

An aerial photograph of Ilfracombe, showing the town built on a hillside overlooking the sea. The town features a mix of residential buildings, a church, and a large white dome-shaped structure. A pier extends into the water, and a large parking lot is visible. The coastline is rugged with cliffs and a sandy beach.

one ilfracombe
our future, our choice

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THE FIRST

TWO YEARS

DATE
MAY 2015

THE STORY OF ONE ILFRACOMBE

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Introduction

Essentially One Ilfracombe is about believing that more can be accomplished by working together as a team, than can be accomplished separately.



The One Ilfracombe Town Team

It's about everyone: our residents, our councils, emergency services, social housing, the Jobcentre, health services and businesses working together as a team.



Hele – Good Neighbours



Joint working with emergency services



Health Services



Simon Adams (PALL) and Geoff Burge (TDK Lambda)

The new way of working puts the community of Ilfracombe at the heart of decision-making by giving them the opportunity to influence how services are delivered in a way that suits local people better. It recognises that the 'one size fits all' approach is neither the most effective nor automatically the most efficient way of working. The people of Ilfracombe know what's best for their town. Working together, in the face of significant budget cuts, residents will be able to say what's important, what works, what needs improving and they will be part of the conversation when tough decisions are being made, rather than having the decisions made for them and imposed upon them.

HOW DID **ONE ILFRACOMBE** BEGIN?

Ilfracombe Town Council was fed up with having very little say over important issues affecting the community it represents. They successfully applied to the Government to be a national 'Our Place' pioneer – only one of 12 in the country and the only one in the South West.

Ilfracombe Town Council was joined by the other public services in creating One Ilfracombe. It's completely different from anything else because the partnership has been established into a not-for-profit company, whose social and community aims are solely for the benefit of our town. The company is jointly owned by public services and the Directors are appointed from these organisations alongside six Independent Directors from the community. They are all signed up to a vision of improving the health, economy and living conditions of the people of Ilfracombe.

Vision

Better health, economic prosperity and high quality living environment in Ilfracombe

Such focus on Ilfracombe by senior people in public services is something Ilfracombe can be proud of. Never before has the Superintendent of Police, Area Commander of the Fire Service, District Manager of Jobcentre Plus, Director of North Devon Homes, Chair of the Clinical Commissioning Group, Director of Northern Devon Healthcare Trust, together with local GPs, the Deputy Leader of North Devon Council and a Cabinet Member of Devon County Council together with Ilfracombe Town Council been focussed on how they can work together to benefit the community of Ilfracombe.



One Ilfracombe Directors – Saturday 15th June 2013

Of course, it's a big job and some have suggested it's not even possible. So how is One Ilfracombe working to deliver this change? And is it possible that all these services can work together in a more co-ordinated way with a community-led approach? The One Ilfracombe team believes it is possible and in the two years since its inception in April 2013 they have made good progress but we know that change this big takes time.

And that's okay, because we are in for the long haul.

HOW IS IT ALL ORGANISED?

There are three main teams: the Living Well Team chaired by local GP Dr John Womersley; the Ilfracombe Works Team chaired by Robert Zarywacz of COMBEBusiness and the Town Team chaired by Inspector Roger Bartlett. The work of each team is then brought into an overall One Ilfracombe programme.



Dr John Womersley



Robert Zarywacz



Inspector Roger Bartlett

How does it all fit together?



How does Ilfracombe Town Council fit with this new way of managing things?

The Town Council has embraced its role as the Community Voice and is adopting new ways of working. Two Community Engagement Co-ordinators have been busy talking to people in the town about how services could work better, focussing initially on young people looking for work, the elderly, carers and those with dementia to help understand the impact services are having on our lives.

Town Council meetings now have a dedicated People's Voice section where a topic of interest in the town can be debated with councillors and residents together.



Community Engagement Co-ordinators

ONE ILFRACOMBE'S **7 KEY PRINCIPLES**

1. Gain a better understanding of the problems being tackled from individuals directly affected

2. Redesign the service around the person, not the agency

3. Focus on prevention and reducing demand

4. Develop a co-ordinated, multi agency, multi disciplinary approach and central point of contact

5. Foster community responsibility and support volunteers to help design and provide the solution

6. Establish value for money

7. Explore the potential for One Ilfracombe to be the deliverer and commissioner of services

WHAT'S BEEN HAPPENING IN THE FIRST TWO YEARS?

HEALTH & WELLBEING

(LIVING WELL)

Our **Living Well team** has focused on reducing social isolation, a problem that adversely affects people's health. We also set out to become a Dementia Friendly Town.

We wanted to properly understand the issues facing the people affected before trying to find ways of solving the problem.

So sufficient time was given for this consultation to take place and be properly analysed.



