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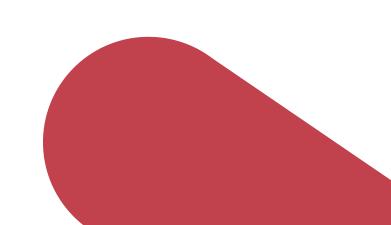
Poverty is not a choice. It's been one indignity after another.

Debbie, Community Commissioner

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WHAT IS A POVERTY TRUTH COMMISSION?

What If... local people who are struggling against poverty could be involved in influencing the decisions, policies and systems which directly affect them? A Poverty Truth Commission (PTC) starts with the understanding that lasting social change happens only when those who have experienced struggle, participate in generating that change.

The first Poverty Truth Commission was launched in Scotland in 2009 and since then there have been over thirty Commissions that have taken place over the UK. A small group of individuals began asking the question "Is a PTC right for the Bournemouth, Christchurch and Poole (BCP) area?" in March 2020, and it has been facilitated by a part-time team of four from November 2021. The PTC for BCP has been supported by the <u>Poverty Truth Network</u> and learnt much from those who have come before, especially from Glasgow and Leeds.







Nothing about us, without us, is for us.

Over the course of 18 months, the Commission, led by Community Commissioners (those who have direct experience of poverty) and an equal number of Civic/Business Commissioners (those seen as part of "the systems") work together to explore and address the persistent problems of poverty. They seek to unlock creative solutions, and aim to bring about deep culture change.

WHAT THE COMMUNITY COMMISSIONERS SAID

It's not only struggles You need budgeting with money. You lessons' - No - I need struggle with yourself ££s to budget with lessons' - No - I need

We need solutions now (not once there's a gap in the system)

They don't know anything about drugs, just what they learned in a book. It's so frustrating

People think I manage, I get on alright, but what they don't see...

Benefits - It feels like you're set up to fail. You have to jump through so many hoops

Due to years of negativity & always being put down, I struggle to see that people see potential in me

WHY DO WE NEED A POVERTY TRUTH COMMISSION IN BOURNEMOUTH, CHRISTCHURCH AND POOLE?

The sharp rise in the cost of living and the increase in destitution is affecting people across all of our neighbourhoods, with many families going without three or more essentials like showers, toiletries, a warm home or food. Household energy debt is at its highest level ever and shortfalls between housing cost support and actual rent costs are a real challenge for many. It is said that many of us are only two missed mortgage payments from being made homeless.

Bournemouth, Christchurch and Poole has significant challenges with inequality, with places like Sandbanks, Highcliffe and Southbourne right next door to areas with high deprivation.



The adults carry this but the children feel this too. We need to break the cycle



That inequality for BCP looks like:

- A 13 year difference in life expectancy depending on which neighbourhood you live in
- School attainment varying from 'well above national average', to 'well below national average' across the towns, depending on where you live
- There's been a 121% increase in Financial Crisis issues and a 126% increase in Charitable Support and Food Bank Referrals. ²

Changing circumstances, such as illness, ageing or family breakdown, can pull people and their families into poverty. Struggling against poverty is a reality that any of us could face. Many of you know these realities all too well.

POVERTY TRUTH TIMELINE

MARCH 2020 Ideas forming, questions asked It took over 18 months of deep and thoughtful work by the start-up team and facilitators asking the question of others locally 'Is a PTC right for BCP?' before the work began of recruiting Community Commissioners. Twelve inspirational and determined individuals joined them in March 2022 as Community Commissioners and began meeting to form the first Poverty Truth Commission on the South Coast.



JANUARY 2023 Task Groups formed





THE POVERTY TRUTH WAY OF WORKING

A Poverty Truth Commission challenges and shifts the balance of power. Everything starts with what matters to Community Commissioners. It draws on their knowledge, their stories, their experiences of the struggle against poverty – calling on their wisdom as experts by experience.

The status quo currently sees experts by profession (leaders/frontline workers within organisations) hold the majority of the power over services designed to improve the lives of those experiencing poverty. A PTC seeks to rebalance that power to include Community Commissioners by opening up spaces where both types of experts work together to co-design solutions to challenges faced by those struggling against poverty. The facilitation team holds an awareness of the existing power imbalance and a desire to work differently which underpins everything we do, from how the process is designed, to how we support Community Commissioners, to how we facilitate meetings.





