

Will They *Really* Listen?

Learning from the First Peterborough Poverty
Truth Commission

pcvs



poverty
truth
network

How Does a Poverty Truth Commission Work?

The Community Commission

- Made up of people from the community with a lived experience of poverty
- They decide priorities and direction



The Civic and Business Commission

- Made up of people from the area in positions of power and influence
- Recruited bearing in mind what the community commission want to discuss.

**What was our
number one fear?**

**Not being listened
to!**



What did we learn?

Lots of things! Like...

- That inflexible forms bounce people in need.
- That QR codes do *not* suit a lot of people.
- Same goes for a password/username.
- That your caller ID could be frightening people.

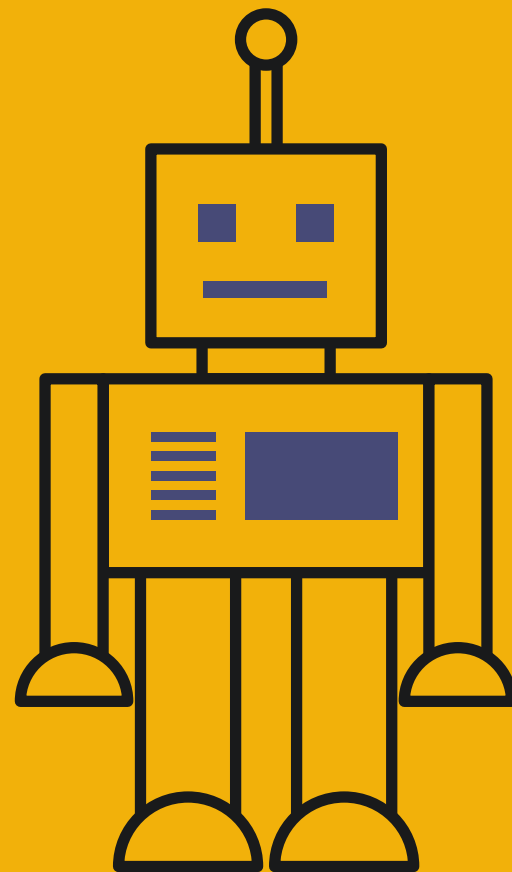
What did / learn?

Loads!

- That how you dress and look is important.
- That the lanyard effect goes both ways.
- That working in this way is messy, is hard, is a big time commitment.
- That it is also *the right thing to do* and now *I do not want to work in any other way.*

**Our biggest
takeaway?**

That people *really* don't like having
their social interactions mediated by
machines!



**What about the
outcomes?**

There are some specifics...

- Poverty is top of the agenda with our Local Authority
- Connecting Cambridgeshire - digital inclusion project
- Jobsmart form filling drop-in



**JobSmart
Peterborough**

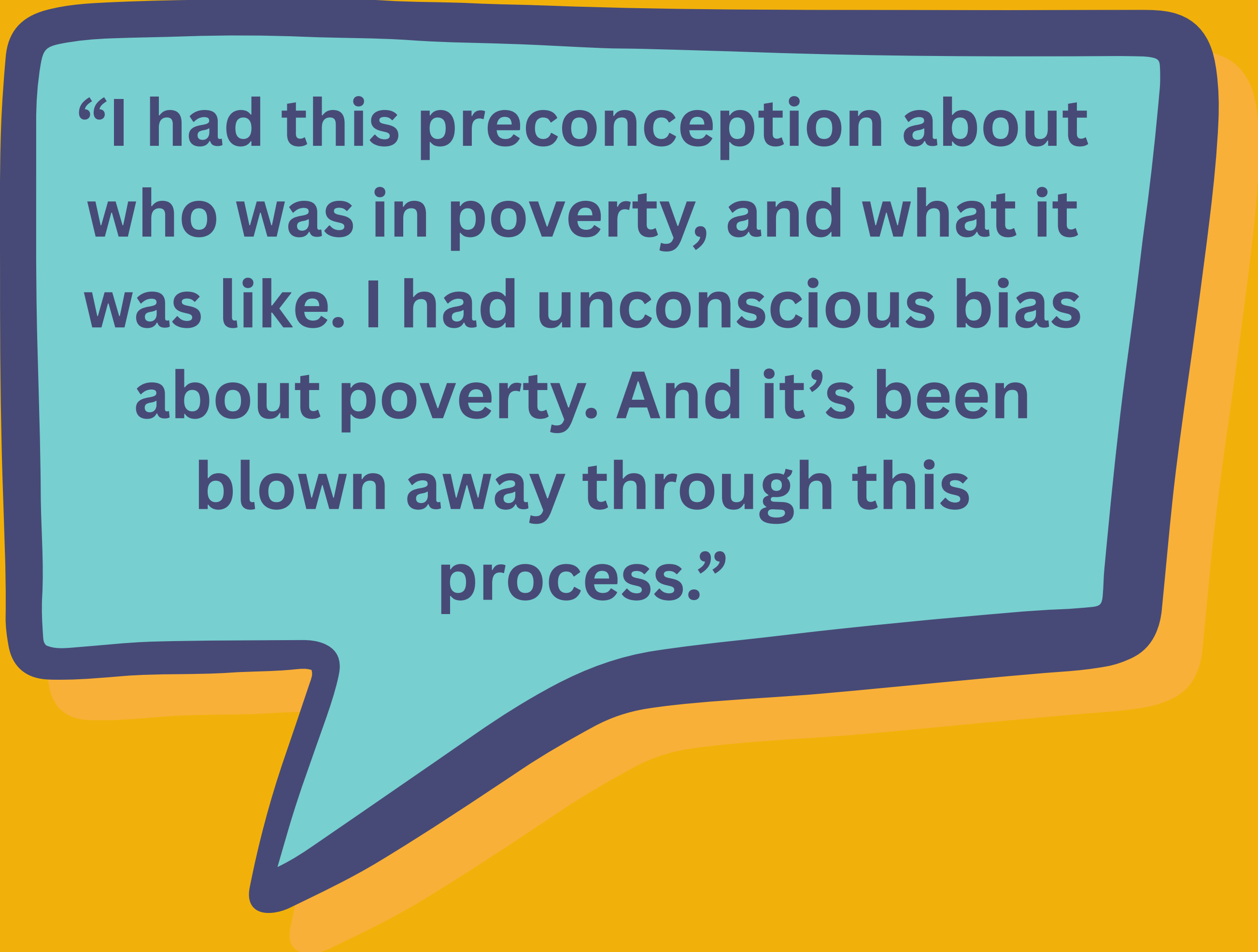
“I hadn’t really thought about how poverty affected people before, and how it stops them accessing services. But I do now, and I talk about it to others in my organisation.”

“It was a safe space and I was able to communicate.
Even on bad days I still went.”

“I built friendships,
and *it made my life better.*
We will keep in touch”

“It has given a voice to
those silenced by
experience”





“I had this preconception about who was in poverty, and what it was like. I had unconscious bias about poverty. And it’s been blown away through this process.”

Thank you!