Community Engagement – Pinehurst Care Home

We consulted 100 older people to find out how we can help them to be more active and what, if anything, prevents them at the moment. The feedback (which can be found on oneilfracombe.org.uk) highlighted a number of key factors:

- 1) Many older residents aren't aware of all the services/activities/facilities that are available to them in Ilfracombe and they do not feel there is an easy way of finding out
- 2) Most find accessibility a problem, whether that be transport or building accessibility or just the Ilfracombe hills!
- 3) Some don't have anyone to go with or help them get there.
- 4) Social activities need better advertising.
- 5) There is little support for people living with dementia and their families.

COMMUNITY CONNECTOR

As a result of the conversations we had with our older residents, we secured funding from two of our partners (Devon County Council and the Clinical Commissioning Group) to recruit a **Community Connector**, someone who can help people access the provision that is out there.

Miriam is the face seen on posters and leaflets throughout the town. She started in January and since then has helped people connect with a variety of services and activities including: NHS health training, art groups, walking groups, befriending, carer support, debt advice, benefit assessment advice and support for people living with dementia and their carers.



Community Connector

SOCIAL PRESCRIBING

NHS partners told us that they often felt that what people needed wasn't always an NHS service. They often needed more support in other areas such as debt, housing or more social interaction. In February this year we launched our social prescribing project which sees GPs referring their patients to our Community Connector to access non-NHS services.

CONNECT ONLINE

During the consultation we asked if people would like to have some help in accessing the internet for social and information purposes. This was popular so we created **Connect Online** a project which sees Ilfracombe Academy students teaching older people to get online. The young trainers also benefited by gaining valuable volunteering experience in helping others of a different generation.

Some of the older learners said:

"I liked it. It's nice because they let me do it and that's how I remember what to do."

"Your own children have never got the time or the right time to be with you to do it. I've found it a real benefit."



Connect Online Training

We asked, 'Before you went were you nervous?'

"Yes, they were young and I thought they would probably think I was some silly old fool trying to get this, but they didn't have that attitude. They were very good with us and patient"

"Ooh yes. Petrified! Petrified that we would be made to look a fool. But everyone turned out so helpful and the youngsters had patience with us because we can't pick things up and we forget easily. Was nice just to go on at our own pace."

One 90 year old student said her family were really surprised when she popped up on Facebook!

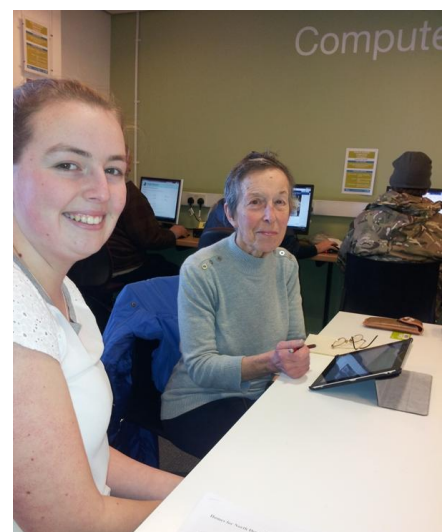
Following the pilot, One Ilfracombe arranged for an ongoing programme to take place using sixth-formers at Ilfracombe Academy who will be recruited annually to be Connect Online Trainers. Starting in February 2015, 7 volunteer sixth-formers are now providing 3 weekly sessions for 8 older learners. A volunteer is organising the sessions and these will be expanded once the Lantern Centre re-opens (Ilfracombe Town Council has secured funding for 5 computers to be used freely by the community in the refurbished Lantern Centre "healthy-eating" cafe).



Connect Online Training

"Since we've had the initial lessons we go down perhaps twice a week to the library as we have no computer at home. Amazon this week, we try all different sorts, if there is anything we want to find out we use the computer. We couldn't before as we didn't know how to work it."

"It's like, the bidding for the Council Housing, I don't know anything about that. If I wanted to move I would have to go and ask someone about it because I wouldn't know what to do about it. I was sent this thing asking if I wanted to go on this exchange, I mean, I'm happy where I am at the moment but there will be a time that I won't be able to manage the stairs. So it would be nice to be able to get into that to know what to do"



Connect Online Training

OTHER SUPPORT FOR OLDER RESIDENTS

Some of the feedback from our newly retired residents was that they felt they had suddenly lost their social connections that had naturally formed through work. One retired teacher said:

"I feel like saying to people: 'I've only retired, I've not died!'"

Another said:

"We were actually quite useful when we were working and we've still got a lot to offer. It would be great if there was a group of us retired folks who could go out and do something practical for our town."

Ilfracombe Town Council responded in January 2015 by employing a **Volunteer Co-ordinator**, Kate Shimmell, who could support volunteers and volunteer groups for the benefit of the town and residents.