Working relationally is key – always putting people and relationships first; breaking down artificial barriers between people, inviting each one of us to bring our whole selves to what we do. The Commission meetings were held to be inclusive of all voices, using Art of Hosting practices to facilitate conversations that really matter. Coffee meet-ups between Community Commissioners and Civic/Business Commissioners in between monthly gatherings were a key element of the process, sharing laughter and tears, building trust so that those deeper relationships could flourish.

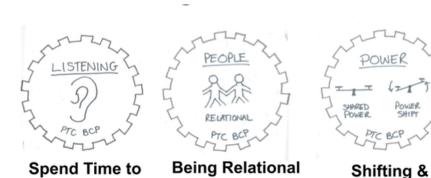
THE POVERTY TRUTH WAY OF WORKING

All Commissioners made a commitment to deep listening – slowing where needed, to honour people properly and give new ideas space to grow.

As well as deciding on the three key issues to focus on, the Commissioners chose to look at these issues through four lenses:

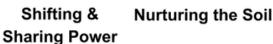
Community Commissioner Wisdom Diversity & Inclusion Mental Health Long-term Thinking

Listen Deeply









Listen with attention, speak with intention

As the Commissioners worked through the ideas and recommendations, we created a useful PTC Ideas Checker to ensure that what we were focusing on held the PTC values and thinking, such as being inclusive, taking time to listen to all voices, and shifting & sharing power. The Commissioners sought ways forward which 'nurtured the soil' starting with small, experimental projects (like grass & moss which enable a forest to take root), not taking on the biggest challenges straight away (planting trees first is not the way you grow a forest).



