Town Team Meeting

Wednesday 10th July 2024

1030 – The Ilfracombe Centre

Attendees

Neil Ingram – One Ilfracombe (Chair)	Rob Townsend – ITC TMO	Eric Hayes – Ilfracombe Access Group
Gavin Pennington-Ellis – ITC Facilities Manager	Bert Gear – ITC Cllr	Georgina Carlo-Paat - Harbourmaster
Suse Rolfe – NDC Environment & Neighbourhood Officer	Insp Rich Preston – D&CP	Laura Donovan – ITC Proper Officer
Terry Elliott – ITC Cllr	Steve Trebble – Ilfracombe In Bloom	

1. The Chair welcomed and thanked everyone for attending.

2. Outstanding Actions:

Painting & Artwork – The Chair informed those present of the following:

- Albert Court – Art posters are in place, repaint and stencilled "sea themed" work in progress. The artist providing the posters has also paid for some of the large advertising boards at Ropery Road and is looking for other opportunities throughout the town to display their work.
- Ropery Road – Repainted with a section featuring art work by Silk Crystal. Further work to take place
- Montebello Site – This requires repainting and stencilled "sea themed" work
  Chair - post meeting note – having revisited the site post meeting any painting is on hold until the vegetation around the hoardings and that coming over the top from inside the site can be cut back. Chair will contact Webbers as the estate agents representing the owners to see what can be done about this.
- Gold Coast Site – This has been repainted (white) and stencilled "sea themed" work to follow shortly by Silk Crystal.
  Chair – post meeting note. This work is imminent just waiting on a patch of dry weather.
- High St Opposite Earth Repair Shop – I am working with a company called Wildstone (who own the wall) in relation to getting some commissioned street art on this wall. I am awaiting a draft and costings from Silk Crystal which will then go to Wildstone for

funding consideration. Match funding using NDC available grants is also being explored.
Chair – post meeting note. Wildstone have agreed to fund this project.

- Market Arches – Repaint and "sea themed" work potentially in conjunction with 206 money however with the current Premier site situation how this could happen is currently unclear.
- Other areas across the town which would benefit from a splash of paint to commissioned art work are constantly being explored.

Skate Park Update – The Chair informed those present of the following:

- A one off event hosted by Team Rubicon is being considered for the summer.
- The setting up of a community led and focused "skate club" is being explored.
- It has been arranged for the surface of the park to be cleaned and chemically treated to prevent vegetation build up by NDC.
- It has been arranged for NDC to cut back the vegetation and trees surrounding the skate park. This is an important task as ITC continue to consider whether the £3k to replace the current electrical lighting would be better spent on an alternative solar powered solution.
- Having raised recent concerns over littering and in particular the amount of broken glass around the skate park, NDC have informed us that they have sourced a vandal proof bin to replace the previously removed damaged bin.
- There remains an aspiration to create some form of graffiti wall in or around the skate park. However the location and the perceived potential for Anti-Social Behaviour are the current main barriers to this.
- The creation of a BMX Pump Track adjoined to the Skate Park remains an ongoing aspiration.

Bins – Ropery, Springfield, Tarry Lane and more – Update

Domestic Bins - It was discussed that at the Town Team level we appear to have exhausted all of the options to prevent the "wheelie bin parties" around the town which constantly continue to be the magnet for instances of fly tipping whilst also bringing down the local aesthetic.

Although the Team will continue to work in a reactive manner the longer term solutions for how people in HMOs / Flats / Residencies with no bin storage store and present their bins is something that needs to be addressed at District level. The Town Team will of course provide any on the ground intelligence required to assist in any solutions. The Team will continue to promote the correct bin presentation procedure and warn against fly tipping.

Action: Pass to Full Council for a decision on best to move this forward with NDC.

