Town Team Meeting

Wednesday 4th September 2024

1030 – The Ilfracombe Centre

Attendees

Neil Ingram – One Ilfracombe (Chair)	Rob Townsend – ITC TMO	Terry Elliott – ITC Cllr
Gavin Pennington-Ellis – ITC Facilities Manager	Mark Langworthy - IBTA	Naomi Laurenson – NDC Projects Officer
Lena Iliffe – NDC Car Parks Officer	Ade Drury – D&CP	George Coulter - ITC Cllr

1. The Chair welcomed and thanked everyone for attending.

2. **Project / Task Proposal**

The Chair made a suggestion that for this quarter the Town Team identify 3 projects that would require partnership working to address current public concern before Christmas.

Following some discussion it was agreed to limit this idea to one area of town and it was decided that this would focus on Slade.

The Chair suggested that to move this forward that this be broken down into two elements. The first was to focus on what are being termed as the "industrial" issues.

These industrial issues will involve using professionals (NDH/NDC/DCC/ITC) to undertake tasks such as tree surgery or cutting back vegetation that involves the use of hand held and/or heavy machinery involving being in, on or in close proximity to the highway.

To start the ball rolling on this ITC staff and representatives from North Devon Homes and Devon Highways will be undertaking a walk around Slade on Thurs 19th Sept to establish what the problems are and who is responsible for rectifying them. From there the aim is to establish a programme of works.

The second "community" phase will follow the "industrial" phase and involve more of a tidy up and focus on weeding, smaller cutting back jobs, litter picking etc with residents being encouraged to take part in a bit of local self-help. The Chair will contact those associated with the Vision Centre as a starting point to identify who best to speak to within the community in relation to their local priorities.

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

- Albert Court – Art posters are in place and a repaint and stencilled "sea themed" work completed. The artist providing the posters has also paid for some of the large advertising boards at Ropery Road. The Chair has spoken to the artist concerned and she is looking for other opportunities throughout the town to display her work.
- Ropery Road – Repainted with a section featuring art work by Silk Crystal. Further work to take place on the other blank white sections of walls within Ropery Road possibly with another local artist who the Chair has spoken to.
- Montebello Site – This requires repainting now that the ITC team have cut back the buddleia. This white painting to be undertaken by Fore St Residents Assoc. Longer term a mural may be painted here depending on the material state of the fencing and being able to identify approx. £4k of funding.
- Gold Coast Site – This has been completed by Dan & Hayley (Thank You!) and will shortly be treated to a coat of anti-vandal paint by ITC.
- High St Opposite Earth Repair Shop – The Chair has arranged for work on this wall to be funded by Wildstone (who own the wall) and NDC have also agreed to fund an element of this work using the High St Enhancement Fund. The work is being drafted and undertaken by Dan & Hayley at Silk Crystal.
- 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 and the Chair asked that if any came to light that he be informed.

4**. Ilfracombe Report It! –** As per previous meetings the Chair once again stressed how important it was for local concerns and issues to be officially reported to those responsible for them. To enable this to happen Report It! exists for local people to report issues to ITC and then have them reported on their behalf. This could be for multiple reason due to uncertainty over who does what and/or those who find themselves the victims of digital poverty.

5. **AOB**

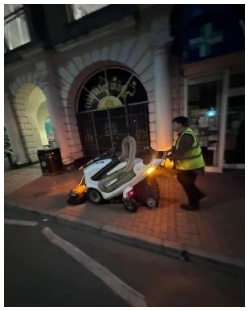
Neil Ingram

- Reminded the team that it was the 100th Anniversary of Ilfracombe War Memorial at this year's ceremony. Plans for this are already underway being led by ITC. The gardens themselves are being maintained by the ITC team and a clean of the memorial is planned prior to the plaques being replaced in time for the parade and ceremony in November.
- A new vandal proof bin is now in situ at the skate park replacing its burnt out predecessor.

- A High St Working Group is due to commence work imminently. This will involve ITC and NDC project officers working together using evidence and findings from a similar task currently being undertaken in Barnstaple to address the unique issues of our High St area.

Gavin Pennington-Ellis

- Youth Works Building Wilder Road **–** There is a section at the end of this building that no longer has a gate on it and it is rapidly becoming a health issue with fly tipping. This is made more of a hazard in that the wooden decking that goes over the stream has seen better days. ITC are willing to board up this entrance. **This has been raised by the Chair with NDC Environmental Health who have now spoken with the Chair of the charity using the building and it is hoped that remedial action will follow shortly.**
- Mullacott A361 **–** A section of the road is still bordered with temporary plastic barriers following a car incident. Is there any update on when this will be a more permanent fix. It looks unsightly and the barriers are prone to moving in windy conditions. **The Chair to raise with DCC Highways**.
- 30mph Speed reminders – can these be put in place in those areas where speeding traffic continues to be reported as an issue. **The Chair stated that there have been numerous requests for Vehicle Activated Signs and having now identified the process for these (which is firstly speaking to our DCC Cllr) and we have the necessary paper work from DCC. This is a work in process as the "process" itself is not a simple one.**
- **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.
  Post Meeting Note – *The Proper Officer is now in possession of DCC funded "tickets" so that the ITC Team can now use the waste and recycling centre although there are still limitations to this.*
- **Pavement Sweeper** – Now being delivered to Ilfracombe for one week of every month for ITC staff to undertake cleaning on behalf of NDC. Feedback is that this machine is not the easiest to use and due to size and weight it can only be utilised when there are no pedestrians and limited traffic, such as very early morning.