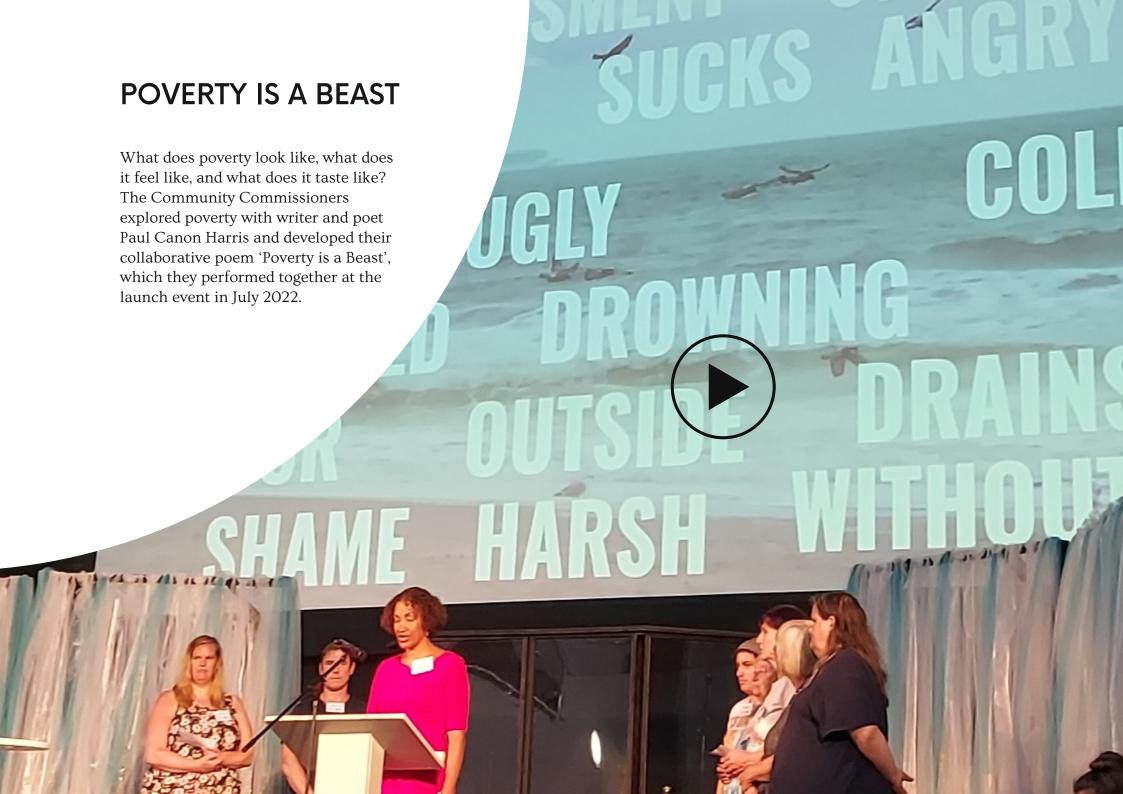
COMMUNITY COMMISSIONERS

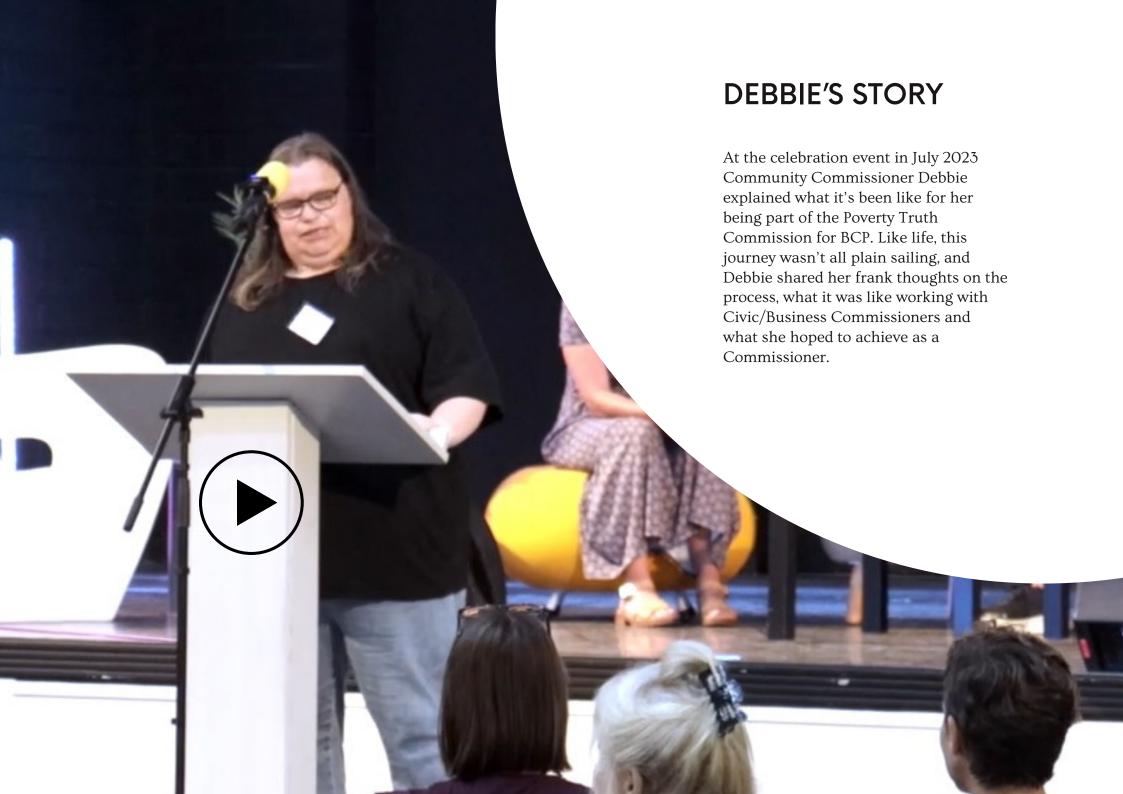
Potential Community Commissioners began meeting with the facilitation team early in 2022. They then met together fortnightly with each other as a group from April 2022. Giving their time freely they formed the start of the Poverty Truth Commission. They got to know each other, shared their different experiences of life and individual struggles against poverty. They were from very different backgrounds and situations, but they were united in wanting to be part of something new, to be a part of influencing change and finding solutions.

COMMUNITY COMMISSIONERS

Anne Gibson Carrie-Anne Birch Debbie James Grazyna Wasyluk Linda Grant Marion Bonner Martin Woodgate Paula Barreira Phoenix Ford Rona Starling Sarah Gardiner Sue Welch









CIVIC/BUSINESS COMMISSIONERS

Alan Kenny	DWP Housing Partnership	Business Development & Partnerships Manager	
Alistair Doxat- Purser	Faithworks	CEO	
David McArthur	Department of Work and Pensions	Employer and Partnership Manager	
Jane Kelly	BCP Councillor (until May 2023)	Lead Member for Communities	
Jess Gibbons	BCP Council	Chief Operations Officer	
Kate Parker	Shelter	Strategic Lead	
Kieron Wilson	BCP Councillor	Portfolio Holder for Housing and Regulatory Services	
Martin Hancock	BCHA (to Nov 2022)	Chief Executive	
	Bournemouth Foodbank	Operations Director	
Mel Hughes	Bournemouth University	Associate Professor in Social Work	
Phil Morgan	Dorset HealthCare	Interim Head of Nursing, Therapies and Quality for Mental Health, Learning Disabilities, Children Young People and Families	
Sam Crowe	Dorset Council and BCP Council	Director of Public Health	
Seamus Doran	BCP Council	Head of BCP Homes	
Tom Lund	Citizens Advice Bournemouth Christchurch and Poole	Head of Operations & Service Delivery	