THE OLD GITS CLUB

The first group of volunteers that Kate has supported have decided to call themselves the One Ilfracombe Old Gits Club although they have pointed out that it isn't a requirement to be either to come and join in!

REST STOPS



Creating rest stops



Some members of the Old Gits Club

There isn't a lot One Ilfracombe can do about the town's hills but a number of older people said that they would find it helpful if there were **more benches for them to take rest stops**. Ilfracombe Town Council has therefore paid for four benches to be placed at intervals along the High Street and the first job of the newly formed Old Gits Club has been to install a bench on the way to the park.

With regard to the concerns raised about transport, One Ilfracombe contacted the local **volunteer car scheme**. It transpired that the service which was managed from Torridge was being disbanded so One Ilfracombe has now agreed to run the service which has 20 volunteer drivers and provides vital transport to and from hospital and other appointments.

Similarly, following residents' comments that they would do more and go out more if they had someone to go with, One Ilfracombe has looked at what's already available and again found some gaps. Our Community Connector has sign-posted a number of older people to the existing volunteer befriending service run by Regen Link though this is aimed at over 65s. ITC's Volunteer Co-ordinator is **now recruiting for One Ilfracombe's befriending scheme** that will complement the existing one and fill the gaps in service provision.

DEMENTIA FRIENDLY ILFRACOMBE

One Ilfracombe is working towards becoming an Alzheimer's Society recognised Dementia Friendly Town. There are a number of key areas: improved awareness, improved services and improved diagnosis. To raise awareness, we trained 3 volunteers to be Dementia Awareness Trainers and, so far, they have provided **dementia awareness sessions for 187 people**. This is made up of 69 front line workers ranging from Police officers, PCSOs, Fire Officers, Council Hygiene Operatives, GP staff etc, to Ilfracombe Centre staff. We have also trained 26 private businesses and 92 residents.

We have consulted people living with dementia and their families about how we could help and much of the feedback was again that they are not fully aware of what is available to support them. Our Community Connector will assist with this as well.

"I'm still coming to terms with the diagnosis. I don't feel we've had much support. We don't know what support is available and don't know who to ask or where to go."



One of the 20 dementia awareness sessions

One Ilfracombe's Town Team has been involved in supporting residents with dementia – the Fire Service has been teaming up with our Community Engagement Team to promote their free home safety checks. One fire officer said:

"It was only after attending the dementia awareness session that I understood why we are often called out to fires caused by elderly people putting their electric kettle on the hob. They are reverting back to the days when they used stove-top kettles."

The Town Team has also attended Dementia Awareness training and has used this to good effect when out in the town, now having the ability to communicate with each other about vulnerable individuals and how to contact their carers or key workers. Front-line staff now understand what to look out for and offer better support to those who are confused. A Customer Service Advisor at the Ilfracombe Centre said:

"We're definitely able to provide a better service now to people who are confused and upset. We're more confident about being able to support them. One old lady came in saying she couldn't get into her flat so we radioed one of the Town Team who walked back home with her and helped her get in. We managed to get hold of her family's contact details and let the Town Team know we had them in case needed. Her family have contacted us to say how much they appreciate our support."



Fire Safety Visit by Town Team member

The team has also been raising awareness that **early diagnosis** is important. A referral map has been put in place that encourages people to see their GP if they are concerned about memory loss and explaining that friends and neighbours can also speak to a GP if they are concerned about someone else. When the project started in 2013 there were 115 residents diagnosed with dementia, this has now risen to 185. Our NHS partners are aware however that undiagnosed dementia continues to be a problem and for every diagnosis there are likely to be another 1 to 2 people who have not yet been diagnosed and occurrence of the disease is rising in line with the ageing population.



DEMENTIA FRIENDLY ILFRACOMBE

Our supportive businesses.

A team of volunteers delivered information packs to 71 businesses in Ilfracombe, to encourage them to develop a safe and accessible environment for people living with dementia and their carers.

Dementia Week

One Ilfracombe organised a series of events between the 18th – 24th May 2015 as part of National Dementia Week.

We arranged with Merlin Cinema to offer two screenings of the film Still Alice, paid for by the Mayor's Dementia Charity, to allow free entry to local residents. The film is based on the true story of Alice, a linguistics professor with early-onset Alzheimers disease. Those who attended said it gave them a better insight into the condition and its affect on families.



Merlin Cinema screening of Still Alice



Dementia Team greeting cinema-goer

One Ilfracombe held a social event for those living with dementia and their carers at The Ship & Pilot on Broad Street. Around 30 people affected by dementia came and were entertained by the Town Crier and a free performance by Elvis impersonator, Joe Anscombe. Ilfracombe Museum brought along various items of memorabilia including picture postcards and long gone everyday items to involve everyone in a very enjoyable reminiscence session.



