



Actions from the One Ilfracombe Closing the Gap Meeting held on Wednesday 8 July 2026

Present:	Cllr Sara Wilson	Devon County Councillor for Ilfracombe
	Cathryn Hewitt James Lander	Devon County Council Royal Devon University Healthcare NHS Foundation Trust
	Nina Lake Phil Harris Dr Sarah Williams Steve Seatherton Cllr Teresa Elliott	North Devon Council Devon Mind Combe Costal Practice One Ilfracombe Councillor for Ilfracombe Town Council

- **Reporting Consistency and Templates:** Cllr Wilson, James, Steve, Nina, and Cathryn Hewitt discussed the need for a consistent and light-touch reporting template, with Steve agreeing to draft a proposal for group feedback before the next meeting.
 - **Current Reporting Challenges:** Steve highlighted that being involved in multiple theme groups leads to excessive time spent on reporting, which detracts from delivery, and suggested the need for a more streamlined approach.
 - **Existing Practices:** James described using monday.com dashboards for reporting, providing a simple overview with status indicators and bullet-point updates, which Nina supported as a clear and tangible method.
 - **Template Development Action:** Steve committed to drafting a reporting template that balances detail and manageability, aiming for consistency across groups, and will circulate it for feedback before the next meeting.
 - **Submission Timing:** Cllr Wilson requested that, where possible, reports be submitted in advance of meetings to facilitate review and trial of the new template.
- **Belle's Place Funding and Sustainability Planning:** Steve, Dr. Sarah Williams, Neil, Cathryn Hewitt, Cllr Wilson, Nina, and Phil discussed recent funding agreements for Belle's Place, the need for mapping service provision, and succession planning as Carol considers stepping back in five years.
 - **Secured Funding:** Steve reported that Belle's Place will receive £5,000 each from Ilfracombe Town Council, North Devon Council, Devon County Council, and the NHS, which, combined with other grants, should cover operational costs.
 - **Service Mapping and Overlap:** The group agreed to map Belle's Place's services and identify overlaps with statutory agencies, aiming to clarify its unique role and avoid duplication.
 - **Succession and Continuity Planning:** Steve said that Carol has expressed her intention to step back within five years and is open to continuity planning,



prompting the group to consider long-term sustainability and potential transitions.

- **Community Role and Universal Access:** Sarah and Cathryn Hewitt emphasised the importance of Belle's Place as a universal, accessible space, cautioning against narrowing its remit too much and highlighting the need to maintain its welcoming environment.
- **Learning from Other Centres:** Phil suggested consulting Tracy and Zoe, who managed a similar transition at the Link Centre in Bideford, to inform future planning for Belle's Place.
- **Campus Model and Integrated Service Development:** James, Phil, and the group reviewed progress on the Campus Model, focusing on co-production with civic leaders and staff, risk management, and the development of integrated referral and support systems.
 - **Model Overview:** James outlined the Campus Model's vision for a 'no wrong door' approach, aiming to simplify access to support and reduce the mental burden on service users through integrated networks and improved referral processes.
 - **Co-Production and Stakeholder Engagement:** The team is gathering user and staff requirements for each product within the model, assigning responsibility and accountability to civic leaders and their staff for specific deliverables.
 - **Risk Management:** Phil has been maintaining a risk register, and the group discussed the importance of including risk reporting in dashboards to identify and mitigate challenges, especially as staff turnover can slow progress.
 - **Future Reporting Enhancements:** James plans to add delivery dates and status indicators for each product in future reports, enabling more targeted requests for support from the group.
- **Wellbeing Team Contract Renewal and Evaluation:** Steve, James, Sarah, Cathryn Hewitt, and Phil discussed ongoing negotiations for the PCN Wellbeing Team contract renewal, the need for robust evidence and evaluation, and the importance of demonstrating impact to secure future funding.
 - **Contract Status and Negotiations:** Steve explained that negotiations have begun with the PCN for a three-year renewal of the Wellbeing Team Contract, with a decision expected by Christmas to provide job security for staff.
 - **Demonstrating Impact:** The group acknowledged the need to present strong evidence of the Wellbeing Team's value, particularly to sceptical GPs, by collecting data, case studies, and possibly commissioning an external evaluation.
 - **Evaluation Plans:** Steve is considering commissioning Hannah McDonald for an independent evaluation, with Sarah offering to review or guide the evaluation, focusing on health inequalities and the team's broader impact.
 - **Referral Pathways:** Cathryn Hewitt highlighted the importance of tracking referrals from social prescribers to family hubs, suggesting this be included in the evaluation to capture the team's holistic community impact.