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PTC meetings challenge you to give more of yourself which I welcome

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PTC is real, with real people. It is listening AND action

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I'm proud to say I've been a part of PTC

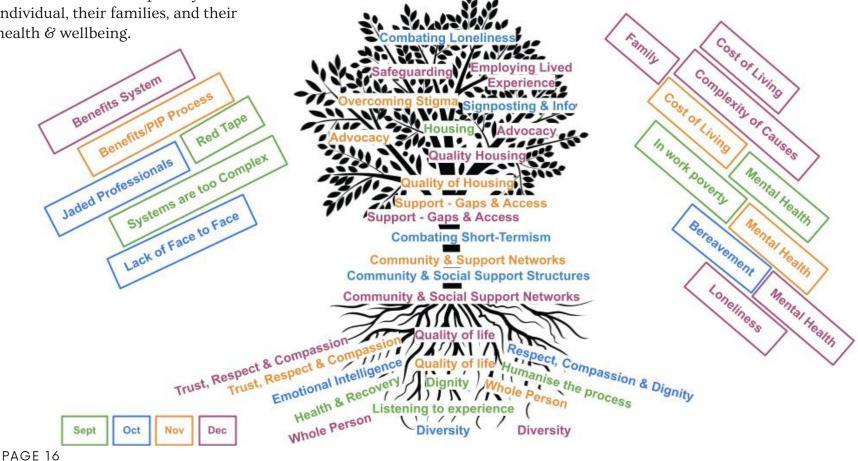


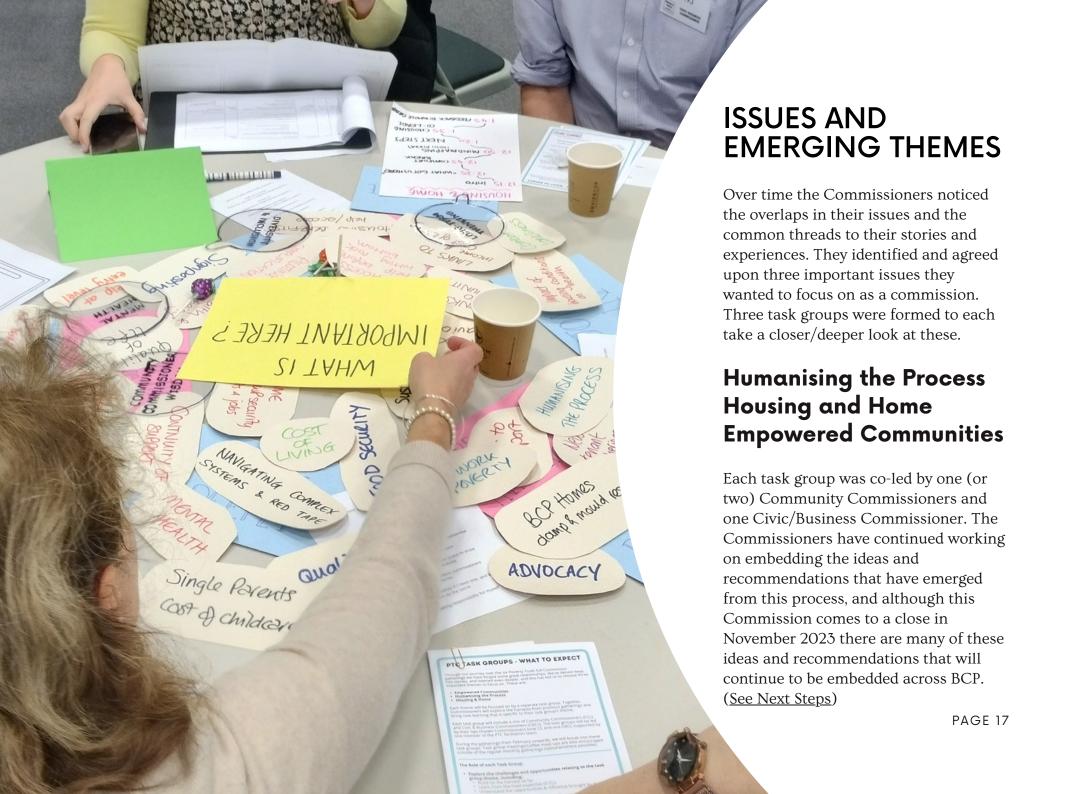
You bring your whole self, and your professional background and competences

ISSUES AND EMERGING THEMES

By listening deeply to the experiences of the Community Commissioners, the Commission built up an understanding of the complexities of poverty, hearing stories about homelessness, addiction, abuse and the effects poverty has on an individual, their families, and their health & wellbeing.