- Gavin and his team again expressed their concern over the amount of tasks that ITC are undertaking that are the responsibility of NDC and DCC. The road sweeping and a recent clear up of pathways and thoroughfares in the vicinity of the schools prior to the start of the new term being just a couple of the many examples of this.

The last point prompted a discussion about public perception over which Council was responsible for what and the systems in place so that when works are not in place how are these shortcomings and failings are reported.

Ultimately the decisions as to what work the ITC team carry out on behalf of our Town Team partners from NDC and DCC is down to the Town Council.

The Chair pointed out that in relation to reporting that Ilfracombe Report It! remains the ITC approved route and that "what council is responsible for what" is clearly demonstrated on the ITC website. https://ilfracombetowncouncil.gov.uk/your-council/council-services/

The options of creating a leaflet type explanation and/or publishing a piece in the Ilfracombe Magazine were also discussed and will be **addressed by the Chair with the OI Programme Manager.**

PSCO Ade Drury

- It has been a busy season for local police in Ilfracombe with the additional footfall that the season bring to the town.
- The question was raised in relation to how long the Street Marshalls would be in place for. The response from Naomi (NDC) was that funding had now been identified to run this service until the end of 2025. This was welcomed by all those present and seen as a positive initiative.
- 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.

Terry Elliott

- Terry asked about replacement benches in Victoria Place and on the bend of Springfield Road (nr Belvedere Road).
  Springfield – this was removed at the request of D&CP as it was a hot spot for ASBO particularly street drinking. It will not be replaced.
  Victoria Place – this raised a discussion with Naomi (NDC) who may be able to find some funding to replace some of the worse for wear benches in town.

  Post meeting note *– the ITC team have undertaken a "stocktake" of all the benches (excluding privately funded memorial benches) in three areas; War Memorial – High Street (inc Portland St) and Wildersmouth Beach. This has been discussed with NDC and the priority is to replace as many as funding permits in the High St and War Memorial areas. Replacement bench styles have been identified for costing purposes*

and once the amount of NDC funding available is know the replacement of benches will happen.

- The issue of the lack of street lighting in Highfield, Springfield, Oxford Grove and Slade was raised by Terry. This is a major public safety concern and has been highlighted with numerous online discussions between ITC, D&CP and DCC. The latest response from DCC is as below and Terry has subsequently followed this up reminding them that this is not unique to Slade and requesting an escalation to include those responsible for the National Grid. The Chair will also be reminding people to use Ilfracombe Report It! as a direct response to the highlighted section below:

  There has been a series of supply/cable faults in Slade Road since April of this year, with the most recent being under National Grid reference 5263254, with a target date of 14/10/2024. Although this is a month long target period, our engineer has spoken with National Grid today and they advised they have an excavation planned for this week which should finally restore the power in Slade Road.

  When our maintenance contractor attends a lighting outage and identifies a dead supply, they have to notify National Grid of a supply fault as they own the supply cables. When National Grid confirms a supply fault, they will provide us with a fault reference number and a target date. Thereafter, as we receive further reports from the public concerning the lights being out we respond by email (where address is provided) with the details if there is an exisiting fault.

  National Grid provide us with a list of on-going and completed faults each Tuesday. Any new fault reports we receive for lights with recent National Grid works are checked against this list, and we raise new priority jobs/notifications if we confirm that a supply fault has repeated.

  We share in the general frustration over faults on the distribution network, not only because we are not permitted to repair them, but we are powerless to influence National Grids program. In National Grid's defence I would add that at the moment there are numerous existing cable faults around the county requiring attention, and they treat loss of supply to domestic and business properties as a priority over streetlighting faults, although they do attend lighting and illuminated signs damaged in road traffic accidents as emergencies.

  National Grid are not obliged to repair any cable fault within a certain timescale but do have a voluntary response time of responding to 75% of multiple faults in 10 days, and 90% of multiple faults in 20 days.

  Unfortunately, it appears that these types of faults are increasing, which we believe is an indication of the condition of the vast cable network across the county, much of which is quite old and deteriorating badly. We do chase these network faults up, but

as we do not own the cable network and have no leverage, we are in National Grid's hands I'm afraid.

Moving forwards, if residents notice the lights resume operation and fail again, please can they report them again; we can then check for the latest information and take any necessary action.

- The question was raised whether North Devon Homes have a programme of works across the town. **The Chair will ask the NDH representative on the Slade walk around later this month.**
- It has also been reported to Terry that the pavements in Marlborough Cemetery were incredibly slippery. **The Chair will use Ilfracombe Report It! to raise this with NDC.**

6. Date of next meetings: Weds 16th October - Weds 27th November