The Ship and Pilot provided food free of charge



Social event with for those living with dementia and their carers



Most Dementia Friendly businesses – Ilfracombe Charity Bookshop (l) and ZigZags Hair Salon (r)



The week ended with the Most Dementia Friendly Business Award presentation evening following 'secret shoppers' visiting the 71 businesses to score against a number of criteria. ZigZags Hair Salon and The Ilfracombe Charity Bookshop scored the most highly and were presented by the Mayor with awards for being the most dementia friendly businesses in Ilfracombe.

ONE ILFRACOMBE **GOOD NEIGHBOURS**

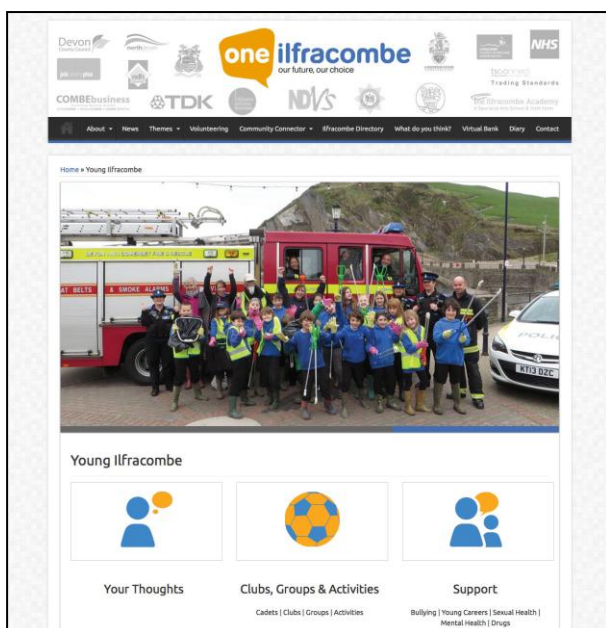
One Ilfracombe's Good Neighbour scheme (part of Neighbourhood Health Watch) went live in January this year, starting with one area – Hele. Hele is a small village in Ilfracombe with a strong community spirit and residents were keen to take up this opportunity to look out for their neighbours' wellbeing. We have drawn together a package of support that includes three main aspects - how to support a neighbour who may be unwell or infirm, how to support neighbours who may experience flooding or other emergency, and how to help with local security issues. It's part of our aim to support our community to become more resilient.



Hele Good Neighbours with their 'Contact & Alert Card' being distributed to Hele residents

Alongside these One Ilfracombe projects we have been supporting our partners' various campaigns to promote the message to Ilfracombe residents – such as the Listen to your Gut campaign which aims to reduce antibiotic use, Devon Carers promotion and support for valuable local projects such as 'Feel Better with a Book' and supporting 'Read-easy' which helps adults who struggle with basic reading skills.

COMING UP IN **2015 ... ILFRACOMBE ONLINE HUB**



Throughout our engagement with residents people have told us it's not very easy to find out what's going on in Ilfracombe and what's available. So we're designing a single resource – an online hub – that will be the one-stop-shop for information with links to the other websites relevant to the town.

It's a big job and requires a network of people to make sure the information is updated regularly. We will be launching the online hub in the summer of 2015 and will be updating it and expanding it until the end of the year.

For health, we will be including pathways of support for people living with health conditions and their carers and support for healthy living.

View the online hub here: www.oneilfracombe.org.uk

ECONOMY, GROWTH & SKILLS (ILFRACOMBE WORKS)

The initial focus of our **Ilfracombe Works Team** was on reducing youth unemployment and, in line with One Ilfracombe principles (see page 6), the first thing the team did was to ask young people who were unemployed what barriers they faced in finding employment and what we could do to help.

Surprisingly, much of the feedback was that the 'system' that was meant to help them find work was a barrier in itself – they said they felt passed from “pillar to post” and that training and opportunities offered to them were not always what they needed. Some felt discouraged and felt there was no clear pathway of support they could access that was appropriate to their circumstances.

PATHWAYS TO WORK

So the team created **Pathways to Work**. The project brought together all the different offers that partner agencies provided into a single cohesive programme.

One young man on the Pathways to Work programme, Dominic Facey, requested support in gaining work experience. He worked on an individual plan with Sarah Hiscock the Community Engagement Coordinator.

Dom was offered a volunteer work placement with the Town Team and spent 8 weeks working under mentorship of Clive Denham the Town Council Hygiene Operative. This gave Dom the support back into employment he needed and the confidence to gain full time employment.

After 3 year of unemployment and feeling like he had been moving around in circles, a more bespoke and continual pathway seemed the right option for him. Dom has now been in full time paid employment for 5 months and still keeps in touch.