From these stories we built up a Harvest Tree, which recorded these experiences and issues. ROOTS (Core themes & principles)
TRUNK (What people need)
THE ENVIRONMENT (Challenges encountered).





OUTCOMES - FOUR LEVELS OF CHANGE

The Poverty Truth process is guided by a commitment to be led by the experiences of Community
Commissioners. We therefore could not have predicted at the start of the commission what the outcomes would be. Until the Community
Commissioners arrived and brought their individual stories and life experiences, we couldn't have known which local leaders would be invited, nor what the whole Commission would choose to focus on as their main themes.

What we hoped and expected, however, was that everyone would be changed by their involvement in the PTC, and that these changes would feed into their communities, their working practices, their organisations and across BCP. We have measured these outcomes through four levels of change: individuals (the Commissioners), organisations & communities, systems/policy, and culture.



4 LEVELS OF CHANGE - COMMUNITY COMMISSIONERS

At the start of the Commission we asked the question: "What difference do you want this Commission to make to you personally?" Together with the Community Commissioners we created an outcomes tracker to reflect the changes they wanted to see in themselves throughout the process. Detailed level descriptors were developed with the Community Commissioners to reflect real life experience.

We looked at these in April 2022, March 2023 and October 2023 to record their progress. Each point on the tracker was marked from 1 to 5 (where 1= Not at all, to 5= A lot/very good). By the end of the process there was a significant positive change in how the Commissioners were feeling about these five aspects they chose to reflect on.

We have supported Community Commissioners to continue with their own self-development through guidance and funding of their own individual learning paths to support their onward journey after the PTC.



I've loved becoming friends & talking as an equal with professionals who have a say or influence in the way I live

Individual

	Average score at April 2022	Average score at October 2023 *	Change in Scores
I am a good listener	2.78	4.11	+1.33
I feel seen & heard (I am respected)	2.22	4.00	+1.78
I am hopeful about the future	1.78	3.67	+1.89
I understand systems and can influence change	1.89	4.00	+2.11
I feel confident in myself	1.44	4.00	+2.56

^{*}Nine of the Community Commissioners completed each stage of this reflection tracker and these scores are the average of those who took part in this.

COMMUNITY COMMISSIONERS WIDER PARTICIPATION

These are just some of the many things that Community Commissioners have gone on to do, or been involved in, as a result of their involvement with the PTC.

Joined the BCP Homes residents' panel for BCP Council

Took part in PhD research on 'The Precariat'

Travelled to Derby for the Poverty Truth Network Gathering to meet with other Commissioners from across the country Gave interviews to journalists from Wave 105 and appeared on <u>BBC</u> <u>South Today</u>

Took part in the Dorset
Health and Care Partnership
'100 Conversations' to help
them with planning and
delivering services

Met with local MP Tobias Ellwood to follow up with him after the celebration event in July 23 Joined local writing groups and explored new ways of communicating through digital art Became involved with the PIER (public involvement) project with Bournemouth University

Attended an event with the Poverty Truth Network to share the Poverty Truth way of working with other organisations (e.g Carnegie Trust, Sport England, Better Way) Plans to get involved with the Water Lily Project supporting and empowering women across BCP

COMMUNITY COMMISSIONERS WIDER PARTICIPATION

Gave a webinar presentation to staff at Bournemouth University as part of the Seldom Heard Voices project, sharing stories, experiences and the PTC proces

Collaborating with Citizens Advice on LGBTQ+ research and campaign work.

