



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
	Phil Harris	Devon Mind
	Cllr Teresa Elliott	Councillor for Ilfracombe Town Council

Meeting notes:

- **Review of Previous Meeting Actions and Updates:** Cllr Wilson led a review of previous meeting actions, including report template development, attendance for health and justice, Belle's Place mapping, drop-in centre contacts, Link Centre integration, dashboard updates, and service communications, with input from Phil, James, and Cllr Elliott on progress and outstanding issues.
 - **Report Template Development:** Steve was not present to discuss the development of the report template, so this action was deferred to the September meeting. The group acknowledged the need for a consistent reporting format across theme groups.
 - **Attendance for Health and Justice:** Andrea was unable to attend, raising ongoing concerns about attendance for Health and Justice updates. Cllr Wilson noted the importance of maintaining engagement and planned to follow up for future meetings.
 - **Belle's Place Needs Mapping:** The group agreed to refer to Steve's report for mapping Belle's Place needs and services, with the intention to inform long-term sustainability planning after the summer holidays.
 - **Drop-In Centre Transition Contacts:** Phil confirmed that contact details for Tracy and Zoe were shared in the previous meeting chat, and noted Tracy's upcoming role change, with Zoe remaining the Lead contact.
 - **Link Centre Integration and Dashboard Updates:** Cllr Wilson discussed the lack of a clear timeline for Link Centre renovation and integration into the campus model, with Cllr Elliott and James requesting clarification on campus integration and responsibility for running the centre. The dashboard was updated to reflect progress, and the group agreed to seek further information.
 - **Service Communications Progress:** Cllr Elliott raised concerns about unclear messaging from the Trust regarding Accident and Emergency and Maternity Services, particularly for vulnerable groups. The group agreed to connect Cllr Elliott with the Comms Team for feedback and clarification.
 - **Male Mental Health and Suicide Prevention Resources:** Cllr Elliott and Phil discussed the inclusion of male mental health and suicide prevention resources in the Campus Model Directory, with Phil taking responsibility to add this category.
- **Health and Justice Pilot and Kafka Brigade Update:** Phil provided an overview of the Health and Justice pilot, including the Kafka Brigade's 100-day sprint, challenges with



probation engagement, data sharing barriers, and the aim to improve health outcomes for those on probation, with input from James and Cllr Wilson on project management and future actions.

- **Kafka Brigade 100-Day Sprint:** Phil explained that the Kafka Brigade was launched to energise the Health and Justice pilot, bringing system leaders together for a 100-day sprint, with actions shared by participants and follow-up meetings scheduled at 50 and 100 days.
- **Project Aim and Scope:** The pilot aims to link those on probation with improved health outcomes, focusing on joined-up services and addressing systemic issues such as access and the 'no wrong door' approach, like the Poverty Truth Commission.
- **Data Sharing Barriers:** A major barrier has been data sharing between agencies, which took nine months to address. The original goal was to engage 50 probation participants, but only four have participated so far, leading to a shift in project vision.
- **Project Management and Actions:** James suggested inviting Simon, the Project Manager, to future meetings for more detailed updates. Phil committed to sharing learning from the Poverty Truth Commission to avoid duplication and support the pilot's progress.
- **Belle's Place Funding and Sustainability:** Cllr Wilson summarised Steve's report on Belle's Place, detailing recent funding secured from NHS and NDC, ongoing efforts to obtain additional contributions, a major funding application, and early-stage discussions on long-term sustainability, with Phil providing context on the Crisis and Resilience Fund and application process.
 - **Recent Funding Secured:** Belle's Place received £10,000 from the NHS and £5,000 from NDC, which was crucial given its precarious financial situation. Steve is working to secure an additional £5,000 from DCC and is in discussions with the police for further support.
 - **Crisis and Resilience Fund Application:** Steve submitted a £30,000 application to the Devon Community Foundation's Crisis and Resilience Fund, split between food, fuel, and community help. The outcome is pending, and the Social Prescribing Team is central to programme delivery.
 - **Long-Term Sustainability Planning:** Initial meetings have begun to address Belle's Place's financial sustainability, organisational and governance arrangements, and succession planning, with the intention to reconvene in early September.
 - **Crisis and Resilience Fund Context:** Phil explained the fund's structure, eligibility, and the importance of community-led resilience, noting the urgency of fund allocation and the undefined nature of resilience work. He advised interested groups to contact Marie from NDVS for further information.
- **Ilfracombe Campus and Poverty Truth Commission Update:** James provided a verbal update on the Ilfracombe Campus project, outlining the aim to bring together organisations, develop products like a directory and referral map, assign responsibility,



