steve shared that the Wellbeing Services Contract in Ilfracombe and South Molton is up for renewal, with positive initial feedback from the PCN and plans to present data and outcomes to support the extension.
 - **Outcome Measurement Tools:** The team uses the Joy app, integrated with System One, to log interventions and collect detailed statistics, enabling the group to measure service impact and access relevant data for reporting.
 - **Baseline Data and KPIs:** The group agreed to focus the next meeting on baseline data and KPIs, with members asked to prepare thoughts and information in advance to facilitate a productive discussion.
- **Minor Injuries Communication and Access Issues:** Cllr Elliott raised concerns about unclear public messaging regarding minor injuries services, leading to confusion among residents, and James committed to connecting Cllr Elliott with the Communications Team to address the issue.
 - **Public Messaging Concerns:** Cllr Elliott described mixed messages from the Trust about where to seek care for minor injuries, noting recent changes in communication and the resulting confusion for patients.
 - **Action to Improve Clarity:** James offered to connect Cllr Elliott directly with the Communications Team so she could share examples of unclear messaging and advocate for clearer guidance for the public.
- **Cross-Cutting Themes and Governance:** James, Steve, and Cllr Wilson discussed the integration of the Poverty Truth Commission into One Ilfracombe, ongoing work to clarify governance and project management, and updates on anti-social behaviour initiatives.
 - **Poverty Truth Commission Integration:** The Poverty Truth Commission is now embedded within One Ilfracombe, with quarterly meetings and ongoing efforts to formalise their role in governance and project management.
 - **Anti-Social Behaviour Coordination:** The Town Regeneration Theme Team has taken the lead on anti-social behaviour, with Laura coordinating day-to-day issues with the police and ongoing discussions about efficient cross-agency collaboration.
- **Administrative Items and Next Steps:** Cllr Wilson addressed practical matters such as meeting scheduling, the need for a risk register, and plans to poll members for preferred meeting times, with James and Steve confirming integration of risk management into project processes.



- **Meeting Scheduling:** The group agreed to poll members about preferred meeting dates and times to accommodate those who may have scheduling conflicts.
- **Risk Register Development:** James and Steve confirmed that risk registers and other project management tools will be integrated into monday.com for standardised reporting and transparency.



Actions

- **Meeting Invitation List:** Remove Charmain from the meeting invite as she is no longer needed for this group. (Isobel)
- **Action Log Access:** Ensure the new chair has edit rights to the shared action log, possibly by moving it into the appropriate scheme. (James)
- **Action Log Access:** Share the links to the action log and relevant documents via email to ensure ongoing access for all members. (James)
- **Baseline Data Requirements:** Add a specific agenda item for the next meeting to discuss and define the baseline data required for project reporting and submission to the board. (Cllr Wilson)
- **Project Dashboard Development:** Develop a project dashboard to track progress across all work streams, ensuring it is integrated with other project management tools. (Diana, Steve)
- **GP Involvement in Health and Justice Pilot:** Review the recent email from Sabrina at the GP surgery regarding GP involvement in the Health and Justice Pilot and provide an update to the group. (Phil)
- **Bell's Place Sustainability Meeting:** Arrange and facilitate a meeting with all relevant funders and stakeholders to discuss the long-term sustainability and partnership options for Belle's Place before the summer holidays. (Steve Seatherton)
- **Campus Model Stakeholder Engagement:** Supply the group with a list of current and prospective stakeholders engaged in the campus model and identify any gaps in representation. (James)
- **Public Sector Estate Business Case:** Share the finalised business case for the Ilford Green Public Sector Co-location project with the group once completed. (Keir)