Pathways to Work Project



Dom at work

The team felt it was important to enlist the support of local businesses in employing Ilfracombe's young people and so we spoke to a number of them and asked what would help. Woolacombe tourism employers were finding it difficult to employ sufficient staff over the summer due to lack of late night transport.



Summer Season Transport

Working with Ilfracombe Community Transport, a **Summer Season Transport** project was created – a late night bus service over the summer season picking up employees from a number of late night establishments. It carried 163 people over the 2014 summer season and has been expanded for this year to include passengers who would like transport for a night out in Ilfracombe.

A key message from employers, though, was that young people often did not seem 'work-ready', they seemed uncomfortable interacting with adults and this was off-putting for local employers. This was not something that could be quickly fixed but One Ilfracombe worked with Ilfracombe Academy to put an Education to Work programme in place that would give more opportunities for students to interact with businesses (evidence shows that the number of interactions is directly related to employability).

COMING UP IN 2015 ...

In 2015, the Pathways to Employment project is expanding its focus to assist all ages who are currently out of work due to ill health and supporting those who want to find appropriate employment.

EDUCATION TO **WORK**

The **Education to Work** programme was therefore created. Part of this programme is *You're Hired!* which sees 18 local employers provide workshops for 180 Year 10 students, and which has become an annual event.

Feedback about *You're Hired!* from Deputy Head at Ilfracombe Academy:

"It was a fantastic day for Ilfracombe Academy students led by local employers who gave them a real insight into how to make themselves more likely to be successful in getting into the world of work. Working in partnership with One Ilfracombe led to the development of a relevant and engaging event."



Alongside this, One Ilfracombe has established stronger education links with local businesses and employers through such things as a new 6th form BTEC course and business attendance at 6th form opportunity evenings which had previously concentrated only on higher education providers. The Deputy Head said:

"Ilfracombe Academy held a successful and very well attended 6th form information evening on 6th November. In a new venture, made possible by the help and support of One Ilfracombe, representatives from local industry and business were on hand to talk with students about apprenticeships and other progression routes into employment and work based training following study in the Sixth Form. Feedback was universally positive and it is planned to make this a regular feature of this important annual event."

EMERGENCY SERVICES CADETS

It was also recognised that, for some young people, a lack of aspiration and positive adult role models is an issue and that this needs to be addressed at an earlier age. Therefore the **Out of the Blue** cadets programme was created. It sees cadets follow a 9 week course with One Ilfracombe partners (Fire Service, Police, RNLI, SWAST) and, at the end of each course get the opportunity to become Junior Town Team members.



Ilfracombe Academy Department Head Graham Hill said "It is clearly evident the difference this programme has made to these students. Their confidence has improved dramatically and for the Cadet group to stand up in assembly and speak in front of nearly 300 of their peers was incredible"



WELCOME TO ILFRACOMBE GUIDE

In addition to long-term workforce development, One Ilfracombe asked the town's major employers what would help in the immediate future. They told us that an ongoing problem was recruiting people from outside of the area – this included engineers, teachers and medical professionals where more were needed than the local workforce was currently able to provide. There were plenty of applications and successful interviews but often job offers were turned down with people suggesting they were unsure about moving to Ilfracombe. Our largest employer, Pall Ilfracombe, suggested a Welcome Pack that brought together all the information that a person moving to the town could need and that promoted the many benefits of living here.

The team also spoke to all the estate agents in the town who unanimously thought this was a great idea and so the Ilfracombe Welcome Pack was created and this will be promoted on all the main local websites and on One Ilfracombe's Online Hub after being launched at One Ilfracombe's AGM in May.



Sea Front

There is always plenty going on especially during the summer months. There are gift shops, cafes, tea rooms, restaurants, pubs and take-aways. Overlooked by the exotic sub-tropical Southern Slopes, the bandstand in Runnymede Gardens is the venue for free musical performances on summer Sundays. The viewpoint from the top of Capstone Hill is well worth the walk to the top. On a sunny day you can see Lundy Island and the coast of South Wales.



Lee Village

Lee Village is a small village 2 miles to the west of Ilfracombe and forms part of the west ward, it is part of Ilfracombe in Bloom. The picturesque village is situated in a deep 'combe' and is often referred to locally as "Fuchsia Valley". During the flowering season many of the village hedgerows are ablaze with the scarlet flowers. The beach is a mixture of sand and slate from the cliffs behind, making the beach a grey colour, and the cliffs around are impressive.



Hele

Hele, one mile to the east of Ilfracombe forms part of the east ward and lies to the north of Hillsborough. The beach, which is part sand and part shingle, is popular with locals and visitors alike.



COMING UP IN 2015

We will be engaging further with businesses to find out how we can best support them and we aim to build links with the Local Enterprise Partnership. We'll also be investigating the possibility of a social enterprise, running from the Lantern Centre, that would bring local training and work opportunities.

