

# One Ilfracombe

## Town Team

### Meeting Notes

Weds 14<sup>th</sup> January 2026

#### The Ilfracombe Centre

Attendees: \*Online attendance

Neil Ingram (Chair) – One Ilfracombe	*June Williams – Ilfracombe and NDC Cllr
*Georgina Carlo-Paat - Harbourmaster	Laura Donovan – ITC Proper Officer
Damian Wilson – ITC Facilities	Rob Townsend – ITC Facilities
Kara Stevens – ITC Media & Comms	PC Paul Woodward – D&C
PCSO Lindsey-Ann McDonnell – D&CP	PCSO Dale Kingdon – D&CP
Alison Saunders - IBTA	Steve Trebble – Ilfracombe in Bloom
Tom Harvey – Ilfracombe in Bloom	Eric Hayes – Local Resident
Mel Turnbull – High St Traders / IBTA	Gavin Pennington-Ellis – ITC Facilities
Sara Wilson – NDC & DCC Cllr	Naomi Laurenson – NDC Projects
Molly Ruddy – Street Marshall	Simon Cannon-Smith – Street Marshall
Terry Elliott – ITC Cllr / Belle’s Place	Nathan Ray – NDC Waste & Recycling
Mark Langworthy – NDC Environ’ Health	

1. The Chair welcomed everyone to the meeting. With this being such a well attended meeting introductions followed.
2. The Chair invited the D&CP representatives to update the group and to take any questions early in the agenda in case they were called away.

#### **Ilfracombe Police Update & Anti-Social Behaviour (ASB)**

ASB – Street Drinkers – Currently quiet. PC Woodward outlined the importance of continued reporting and the typical ASB escalation process from intervention & warning to Community Behaviour Orders (CBO) and what happens when a CBO is breached.

Tom Harvey reported an increase in the use of the area at the bottom of Northfield Road.

June Williams stated that she recently visited Ilfracombe Police Station to report a property being used by shoplifters and whilst the staff were very helpful she was concerned that she had received no feedback or update. PC Woodward responded that for instances that were classed as intelligence gathering, Feedback was not part of the process.

The Street Marshalls are no longer participants in the Shop Watch WhatsApp Group but they are happy to provide their direct mobile number to those business owners who want it. The Chair added that an Ilfracombe ASB WhatsApp Group had been set up so that the Street Marshalls, ITC Officers, Harbourmaster and NDC Compliance Officers can share intelligence. If anyone has anything of note that would benefit from Street Marshall involvement they can contact [neil.ingram@northdevon.gov.uk](mailto:neil.ingram@northdevon.gov.uk) and he will feed into the group.

Ilfracombe Police will also be hosting two Community Drop in events on 17<sup>th</sup> January. The Chair stated that the details of these would be shared on ITC & OI social media and on public noticeboards.

### **3. Actions from last meeting**

3a. Cow Lane clean up – Nathan stated that the street cleaner machinery could not operate on such a steep incline. A team from NDC have been identified and a planned manual clean of Cow Lane is planned in for a team from NDC w/c/ 27<sup>th</sup> January.

3b. Montebello site – The Chair will speak to the Fore St Association in relation to them painting and cleaning this area as part of the Ilfracombe Spring Clean. There has been talk of street art potentially being undertaken by Silk Crystal in this area.

**Action:** The Chair will speak to both the Fore St Assoc and Silk Crystal to see what needs sorting to make this happen.

3c. The Lanes – The Chair is working on a project plan to submit via Gov.uk to get Community Payback involved. It is also intended that the Lanes is one of the focus areas for the Ilfracombe Spring Clean.

**Action:** The Chair to submit project plan for Community Outreach support.

The Ilfracombe Spring Clean Team to discuss who, what, when for The Lanes.

3d. Link Centre Area – This has been a long standing issue at town team meetings, highlighted on numerous occasions by Cllr Elliott. Despite the efforts of the Chair in communication with DCC, NDC and NDH to establish ownership and responsibility for this area a plan was devised between ITC and NDC to remove and clear the entire area.

It was also suggested that CCTV and associated signage be placed in this area to deter any future fly tipping to take place.

**Action:** Gavin and Nathan to come up with a plan to clear the area.

*Post Meeting Note: Gavin and his team have now cleared the area. All the cleared material is currently in the Link Centre Car Park awaiting arranged pick up and removal by NDC.*

3e. Wilder Road (Gold Coast Site) – The Chair updated individuals on the current status of the site with both NDC and DCC in legal discussions with the owners to both maintain the fencing, and to effect repairs to the surface above the culvert respectively.