Trade Waste Bins – This is primarily focused on what equates to the permanent storage of trade waste bins on private property. The private property in this instance being the ITC owned Ropery Road Car Park. Legally speaking this is fly tipping. Suse Rolfe has suggested that with the businesses in question not having anywhere on their own properties to store

their trade waste bins that a get together is arranged with ITC, Business owners and NDC trade waste to try and find a suitable solution.

Even if we were to physically move the trade waste bins from Ropery Road and place them street side on Broad Street this isn't really a win eitheras they would be even more prominent and unsightly, so it would appear that the recommended get together is the current way ahead.

3. **Any updates received** – None

4. **Repair and repainting of the railings outside the Tyrrell Hospital Shop** – Cllr Elliott

Cllr Elliott reported that the railings are in a poor state of repair. It was discussed that as the railings are still serving their safety purpose and that as aesthetic work, based on similar previous requests, it was highly unlikely that DCC would do anything about this. Due to the location of the railings this is not a job for volunteers as it would require a Chapter 8. Gavin and Rob will investigate ITC undertaking the work although this would be viewed as a low priority within their current workload.

5. **Responses to Fly Tipping Reports** – Cllr Elliott

Cllr Elliott was concerned over how long it was taking NDC to respond and remove reported fly tipping. The Chair stated that in his experience the NDC team respond very quickly and gave recent examples of items being cleared in less than 24 hours after reporting. The system appears to be working with certain exceptions which may be attributable to limited crew / suitable vehicle availability. The Chair will monitor this via those instances of Fly Tipping recorded via the Ilfracombe Report It! System.

Gavin P-E raised the ongoing saga that ITC would be willing to assist in the removal of fly tipped items as and when they come across them in the course of their daily ITC commitments however with them still not being able to access the Killacleave recycle centre in ITC liveried vehicles this has not been possible.

Action – Proper Officer will raise the latter issue again with Ken Miles at NDC.

6. **Air BnB's & Waste Disposal** – Cllr Elliott

Cllr Elliott raised the point of known Air BnB's presenting bins on the wrong day and leaving waste uncovered causing a problem. Suse Rolfe explained that all Air BnB's should have a private business collection agreement with NDC, although she is more than aware that this is not often the case which is resulting in NDC having to take action to enforce this.

As this is something that is outside of the remit of One Ilfracombe and ITC to enforce NDC will have to take the lead on this however we will continue to use Ilfracombe Report It! And local intelligence to keep NDC informed.

7. **Church Hill Road Signs** – Cllr J Williams

The issue was raised by Cllr Williams via e-mail that certain signs were obscured by overgrown vegetation. In the time between raising and this meeting this has now been resolved.

8. **Ilfracombe Report It!** – Chair

The Chair reported that the Report It! System continues to be used and is being promoted across the town. One of the aims of this system is to decrease the number of unmonitored social media "rants" that would benefit from the individual using Report It!. The Chair in his ITC / OI media role is continually adding the link to Report It! as a response to these posts to encourage official reporting.

9. **AOB**

Gavin Pennington-Ellis

- **Telescopes –** These are gradually being removed by ITC with those more visible ones being the priority.
- **Green waste –** the amount of green waste that ITC are producing on behalf of DCC is now out of hand and the previously mentioned inability to use Killacleave means that this is now at a point where this arrangement is no longer viable. ITC still have a willingness to support DCC, but not at the detriment to their own ITC priorities and not with the lack of current support being provided by DCC.
  Action – Chair will raise with Ilfracombe DCC Cllr & ITC Proper Officer
- **General state of town –** Gavin expressed his dismay at the lack of maintenance and attention to the Seafront, Summers Crescent and Fore Street all of which are prominent areas in relation to our many visitors. *Post meeting update – Proper Officer has drafted a letter on behalf of Ilfracombe residents to go to Ken Miles NDC expressing their concern over the unkempt feel in Ilfracombe. They feel that Ilfracombe has once again dropped off the NDC radar and the "unloved" appearance is a clear snub illustrating an NDC lean towards all things Barnstaple.*
- **Jubilee Gardens –** following a recent traffic accident there remains a large section of the wall with temporary plastic barriers in place. What is the expected date for this to be made good bearing in mind it is in an area of heavy visitor foot fall. The Proper Officer stated that with this being in the hand of the insurance companies the delay in getting this solved may take longer than could be reasonably expected.
- **Score Valley –** again temporary barriers remain in place following an RTA. When is this likely to be fixed? It will have to be investigated as to who is responsible for this.
- **Rear of The Landmark Car Park –** This is currently sectioned off with the loss of 30-40 spaces. Is there any explanation for this and any idea of how long this will be in place. **Action – Chair will chase with Lena at NDC Parking**

