

One Ilfracombe

Town Team

Meeting Notes

Weds 17th June 2026

The Ilfracombe Centre

Attendees:

Neil Ingram — One Ilfracombe (Chair)
Cllr Terry Elliott – ITC
Cllr Bert Gear - ITC
Jeanette Cann - IBTA/ High St Business Owner
Rob Townsend - ITC Town Maintenance
Damian Wilson -ITC Facilities
Alison Saunders - IBTA
Kate Morne - NDC ASB Officer (online)
Mark Langworthy - NDC Environment Enforcement
Gavin Pennington-Ellis — ITC Facilities Manager
Kara Stevens —ITC Media & Comms
Naomi Laurenson – NDC
Eric Hayes - Resident

1. The Chair welcomed everyone to the meeting. Meeting introductions made.
2. ASB -A discussion was had over mixed signals relating to the use of UKPAC to report crime. The IBTA have arranged for the PCC, Ilfracombe Police and a representative from UKPAC to attend a meeting with local business owners to discuss this and other ASB issues on 1st July.

Post meeting note: NI has arranged a meeting with a member of the D&CP Business Crime & Crime Prevention team to discuss this further on 30" June

3. Actions from last meeting

3a. The Lanes - Chair continues to work on a project plan for submission to UK.Gov for the use of the Community Payback Team. Members of the Culture Club are undertaking repairs to the mixed media mosaics / murals

3b. Street Art — Planning application being worked upon. Funding not yet confirmed

3c. Wilder Road (Gold Coast Site) — Work has been undertaken to clear the site. The issue remains with the untidy fencing. The road running alongside the site to the carpark remains closed. This is now a standing agenda item at Ilfracombe Regeneration Board meetings and is being monitored by NDC and DCC.

3d. Co-op Crossing — Official complaint made to DCC to rectify this safety issue. Submitted on 14th May. To date only response has been Officer dealing with this on leave until 22nd June.

Post meeting note: following response from DCC received 24th June:

Dear Neil Ingram

Thank you for your recent complaint regarding repainting of road markings at the junction adjacent to Marlborough Road and High Street, Ilfracombe.

We are aware of the problems with the quality of the remarking of the pedestrian crossing markings in Ilfracombe. As you note the contractors have been back to rectify the issue on a number of occasions.

Devon County Council is not being charged for these multiple visits.

We have a process in place to check the works carried out by our lining contractors and this identified the issues you also raised. This will continue to review the works until they are in a satisfactory condition.

The contractor will be revisiting the site as soon as their resources allow and dependant on road space booking permit restrictions (road works co-ordination). The contractor batches up their works in the most efficient way and are unable to give a specific date for these works. However, they will be returning to remark the crossing.

You have now completed the Council's complaints process. If you remain dissatisfied, you have the right to refer your complaint to the Local Government & Social Care Ombudsman. The LGSCO contact details are below:

*Website: www.lgo.org.uk, you can find the online complaint form here or
Telephone: 0300 061 0614*

Regards Chris Parkes Senior Traffic Engineer

3e. Speed limit signs — High St - exploring potential to have this covered using A361 grant funding.

4. High St - Vacant Shop Windows - The Chair updated the group on the latest plans as part of the One Ilfracombe Town Centre Regeneration theme.

5. Items raised since last meeting

5a. Tarry Lane Rubbish - Cllr TE - daily household waste being left which is attracting fly tipping. Recent £800 fine issued for individual for fly tipping. Use of gull bags was discussed as potential situation as was the use of streamline (thinner) wheelie bins secured to the wall of the covered section of Tarry Lane. These bins would also be marked as for use of Tarry Lane residents only.

An idea was proposed to provide letting agents with detail on all things household waste and recycling that could be given to new tenants.

It was also noted that the commercial bin next to the Queens Hotel on the High St was always overfilled and lid not closed or locked.

Action: Chair to speak to NDC Waste and Recycling Manager regarding Tarry Lane and Comms Team in relation to information leaflets. Chair to speak to the Queens Hotel.

Post meeting note: Chair has spoken to Paul Burton (NDC) who has given approval for this to go ahead. Bins will be provided by NDC and secured and marked up by ITC Facilities Team

6. AOB

6a. NL- Concern over safety and vandalism of Old Manor House opposite North Devon Resort. Although concerns have been previously raised neither ITC or OI have received any specific reports of incidents on site. If necessary the site can be added to the untidy and derelict sites database for discussion at IRB.

Action: NI to speak to Richard Silver (GM at NDR)

Post meeting note: NI has spoken to Richard at NDR. They have secured the site as best as they can without employing onsite security 24/7. He went on to add that once they had finished the new spa and sauna fit on the main site their next project will be this site. He could not go into any detail as to what this project was. Estimated time scale was for project to start in 18 months.

6b. MH —Capstone and Brookdale are current dog fouling hot spots. Oxford Grove play park dog fouling signs are being repeatedly vandalised as has the gate which is being wedged open. This is a risk to children using the play area and NDC enforcement are on the case. The #clearmessages social media comms continues from NDC and is being shared by ITC. The use of mobile covert CCTV is with NDC legal department for final sign off.

6c. GP-E — The area at the rear of the Landmark continues to deteriorate, this includes the railings. With the site being open there are safety concerns. Does NDC have a plan for this area?

Action: NI will ask NDC for a response. If necessary the site can also be added to the untidy sites database for discussion at IRB.

6d. BG -Where at NDC currently at with their plan to remark out Brookdale Car Park?

Action: NI to e-mail NDC for an update.

Part of the wooden fence at the rear of Brookdale car park is broken and there is also rubble that looks like it has been fly tipped.

Action: NI to visit Brookdale car park to take some pictures for passing onto NDC.

6e. TE —Larkstone Car Park is overgrown with weeds and the steps from the car park are slippery and dangerous.

Action: NI to contact NDC.

Post meeting note: ITC Facilities Team have planned in work alongside NDC to clear the car park over the next 2 weeks.

6f. JC - A discussion was had relating to both Ilfracombe exploring Coach Friendly Status and the reinstatement of the National Express bus service to Ilfracombe which currently terminates at Barnstaple.

Action: NI to discuss with ITC Proper Officer

6g. EH - was confused over the NDC trial of separating out recycled plastics. This is only taking place in certain areas and post the trial there will be an opportunity for those taking part to feedback to NDC.

6h. KM - Current drinking hotspots rear of Wilder Road Car Park and the bottom of Northfield Road by the old public conveniences. There was a discussion on the latter which concluded that there could be potential to extend the flower bed around the whole of the site rather than to cut back the plants which are well established and maintained by town volunteers to improve visibility. It was agreed that if street drinking was taking place within the PSPO then this was not the worse place for it to happen.

Action: NI to speak to Proper Officer over planned future use of this area once phone box has been removed.

Date of next meeting: 1030 - 22" July 2026