The Chair also floated an idea, originally suggested by Ian Madden, that the Heras fencing onsite be covered with banners to improve the aesthetic of the area.



He went on to suggest that this could also be used as a marketing tool for Ilfracombe featuring upcoming events to showcase Ilfracombe, e.g. Sea Ilfracombe Festival, Art Trail, Shanty Week. This received a favourable response and a discussion followed.

**Action:** The Chair to get permission from land owner, identify funding opportunities and research the banner graphic options.

3f Market Arches Mural – there has been some non-malicious damage to the mural.

**Action:** Chair to speak to Silk Crystal

3g Repainting Co-op crossing – Not long after repainting the crossing remains in a poor state of repair. Cllr Elliott asked that those who had undertaken the work be brought to case as this was not acceptable use of public money. Cllr Wilson will factor this in with other safety improvements that may be made possible under A361 Safety Funding. The Chair said he would also speak to DCC Highways to see where they are at with repainting.

A discussion followed in relation to the siting of this crossing however there appears to be no viable alternative location so there are no plans to move this crossing.

#### 4. Items raised since last meeting

4a. The Chair reported that he had recently expressed a concern over an apparent lack of monitoring and enforcement from DCC in relation to scaffolding which in turn makes

certain areas of our town troublesome for those with accessibility issues whilst also dragging down the aesthetic appeal of the town.

The resultant response from DCC was that their Senior Management was aware of these issues but due to a lack of resources and an inability to enforce issued licenses there was little that could be done.

**Action:** The Chair is working on a solution using QR Codes and local monitoring by Town Team partners to address this issue.

4b. UKPAC – The Chair reminded the group that Ilfracombe continues to suffer from our under reporting of local crime which directly affects certain applications for funding or resource uplifts. One reason for under reporting are the shortcomings of the 101 system. UKPAC offers an alternative to 101 and other reporting avenues. With the UKPAC system having been successfully launched in Barnstaple a UKPAC meeting, open to all local business owners, has been arranged in Ilfracombe at The Lantern 6:30pm on Wednesday 20<sup>th</sup> January.

4c. Dog Fouling – There was an extensive discussion on this with all present agreeing that instances of dog fouling across Ilfracombe was on the increase.

Official reporting was also a key discussion point. Mark Langworthy informed the group that reporting via the NDC website or Ilfracombe Report It! And the gathering of photographic and video evidence to support this was essential in assisting him and his fellow Regulatory Compliance Officer to gather enough of a case to see these offences through to court.

Mark stated that he would be performing a walkaround the Town post meeting and also the following week.

The use of CCTV, both static and mobile was discussed. The latter being a favoured option at those areas that Mark and the NDC team, plus locally gathered information, can identify as hot spots.

**Action:** The Chair will discuss with NDC how to implement some partnership working to come up a campaign/plan to address this issue.

4d. Seafront Toilet Bins – There has been an increase in littering around the new St James' toilet block and bus stop. The Chair reported that there is a lack of litter bins in this area and suggested a review of additional bins or relocation of those already in the vicinity.

**Action:** Chair to work with NDC on new or reciting current bins in this area.

## 5. NDC Car Parks Update

- Jubilee Gardens – rear closure due to cliff fall, no change.

- Adelaide Terrace – progressing slowly but nothing I can share at this time.
- Hele – is on the maintenance schedule, I cannot put a date on when resurfacing/lining will take place. We have a lot that need the same type of maintenance and are in poor condition.

Sara Wilson raised the issue surrounding insufficient lighting in Hillsborough car park and Laura Donovan the same in the Landmark car park around the disabled parking bays.

**Action:** The Chair will raise these issues with NDC.

*Post meeting note: Response from NDC*

- *Hillsborough car park - There is lighting in the car park but it is not sufficient, we agree that this needs to be addressed as soon as possible. There are cost implications but this is being looked at, both temporary and permanent.*
- *Jubilee Gardens car park – my understanding is that the engineering team have investigated this and the bays being referred to are on-street. Any lighting columns would likely be a DCC responsibility.*

*There remains some confusion over the spaces physically adjacent to The Landmark and this is being investigated.*

## **6. Spring Clean 2026 – 6<sup>th</sup>-15<sup>th</sup> March 2026**

Steve Trebble identified the following events led by Ilfracombe in Bloom which all are invited to take part in.

- Friday 6<sup>th</sup> March – Wilder Rd Car Park
- Saturday 7<sup>th</sup> March – Wilder Road Car Park
- Sunday 8<sup>th</sup> March - Victoria Place & Albert Court
- Wednesday 11<sup>th</sup> March – High Street weeding

Steve is also working with the crews at Killacleave Recycling Centre to take part in the Spring Clean. He is also working on a date to work with Citiva employees in and around the Station Road area of town.