YOUNG ILFRACOMBE

Young people are incredibly important to us – they are the future of our town! Through schools and other groups we consulted 1,000 young people between the ages of 6–24 years to find out what they thought was good about Ilfracombe, what could be better and how they thought this could be achieved.

Young ilfracombe
part of One Ilfracombe

The feedback was very informative and quite eye opening and can be found in full on our website.

A Young Ilfracombe strategy has been created from the consultation and a Young Ilfracombe provider's network has been formed with 12 youth groups. The network will support delivery of the strategy and we will support the network with things like joint publicity and training opportunities.

Some of our young people's comments are below.

We asked what could be better in Ilfracombe for young people:



Junior Councillors choose a shop-makeover scheme

"More activities for older youths so not hanging out on the street"

"More indoor activities"

"A better sense of community between the older and younger generations of Ilfracombe"

"What about a 'Young One Ilfracombe'?"

"Painting the shop fronts so they look more appealing"

"Better advertising of things to do in Ilfracombe because no one ever knows what's going on"



First meeting of the Young Advisors



Sarah with young families at MyStart

COMING UP IN 2015

We'll be asking our Young Advisors, who have been brilliant in volunteering their time to help out at our events, to lead in the creation of an action plan that delivers the Young Ilfracombe Strategy.

PRIDE IN OUR TOWN (TOWN TEAM)

ONE ILFRACOMBE TOWN TEAM

The Town Team is simply about front line public agencies working together to tackle town issues; Rather than focusing solely on their own objectives, services are working in partnership.

There are currently over 50 members of staff from the following public agencies who have signed up to work as one team when working in Ilfracombe:

- Ilfracombe Town Council (Hygiene Operative and Customer Service Advisors)
- Devon and Cornwall Police (Police Officers and Police Community Support Officers (PCSOs))
- Devon County Council (Highways Officers and on-street Parking Civil Enforcement Officers)
- North Devon Council (Hygiene Operatives, Dog Wardens, off-street Parking Civil Enforcement Officers, Harbour Master, Anti Social Behaviour Team)
- Devon and Somerset Fire and Rescue (Fire Fighters)
- South West Ambulance Service
- Ilfracombe Tourist Information Centre
- Ilfracombe Museum



Town Team Launch - 30th March 2014



Members of One Ilfracombe Town Team



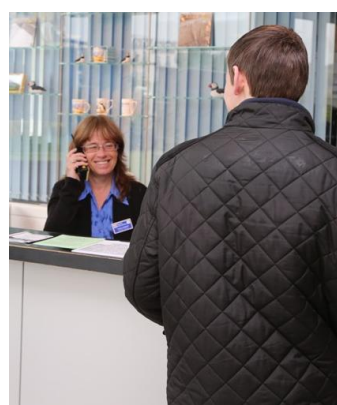
Town Team Fire Safety visit



Town Team Event - 2014



Town Team Beach Clean



Tourist Information Centre



Town Team collaboration

To demonstrate how the Town Team works, consider town cleanliness. For years locals and visitors have been unhappy about the cleanliness of our streets with the main issues being litter, fly tipping and dog fouling. Previously this was the sole responsibility of North Devon Council with assistance from Clive, the Town Council's Hygiene Operative. This amounts to only six people cleaning streets daily, covering Ilfracombe, Combe Martin, Woolacombe and the villages in-between.



The Town Team helping the Junior School with a beach clean

With the Town Team, instead of 6, there are 50 people from different public agencies trying to improve the cleanliness of the town together. The PCSOs for example now look out for mess or litter and if they can clear it up there and then they will. If not they report it straight away through the Town Team radio system. PCSO team members still have their own jobs to do but they work together to tackle the main town issues.

In turn, this joint working helps the police as the 50 members of the Town Team now feed in intelligence on a regular basis. For example, when a vulnerable adult went missing last year, the Town Team members working in Ilfracombe on that day were able to help with the search while still undertaking their core roles. All Town Team members had a description of the man and were able to feed in information as they went about their business. The Police acknowledged the Town Team's significant assistance in the search. Other examples of multi-agency teamwork include:

SHOP LIFTER APPREHENDED

The Town Council's Hygiene Operative Clive Denham apprehended a shop-lifter in the High Street. Using his Town Team radio, Clive was able to radio the Ilfracombe Centre (Town Team reception) and request help. Information via the radio was passed through the Police to Clive coordinated by the Ilfracombe Centre reception staff throughout the incident.

DRUGS LOCATED

A Town Team Hygiene Operative was picking litter in the High Street and smelt cannabis coming from a house. He reported it directly to the Police via the Town Team radio. The Police were able to visit the premises within the hour and speak to those responsible.