Took part in the BCP Council-led workshop, and responded to their Vision strategy Met with NHS and Community Action Network to explore collaborations for planned local Wellbeing hubs Contributed case study to Poverty Truth Network "brown envelope code" project

Met with the Chief Executive and senior leaders of NHS Dorset, sharing their PTC journey Submitted a proposal to editors for a book chapter in response to a personal invitation

Designed & delivered training for social work students at Bournemouth University

Joined the national Poverty
Truth Network Amplify
groups on Access to Services
& Mental Health

Gave a talk to university researchers in Belfast on the PTC benefits of belonging to a community led organisation (commissioned by NHR - Common Health Assets)



4 LEVELS OF CHANGE - CIVIC/BUSINESS COMMISSIONERS



It was influential in changing my working week. I've reduced it to three days a week, because I think that you are more of a person, it's about bringing your whole self into your workplace and humanising yourself

I've slowed down and now achieve more, because I make better decisions. When you make a bad decision, you revisit it lots of times

It's been the best thing I've done professionally for a long, long time

You've taken me on board and you've shown I'm a human It's been amazing getting to know everyone and I feel as though I've really grown and matured as a person

It's like being immersed. Really, you're just immersed with people

This will make a difference, because there's determination all around the room

I've learnt to take time. If you create environments like this then even the vulnerable can flower

I came to this process as a professional, but I'm leaving as a friend

I really valued that space, the thinking time, the ability to ruminate over a situation or a set of circumstances, and I think it's understanding the context rather than just seeing an issue

4 LEVELS OF CHANGE COMMUNITIES & ORGANISATIONS



There are a number of ideas and recommendations that emerged from the three task groups that have been further developed and taken out into the local community and local organisations

Offering/Delivering Training

Community Commissioners were keen to share their experiences and learning from the PTC and have developed a pilot training scheme alongside CBC Mel. The pilot was delivered to social work students at Bournemouth University to share the harsh realities of struggling against poverty. This could be rolled out to other organisations across BCP training frontline staff, and senior leaders. (see Next Steps - Social Ent)



4 LEVELS OF CHANGE - COMMUNITIES & ORGANISATIONS



Monopoly Activity

Right back at our first meeting with potential Community Commissioners, one person said...

"It's like we're playing monopoly but we're not starting with the same hand". This has stuck with us, and when designing the launch event in July 2022 Commissioners wanted to share that experience. They developed an activity to show what it is like to start life with a hand that is different from the person next to you. This activity has been further developed and incorporated into a pilot training programme (see p.24). There are plans to develop this further as a training resource for other organisations across BCP.

Improvements in Partnership Working

Working relationships between the Civic/Business Commissioners have been strengthened through the PTC process. This has had a positive impact and influenced further community support/involvement by CBC David in the following local projects:

- 1. Wellbeing Hubs are being established all across BCP and Dorset. The first, in the Dolphin Centre in Poole, is already being fashioned as a pilot, and will be open soon. (Collaboration with NHS, Voluntary Sector CAN & DWP)
- 2. Family Hubs, being developed with the assistance of Transformation Fund (TF1) support funding. (Collaboration with Dorset Council , BCP Council & DWP)

Wellbeing Walks

To support wellbeing in the BCP area, the 'Bournemouth Walk, Coffee & Cake' group was set up by CBC David as a response to the personal influence of Poverty Truth. It brings groups of 20-30 people together each week for walks across the local area.

Guidance for Empowered Groups

The Empowered Communities task group has drawn up a checklist to enable groups to create safe spaces for connection, encouraging and supporting individuals to come together to create strong communities. This document is still in development and the ideas are being used as a reference point in conversations with the Council and local Voluntary Networks.

4 LEVELS OF CHANGE - COMMUNITIES & ORGANISATIONS



Ideas Checker

During the task group phase we created an Ideas Checker 'machine' to keep us on track with the principles of 'Listening Deeply', 'Building Relationships', 'Shifting power' and 'Taking time'. In our groups we made sure we looked through the lenses of 'Community Commissioner Wisdom', 'Diversity & Inclusion', 'Long Term Thinking' and 'Mental Health'. The ideas checker has been a useful tool and Commissioners have been exploring how this can be used as an online tool and embedded in other contexts.