Museum staff will also be taking part on a date tbd.

It was agreed that a Spring Clean meeting of key players would be highly beneficial asap

A discussion continued focusing on the following:

- Alison Sanders identified the need to push more on addressing the standard of vacant properties on the High St. The Chair stated that now the database of all High St properties has been completed the owners would be contacted to highlight and hopefully address the aesthetic condition of their properties.

- Alison enquired as to how NDC and ITC resources could be best used to give the High St pavements a deep clean. This will be followed up at the proposed Spring Clean meeting.
- Alison asked whether during the Spring Clean that facades on the High St could be painted by volunteers. The Chair stated that without specific permission this could not take place and a far better approach would be for owners to undertake this work themselves. The material state of many of these facades are far beyond a coat of paint.

The discussion went on to mention other groups that should be encouraged to take part and where possible giving specific tasks to volunteers would be the best way to achieve this. Groups mentioned were Ilfracombe Rotary, Ilfracombe Lions, Ilfracombe Compass, Ilfarcombe Round Table, Community Resource Team and Earth Repair team.

**Action:** Chair to issue an invite for a Spring Clean meeting on Friday 16<sup>th</sup> January at 1030 to representatives from High St Traders Assoc, IBTA and In Bloom.

## 7. AOB

**Rob Townsend** – although the tree in Victoria Place has been reported as having been cut back it requires attention again and a more thorough pollarding.

**Action:** The Chair will raise this with DCC

Mark Langworthy – Again Mark encouraged people to report issues through official channels be this related to dog mess, littering or ASB to name a few ongoing problem areas.

**Steve Trebble** – The Gardening Club were taking a month off and that they were taking time for a social to recharge. The move to Killacleave continues and a report submitted post this meeting reads as follows:

Since taking over responsibility for the site, work has focused on stabilising the land and making it usable in a safe and environmentally responsible way, taking into account the existing ground contamination.

Initial work has centred on establishing raised borders constructed from reclaimed wood, allowing growing to take place without disturbing contaminated ground. Green waste generated on site, as well as from our weekly town weeding sessions, is being recycled and reused within planters and growing areas. In time, we hope this approach may be open to others as a local green waste disposal option, recognising that the removal of green waste can be a shared challenge for the town.

It is encouraging that the site will allow us to grow plants locally for use around the town rather than relying on buying them in. Plant sales will help keep the community group

sustainable, while allowing us to give back to the town by reinvesting and supporting local initiatives.

Five rainwater bowsers have been installed, enabling the collection and reuse of rainwater and reducing reliance on mains water.

We are already in the process of building a stumpery featuring native ferns local to Ilfracombe, which will contribute positively to biodiversity. Volunteer involvement has increased steadily, allowing regular maintenance and progress across the site.

Alongside this, a number of further elements are being developed or planned. These include wildlife ponds and the development of parts of the surrounding woodland into an educational woodland zone, designed to encourage natural wildlife and the creation of varied habitats. This will include bird boxes and other simple habitat features.

Other planned features include a growing tunnel and potting shed, which will support plant propagation and help us work towards becoming more self-sufficient in supplying plants for the town.

Access to the site has presented some challenges. Some trades have been unable to gain direct access, resulting in materials being unloaded at the edge of the field and carried in by hand. This has proved time-consuming and visually disruptive. As a result, we are currently in the process of applying for permission to explore the possibility of dropping the kerb to allow safer and more practical access for deliveries.

**Terry Elliott** – Concern over the amount of littering particularly from recycle boxes and asking what other options are available to prevent this, be this communal bins or more suitable containers.

Nathan Ray responded that there was currently no alternative and that NDC can only use and provide what is available based on both alternative options and budgets.

The Chair recommended that people be reminded to use common sense when putting their recycling outside especially in relation to weather conditions with many of Ilfracombe's streets and roads being such effective wind tunnels.

100 net covers for the recycle bins have also just been received by ITC and these are now held in the Ilfracombe Centre.

Terry also expressed concern over the state of the Devon Bay. It was pointed out that this was on the agenda at the Ilfracombe Regeneration Board and that 42 individual notices had been served.

**Action:** Kara Stevens to factor in weather warning posts on ITC social media so people can use common sense, where possible, when presenting their recycling. Promotion that these nets are available for collection from the Ilfracombe Centre.

8. Date of next meeting: **Wednesday 11<sup>th</sup> February 2026**