- **Stakeholder Engagement:** Phil and Sarah discussed the value of engaging the PCN board and other partners to understand their priorities and ensure the wellbeing team's work aligns with broader community needs.
- **Link Centre Building and Campus Integration:** Steve updated the group on Devon County Council's decision to retain the Link Centre building for community use, with next steps involving a meeting with the estates team to plan integration with the campus model.
 - **Building Status Update:** Devon County Council reversed its decision to sell the Link Centre, opting instead to keep it for community use and develop an implementation plan.
 - **Financial and Maintenance Concerns:** Steve raised concerns about the cost of necessary repairs and the expectation that local taxpayers fund the restoration of a neglected building.
 - **Next Steps and Integration:** A meeting with the Estates Team is scheduled to discuss how the Link Centre will fit into the Campus Model, with Cllr Wilson agreeing to attend and update project plans accordingly.
- **Data, Metrics, and Health Inequality Tracking:** James, Cathryn Hewitt, Sarah, and Cllr Elliott discussed ongoing efforts to improve data collection and analysis, including dashboards for health inequalities and tracking key metrics such as the free school meal gap.
 - **Population Health Data Initiatives:** James reported on regional efforts to develop dashboards for tracking health inequalities, with the aim of providing actionable data for the group's projects.
 - **Free School Meal Gap:** Cathryn Hewitt described a pilot project in Bideford to address the gap in outcomes for children on free school meals, with plans to expand to the Ilfracombe area and share data at the next meeting.
 - **Cross-Sector Data Collaboration:** The group discussed the potential for public health and other agencies to provide relevant data, with Sarah suggesting contacting Richard Blackwell from Health Innovation Southwest for expertise.
 - **Use of Metrics:** There was consensus on the need to select and monitor key metrics, such as service demand and access, to evaluate the impact of interventions and inform future planning.
- **Attendance and Reporting from Absent Partners:** Cllr Wilson, James, and Phil noted the repeated absence of Andrea and the need for representation from the partnerships team to provide updates on the health and justice pilot, with an action to ensure attendance at the next meeting.
 - **Attendance Issues:** Andrea has missed three consecutive meetings, prompting the group to request that one of the three partnerships team members attend future meetings to provide necessary updates.
- **Mental Health and Male Suicide Concerns:** Cllr Elliott's report, summarised by Cllr Wilson and James, raised concerns about a spike in male suicides in Ilfracombe, prompting discussion on how the Campus Model and local resources can address this issue.



- **Resource Directory Inclusion:** James suggested that the Campus Model's Directory should ensure resources for male mental health and suicide prevention are easily accessible, reflecting local priorities.

Actions

- **Report Template Development:** Create and circulate a draft report template for group feedback to achieve consistent and light-touch reporting across all theme groups. (Steve)
- **Attendance for Health and Justice Update:** Ensure attendance from one of the three partnership team members at the next meeting to provide context and updates on the health and justice pilot, due to repeated absence. (Cllr Wilson)
- **Belle's Place Needs Mapping:** Map out the needs and services provided by Belle's Place and clarify the scope of its offer, to inform long-term sustainability planning after the summer holidays. (Steve)
- **Contacts for Drop-In Centre Transition:** Share contact details for Tracy and Zoe in the chat to provide insights on lessons learned from the mental health drop-in transition in Bideford, relevant to Belle's Place planning. (Phil)
- **Link Centre Estates Meeting:** Attend the upcoming meeting with Devon County Council Estates team to discuss integration of the Link Centre into the campus model and agree next steps. (Cllr Wilson, Steve)
- **Update Monday Dashboard Actions:** Update the Monday dashboard to reflect the progress on the Link Centre, replacing previous actions with the estates team meeting and next steps. (Cllr Wilson)
- **Service Comms Progress Check:** Check in with Cllr Elliott regarding the progress of service communications and how it will be rolled out to the community. (Cllr Elliott)
- **Wellbeing Team Contract Evaluation:** Commission an evaluation of the wellbeing team contract, including case studies and evidence gathering, to support renewal negotiations with the PCN board. (Steve)
- **Add risk reporting to the Monday dashboard**
- Contact Richard Blackwell from Health Innovation Southwest for advice on cross-sector data collection (Sarah Williams)
- Include resources for male mental health and suicide prevention in the Campus Model's Directory to reflect local priorities (James).