Humanising the Process

This task group created a powerful statement/checklist of how Community Commissioners would like to be treated when accessing services and systems all stemming from the premise that 'It starts with me'. The Commissioners worked through an activity exploring their stories where things had gone well and what were the important elements of that, and also looked at times where those systems broke down and there was little or no human connection. The Commissioners are continuing to explore how this can be brought to life through storytelling and embedded within the training offer and across BCP. Examples are shown below:

Community Commissioners	The System - How we do things	
It starts with me	How can we help?	
See me as a whole person, I'm not just a number, a patient or a referral.	Variations in the service - personalised, flexible, one size doesn't fit all	
Value my uniqueness	Empathise	
Respect me	Show kindness	
Recognise me as an expert	Form deeper relationships	

4 LEVELS OF CHANGE - POLICY/SYSTEMS



Changes for over 70s in Social Housing

The DWP Housing Partnership (private landlords) has around 500 people over the age of 60 living in their properties. CBC Alan realised that about 30 people over the age of 70 were living in bedsits and he believed there had to be better options for them. He's now working with the Council and they will now, wherever possible where they have vacancies, take on anybody that he raises to their attention, giving them a chance to move into better sheltered accommodation. Alan said "When you're busy you don't see problems and solutions like this. The slowing down process has allowed me to go deeper and make better decisions."

Changes to the PIP Process

After hearing a Community Commissioner's story and difficulties in navigating the Personal Independence Payment (PIP) process, CBC David highlighted the need for:

- 1. Better routes for escalation within the Department of Work and Pensions internally, which has now happened, with a variety of routes now in place – especially for those most vulnerable.
- 2. Further communications regarding the PIP/DLA Enquiry line: again this has now happened.
- 3. Access to online applications. This change had been in the pipeline and was escalated in BCP and Dorset as a result of hearing from the Community Commissioner.

Lead Member for Poverty

A new role for a Lead Member for Poverty has been created at BCP Council. This has arisen from the work of the Poverty Truth Commission and the involvement of CBC Kieron. Cllr Simon McCormack has been appointed to this role and will seek to include the voices of lived experience and tackle the effects of the cost of living crisis across BCP.

UK Renters Reform Coalition

CBC Alan has joined the Poverty Truth Network's UK Renters Reform Coalition, a small national group that is a voice for renters discussing how to make an impact and humanise landlording, using the philosophy of PTC.

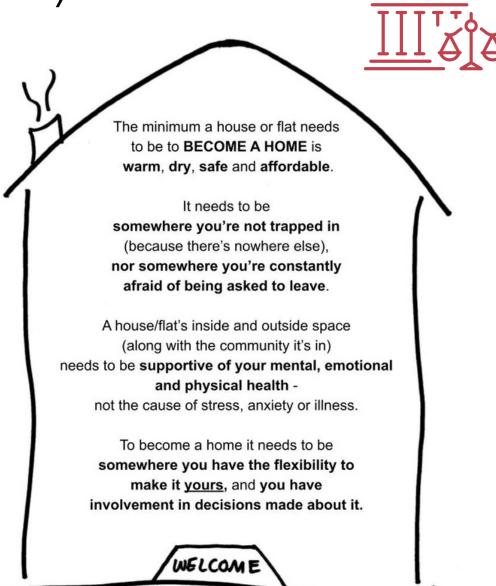
4 LEVELS OF CHANGE - POLICY/SYSTEMS

Humanising Council Letters

Leaders in BCP housing have now recognised the need to humanise council housing letters, and we will be watching/working with them as this progresses. This also ties in with the work being done at a national level with the Poverty Truth Network on a 'brown envelope' code of practice.

Vision for Homes in BCP

The Community Commissioners in the Housing & Home task group shared their experiences of Social Housing, and together explored what makes a house a home. They created a vision statement of what a house needs to be, to become a home. This has been shared across BCP with the Social Housing Forum, Homelessness Reduction Board and the Private Landlords Forum.



4 LEVELS OF CHANGE - CULTURE



This is long, slow work - culture change takes time and needs the right environment to grow in. As CBC Alan said in an early gathering, "If you want to grow a forest you don't start growing trees. You start by tending to the plants that nurture the soil, making the right environment through planting moss and grasses. Without good soil, when we go to plant a big tree it will die, and people will say, "we tried but trees don't grow here, it's too difficult". So start simply with the moss and the grass, with future trees in mind." The big trees are the big culture changing ideas; the moss and grass are the simple small changes and actions done to get us there.

From the very first PTC meeting and the pace of the process changes started to happen for me and began forming my work. I'm now planning for slowness and we factor in more time. CBC Mel

I have found this inspiring. The future is listening, this is demonstrating how to do that deeper listening. THIS is the future. Timo Peach - Story teller and Music Artist. PTC Celebration attendee

This Commission has made a start, and has touched many people, most significantly the 25 Commissioners who have taken part. They have in turn taken these learnings and ways of working back to be shared with their families, their colleagues, their communities and their organisations. Commissioners have gone on to meet with many other key influential leaders and organisations (local MPs, Senior NHS leaders, House of Lords).