A QUICK CLEAN UP

Members of Ilfracombe Fire Station were out inspecting premises in the Harbour around 9am in July. A number of rubbish bins had been vandalised and rubbish was scattered everywhere. The Fire Officers started to pick up the rubbish and also called for assistance from other Town Team members. Within 15 minutes they were joined by a PCSO, Ilfracombe Town Council staff and Waste and Recycling staff from North Devon Council to help clear up the mess. This was completed within an hour and the harbour looking clean and tidy ready for visitors and locals that day.

Members of the public can report issues to any member of the Town Team. Team members check in daily with radios that were purchased through the Proceeds of Crime fund and communicate throughout the day to get issues resolved.

Some of the comments from our Town Team members:

"Before (North Devon Council parked their road sweeper at the Fire Station) they would have needed to go to Barnstaple and collect it and return it at the end of the day, every day of the week. It has at least saved 3 man hours a day, petrol and mileage on the vehicle"

"Lots of people are coming up to us [North Devon Council Waste & Recycling] saying how much quicker responses are, how quick we're getting there, that sort of thing. Fly tipping and things like that we get a call from Clive [or reception] and it's gone"

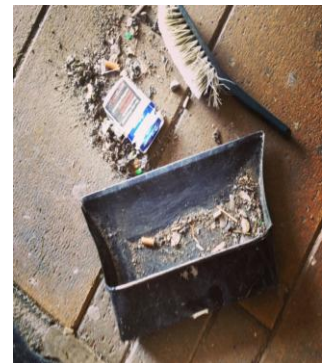
Some comments from our residents:

"I reported it in the morning at 10am and by 10.30am it was gone. Incredible speed!"

"The streets are visibly cleaner. I have noticed a lot less dogs' poo on the streets. Normally when I would walk to work there would be 4 or 5 piles of it. Now I hardly ever see any"

On average it takes less than an hour to resolve issues of fly-tipping and dog-fouling that have been reported to the Town Team. Before the Town Team, clearance was taking up to 3 days. Now the Town Team are able to deal with the situation themselves or report it back to the Ilfracombe Centre to be actioned.

11 new waste bins were purchased last year and a further 8 waste and 4 dog waste bins have been ordered this year after the Town Team identified the need.



Inspector Bartlett (pictured above getting his hands dirty during the Spring Clean) said:

"I have been a police officer for more than 28 years and in all of my service I have never come across the sense of partnership team working that I have seen in the One Ilfracombe Town Team. The willingness of everyone to go beyond what would normally be expected of them at work to help others deliver a town centre environment that is safer, cleaner and more vibrant has been fantastic. We all have less money and resources but by sharing those resources and using radios every day to speak to each other, we are cutting through bureaucracy to deal with issues in minutes rather than days. What we really want to do is to encourage everyone living in the town to have a greater sense of pride in their community and get involved actively to help create the community they love to live in."

Since the One Ilfracombe Town Team was created it has had the following successes...

On average every month the Town Team carry out an extra 30-50 interventions than before. Town Team members are cross reporting and more people are reporting to the Town Team.

Town Team interventions resulted in 85% of all problems being resolved with 3 hours. Before the Town Team some issues took up to 3 days.

An awareness-raising campaign of the damage illegal tobacco was causing in Ilfracombe resulted in intelligence to Trading Standards and successful prosecution.

NDC road sweeping vehicle now parks at the Town Team hub (Fire Station) resulting in 3 extra hours of cleaning per day and cost savings on fuel and vehicle depreciation.

Town Team members held a community webchat and answered a variety of questions from members of the public. There was concern that the Arches were giving a very poor impression of Ilfracombe to residents and visitors so the Town Team promised to have it power washed by the end of the week!



Town Team live community webchat



Responding to residents concerns from webchat within 2 days



During the community webchat Firefighter and Local Risk Manager for North Devon, Kev Patterson said:



Town Team members at the harbour

“People of Ilfracombe may not realise but we’re actually the envy of a lot of other towns and communities who wish they had such a positive and engaging multi-agency team that they could work with. The fire service and police talk about how it’s working in Ilfracombe across the county and people always want to know more about how it came about and whether it can be replicated.”

ONE ILFRACOMBE VIRTUAL BANK

One Ilfracombe was given funding from the Department of Communities and Local Government to develop a 'Virtual Bank' – an innovative tool that will be the first of its kind in the country. It will allow those delivering services in Ilfracombe to record the level of investment made within the town and to identify areas where partners could align their resources more effectively. Members of the public will be able to view and compare public sector expenditure in Ilfracombe.

The Virtual Bank is due to go live in Summer 2015.