Insp Rich Preston

- Focus on the homeless / HMO residents and the associated anti social behaviour. This has resulted in trying to solve the problem longer term instead of constantly "firefighting" by working with the Salvation Army, The Foodbank, Belle's Place and NDC.
- The Chair asked what the footfall was like at the Police Station, Insp Preston replied that this was on the increase and that any publicity of the opening times would be more than welcome.
- The question was raised in relation to how long the Street Marshalls would be in place for. Insp Preston responded that the funding currently runs until October. The overall feedback on their presence remains positive.
- The question was also raised about the Police involvement with Mental Health issues. Insp Preston responded that there is now push back to the NHS/SWAS to deal with the majority of these cases where there is no immediate risk to life. This has resulted in a 16-17% drop off in responses to MH related incidents. This is Phase 1 of a concerted effort to assist in what has become a significant drain on D&CP resources. More action is planned to ensure that the NHS have funded solutions to a drop in Police MH involvement.

Bert Gear

- Bert expressed concern over what he saw as an unsatisfactory response to a report of a missed refuse collection. With there being no one from that particular department being present the Chair agreed to add this to his findings from Ilfracombe Report It! as to peoples reasoning for not directly using the NDC website.
- Bert also reported an increase in fly tipping in the Brookdale car park which is despite of there now being additional bins being put in situ for the summer season.

Terry Elliott

- Terry asked the question why the portable street cleaner purchased by NDC for use throughout the district had to the best of her knowledge only left Barnstaple to visit Ilfracombe on one occasion.
  Post meeting response from NDC:

We are planning on moving our electric push-along sweeper around the county for a couple of days a month. (i.e. Barnstaple, Ilfracombe, Braunton, South Molton) In order to make sure we have sufficient staff trained to use it, we are organising some more training on the machine.The training is taking place on Thursday 18th July 2024 at the depot, BEC. If you have any staff/volunteers who are currently helping out keeping your areas clean and you think they would be able to use the sweeper, Then they are welcome to attend next Thursday.If you have any one in mind, please drop me their names and I will let you know what time they need to be here for the training. Once trained, we will start a rota of moving the sweeper around the district to spend a few days in each area, on a monthly basis.

Subsequently following on from the above 2 members of the ITC Facilities Team will be undertaking the offer of training.

- Cllr Elliott also make a repeated call for the NDC cleaning routines and responsibilities to be made known, the Chair stated that the Hand Cart and Scarab routines have already been made available as noted at the Town Team meeting in January 2024. Please also note that the Scarab Team do not just drive around cleaning the roadside but they leave the vehicle to clean other areas, an example of which is that they will often use portable cleaning devices in and around areas such as the Market Arches. On issuing these routines NDC were keen to point out that changes can and do occur due to staffing levels and resource availability.

Hand Cart Cleaner Routine

NDC Scarab – Daily Routine

NDC Scarab Route – Monday

NDC Scarab Route – Tuesday

NDC Scarab Route – Wednesday

NDC Scarab Route – Thursday

NDC Scarab Route - Friday

- The rising instances of Japanese Knotweed throughout the town was raised in relation as to who was responsible for removing it. The outcome was that it was the land owners responsibility but that there did not appear to be a statutory requirement for any cutting back to take place.

10. Dates of next meetings: Weds 4th September - Weds 16th October - Weds 27th November