and gather feedback from staff and people with lived experience, with input from Phil and Cllr Elliott on challenges and actions.

- **Campus Model Overview:** The Ilfracombe Campus aims to unite organisations providing support, with products such as a directory and referral map to facilitate collaboration and access.
- **Responsibility and Accountability Assignment:** A process is underway to assign responsibility and accountability for each product, with working groups formed to gather requirements from staff and people with lived experience.
- **Risks and Mitigation:** Key risks include lack of budget, accountability, and potential disillusionment due to slow progress. The group is mitigating these by involving civic leaders and focusing on tangible deliverables.
- **Engagement with Bell's Place and Other Organisations:** James and Cllr Elliott ediscussed the challenges of engaging busy organisations like Belle's Place and Salvation Army, proposing direct conversations to understand referral processes and barriers, with James planning to consult Belle's Place in the process.
- **Maternity Services Closure and Health Inequality Impact:** Cllr Elliott led a discussion on the temporary closure of maternity services, highlighting the disproportionate impact on women in poverty, issues with communication, transport challenges, and the need for clear plans and support, with contributions from Cllr Wilson, James, and Phil on actions and information sharing.
 - **Impact on Vulnerable Women:** Cllr Elliot emphasised that women living in poverty face greater challenges accessing antenatal and postnatal care, with the closure exacerbating health inequalities and causing anxiety among pregnant women lacking transport or support.
 - **Communication and Information Issues:** The group noted poor communication from the Trust, with paramedics and pregnant women unaware of the closure until it happened, leading to confusion and fear. Mixed messaging about A&E staff training and maternity care further muddled understanding.
 - **Transport and Practical Barriers:** Cllr Elliott described difficulties obtaining taxis, especially at night or peak times, and the inadequacy of public transport for women in labour. Concerns were raised about the effectiveness of taxi vouchers and the need for clear, actionable plans.
 - **Actions and Information Sharing:** James shared a link to the Trust's information pack, and the group agreed to compile specific questions for RDUH, focusing on unresolved issues such as accommodation in Exeter, taxi availability, and support for vulnerable women. Cllr Wilson will follow up at an emergency meeting with the Trust CEO, Sam Higginson and the group will work offline to finalise questions.

Follow-up tasks:

- **Report Template Development:** Follow up with Steve regarding the development of the report template and ensure it is ready for the September meeting. (Cllr Wilson)



- **Link Centre Timeline Clarification:** Request a clear timeline for the renovation and usability of the Link Centre from Steve or relevant parties. (Cllr Wilson)
- **Integration of Link Centre into Campus:** Seek clarification from Steve on what is meant by the integration of the Link Centre into the campus model and who will be responsible for running it. (Cllr Wilson)
- **Service Communications Feedback:** Connect Cllr Elliott with the Communications Team to provide detailed feedback on the confusion around A&E and maternity messaging, and ensure a response is received. (James, (Volunteer) Cllr Elliott)
- **Risk Reporting on Dashboard:** Add a risk log to the bottom of the meeting notes to capture any risks discussed until a formal template is available. (Cllr Wilson, James)
- **Male Mental Health Resources:** Add male mental health and suicide prevention as a category in the campus directory and ensure Phil is listed as the action owner. (Phil)
- **Health and Justice Project Representation:** Invite Simon Rapsey, the Project Manager, to a future meeting to provide a verbal update on the Health and Justice Project. (Cllr Wilson)
- **Sharing Learning to Avoid Duplication:** Continue to share learning from the Poverty Truth Commission with the Health and Justice Project to avoid duplication of work. (Phil)