ONE ILFRACOMBE COMMUNITY ENGAGEMENT



One Ilfracombe AGM – Ilfracombe Academy, May 2014



One Ilfracombe Launch – Crescent Hotel, June 2013



Open for Business Event – Landmark, March 2015



One Ilfracombe AGM – Ilfracombe Academy, May 2014



One Ilfracombe Meet the Business Event – Osborne Hotel, Feb 2014



Town Team Fun Day – Sea Front, September 2014

ONE ILFRACOMBE FINANCE

Ilfracombe Together Ltd (trading as One Ilfracombe) was formed as a not-for-profit company in April 2013. The Company Members are Ilfracombe Town Council, North Devon Council, Devon County Council, Devon & Somerset Fire & Rescue Service, NEW Devon CCG and North Devon Homes. Associate Members are Devon & Cornwall Police, Northern Devon Healthcare Trust and Jobcentre Plus.

3 Year Financial Overview	(01/04/12-31/03/13)	(01/04/13-31/03/14)	(01/04/14-31/03/15)	(01/04/15-31/03/16)
	PILOT ACTUAL	YEAR 1 ACTUAL	YEAR 2 ACTUAL	YEAR 3 BUDGET
Income				
B/F balance	0.00	57,174.00	82,390.00	38,062
DCLG grant yr 1	136,500.00			
DCLG grant yr 2		65,000.00		
JCP grant		5,000.00		
NDH grant		5,000.00		
TDK grant		5,000.00		
Other		93.00		
Training		1,100.00		
Police TT team radio grant		5,000.00		
Other		123.80	3,545.72	
Misc Project Grants			1,280.00	25,000
Reimbursements			1,416.41	
Community Connector			9,100.00	11,739
Community Connector TFS			992.32	
SUB TOTAL	136,500.00	143,490.80	98,724.45	74,801
Expenditure				
Project costs	60,526.00	9,766.47	1,937.96	2,000
Virtual Bank	10,175.00	943.00	754.27	1,600.00
Community, Voluntary & Busin	2,502.00			
Professional fees	6,123.00	2,987.85	135.60	875
Community engagement		2,249.26	649.92	2,500
Staffing costs		29,206.00	47,730.39	29,500
Payroll admin		104.17	262.33	270
Travel expenses		2,158.80	1,650.16	2000
Other staffing support		2,544.76		
Website		517.00	494.88	500
Insurance		561.00	567.35	700
Other			35.00	535
Community Connector			4,056.88	11,250
Comm.Connector expenses			1,136.56	489
Creditors		9,350.00	1,250.00	
Discrepancy		712.49		
SUB TOTAL	79,326.00	61,100.80	60,661.30	52,219
NET C/F	57,174.00	82,390.00	38,063.15	22,582

Ilfracombe made a convincing case to Government and we were chosen to be one of only 12 areas across the country to pioneer a local and joined-up approach to delivering public services. Recognising this would be a substantial change in the way things work, the Department for Communities and Local Government granted Ilfracombe £136,500 in April 2012 to help redesign the way in which public services work together. A further Government grant of £65,000 together with £21,000 investment from partner agencies was received in Year 1. As well as funding project costs (such as £1,100 for new litter bins), this has funded Project Officers to co-ordinate work and the costs of developing the Virtual Bank which for the first time will allow the community and partners to understand how services are financed in Ilfracombe and where savings and improvements could be made.

One Ilfracombe was set up by Ilfracombe Town Council to achieve its Strategic Objectives. The Town Council supports One Ilfracombe by committing the time of its staff to help deliver this important community programme as do the other public sector partners. Our community volunteers make an equally important time commitment. One Ilfracombe pays for two new roles: Project Co-ordinator & Community Connector. Ilfracombe Town Council has not made a direct financial contribution.

ONE ILFRACOMBE

BOARD OF DIRECTORS FOR 2014/15



Cllr Ron Ley (Chair) -
Ilfracombe Town Council



Dr John Womersley (Vice
Chair) – Chair of Northern
Locality NEW Devon CCG



Cllr Rod Donovan -
Ilfracombe Town Council



Marc Rostock – Director
of Neighbourhoods,
North Devon Homes



Cllr Rodney Cann – Deputy
Leader North Devon Council



Cllr Andrea Davis –
Devon County Council
Cabinet Member



Neil Blackburn - Group
Commander Devon & Somerset
Fire and Rescue Service



Val Gates –
Independent Director



Daniel Turton –
Independent Director



Pete French –
Independent Director



Simon Adams – Co-opted
Independent Director



Supt Michele Slevin –
Devon and Cornwall Police
(Associate Director)



Ann Oliver – Senior
Employment Engagement
Manager for Devon
(Associate Director)



Andy Robinson – Director of
Finance & Performance
Northern Devon Healthcare
Trust (Associate Director)



Ilfracombe Together Limited (Trading as One Ilfracombe)

Company Number 08482351

A Company Limited by Guarantee

Registered in England