We have held two local large public events to increase the visibility of poverty in the area. The audience feedback was that they had been significantly moved and changed by what they heard from the Commissioners, and in turn will take this into their lives too. We shared the principle of 'nurturing the soil', encouraging the audience to think about what seeds they will take away and plant in their community.

Changing the culture and stigma surrounding poverty is like turning round a tanker – difficult to manoeuvre and requiring a lot of time and space to achieve. Maybe we've already moved 1 degree. We would hope that what emerges and ripples out from this Commission would make further degrees of difference.

See Next Steps for how we are continuing to embed this work across the area.

NEXT STEPS

This Commission comes to a close in November 2023, but the ideas and the seeds that have been sown will live on in the individuals involved, in the communities they belong to, their organisations and their working practices.

Future Plans:

- The facilitation team are continuing to work with Commissioners to see if developing a social enterprise is a wise next step to further embed ideas in a Poverty Truth way across the conurbation. The social enterprise approach could provide ways for Community Commissioners to deliver training, speak to boards, and be involved in decision-making processes bringing some of the beauty of PTC to other places. In recent years many organisations have become aware of the need for the voice of lived experience in their work. PTC has modelled truly meaningful and powerful ways of making this possible, avoiding tokenism and exploitation.
- We will be bringing <u>Art of Hosting Training</u> (The PTC-style practice of hosting and harvesting conversations that matter) to Bournemouth, Christchurch and Poole in March 2024
- We will be seeking funding in the new year to establish and deliver a second PTC starting in Autumn 2024, enabling us to hear new & diverse stories from a fresh set of Commissioners and to focus on new themes and work across different sectors.

If you are interested in finding out more, joining us, or supporting us to be part of our future plans and events, please get in touch with us hello@povertytruthbcp.org



SUPPORT FOR PTC

The Poverty Truth Commission for Bournemouth, Christchurch and Poole was hosted by <u>Courage to Thrive CIC</u>, a Poole-based social enterprise which opens up spaces where transformation can happen in order to unlock greater thriving across the local area.

Huge thanks go to the many individuals and organisations who supported this Commission, and made it happen.

The facilitation team: Angela Fendley, Emily Bradbury, Daisy Carr and Katharine Harrison.

The support team: Julie Oates, Nick Bold, Felicity Rice

Friends of PTC: Paul Canon Harris, Inspire Daytime Voices Choir, Donna Bold, Richard Davies, Johan Nayar, Lucy Bolster, Jez Jenkins

Funded by: The National Lottery, Talbot Village Trust, Public Health Dorset

Supported by: BCP Council, Bourne Space, Bournemouth University, Lush, Jones Sign Co, Life Centre, Dorset Wildlife Trust, The Poverty Truth Network, Courage to Thrive

















Supported by:



THANK YOU

And most importantly thank you to the Commissioners: Alan, Alistair, Anne, Carrie, David, Debbie, Grazyna, Jane, Jess, Kate, Kieron, Linda, Marion, Martin H, Martin W, Mel, Paula, Phil, Phoenix, Rona, Sam, Sarah, Seamus, Sue, Tom They committed to join something new, not knowing what to expect. They have thrown themselves into Poverty Truth and trusted the process. There were other potential Commissioners who started the process but, for their own important reasons, weren't in a position to carry on; we are really grateful to them and their involvement which helped bring us to where we are now.

We're so grateful to everyone who has been on this journey, for however long. You've been real and open, you've told your stories in your words, you've shared tears and laughter, you've encouraged and supported each other and you've been part of addressing the persistent problems of poverty, making positive and lasting changes across Bournemouth, Christchurch and Poole. Thank you.

This is not the end, this is just the beginning... What if...Change is Possible?



FINAL WORDS FROM THE COMMUNITY COMMISSIONERS

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I am important, I do matter. They believe in me!

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It has been very good for my kids and family, they are proud of me 66

Being in the group has really helped, I'm optimistic

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I've loved being part of a solution instead of part of the problem 66

I know that I can influence change and improve lives in the future

66

I know my story has stuck with some of the CBCs to help them change practices

66

I have grown in confidence, self-belief and purpose

66

After feeling like nobody cares for most of my life, it's refreshing and encouraging to meet people who do.



Website: povertytruthbcp.org

Email: hello@povertytruthbcp.org

YouTube Channel:

Poverty Truth - Bournemouth Christchurch and Poole