



One Ilfracombe

Town Team

Meeting Notes

Wednesday 9th September 2026

Attendees:

Neil Ingram – ITC/OI Project (Chair)	Rob Townsend – ITC Facilities
Jeanette Cann – IBTA / Business Owner	Eric Hayes - Resident
Gloria Satchwell - Resident	Cllr Terry Elliott – ITC/Cow Lane Group
Cllr Bert Gear – ITC Place Champion	Gavin Pennington-Ellis – ITC Facilities
Damian Wilson – ITC Facilities	Kate Morne – NDC ASB Officer
Mark Langworthy – NDC Compliance	Insp Joey Lester – D&CP
PC Scott Elliott – D&CP	

Apologies:

Laura Donovan – ITC Proper Officer	Alex Bird – DCC Highways
Cllr Sara Wilson - DCC	Naomi Laurenson – NDC Projects
Alison Sanders - IBTA	Cllr Mel Turnbull – ITC / High St Traders
Georgina Carlo-Paat - Harbourmaster	

1. Welcome and Introductions

2. Actions from last meeting

- **Tarry Lane**
Following installation of 3 wall mounted wheelie bins by ITC appears to be working with reports of fly tipping and mess in the area being reduced.
- **Old Barnstaple Road Opp NDR**
Issue now sits with Ilfracombe Regeneration Board
- **Rear of Landmark**
Issue now sits with Ilfracombe Regeneration Board
- **Brookdale and Larkstone Car Parks**
Brookdale resurfacing and marking works commence on or around 19th September
ITC and NDC teams will be working at Larkstone Car Park to address overgrown vegetation in and around the area.
- **Coach Friendly Status**
Action: Neil (ITC/OI) and Jeanette (IBTA) are working on achieving CFS for Ilfracombe.
Ultimate aim to get National Express to reinstate Ilfracombe as a destination.

- **Soft Plastic Recycling trial**
Action: NI to find out from ITC the findings from this trial.
- **Seafront Benches**
Action: Having taken an audit in this area, NI to send findings to NDC for replacement/repair as required.
- **Brookdale Avenue overgrown vegetation**
This looks to have been approved
- **Marlborough Road dumpy bags**
Action: NI to report this as a safety concern to Cllr Sara Wilson and DCC
- **Presence of NDC Waste and Recycling Team member at Town Team**
No officers in attendance at the meeting again.
Action: NI to update NDC Waste and Recycling team with all related actions from this meeting and to request a future presence at Town Team meetings. Escalate to One Ilfracombe Board if required.
- **Overgrown vegetation near Bowling Club**
Action: ITC Facilities Team to investigate.
- **Horne Park Road Speeding**
Insp Lester stated that they have been working with DCC in relation to vehicles travelling wrong way on one way system, this includes posters and sign designs being put together by local school children. They continue to monitor the situation.
- **Gold Coast site / road**
The work on the culvert looks to be complete or very near completion. The road running alongside the site is now open.

3. ASB

- i. **Confusion over Business Crime reporting UKPAC / 101**
Action: NI to work with Insp Lester on a joint communications plan to deliver to local community and businesses.
- ii. **Northfield Road**
Street drinking in this area appears to have moved to Wilder Road car park area
- iii. **Street Marshalls**
With LGR on temp hold future funding still unknown although ITC are committed to factoring this into the budget for 2027/28. Insp Lester suggested workign on improving the public perception and clearly identifying the benefits of the Street Marshalls and also expanding their use.
- iv. **Clarence Cottages**
Drug dealing/use and street drinking within the PSPO continue. NDC have held a residents meeting with North Devon Homes (NDH) and local residents to advise on official reporting following fear of reprisal on reporting. NDC are in the final stages of installing CCTV in the area to supplement that already installed by NDH. Neighbourhood Policing Team are aware and monitoring the area. NDH also exploring installing gates that permit resident only access
- v. **Link Centre**

Drug dealing/use continue to be prevalent. Fear of reprisal remains an issue for any reporting. DCC have been informed of “hidden areas” surrounding the Link Centre. They are exploring replacing doorway shutters. Kate Morne reported that Wilder Road area is now another hotspot for drug use and street drinking.

4. Items raised since last meeting

- **A361 Hedge cutting St Brannocks**

This will be undertaken by DCC in the next 2 weeks

- **Car Park Signage**

NI informed the meeting of the business plan IBTA have submitted to NDC for new information maps to be placed in NDC car parks and other areas around the town.

- **A361 Safer Road Fund**

Action: NI working with Cllr S Wilson on identifying measures for High St pedestrian safety using the A361 Safer road fund managed by James Anstee at DCC.

- **NDC Street Cleaning schedule**

Action: NI to chase up NDC

- **Return of High St bench**

The bench opposite 29 High Street was removed as a trial to reduce the level of ASB in and around this area. Whilst the removal did reduce ASB it also impacted on those in the community less able to stand whilst visiting High St businesses and services. It was agreed that the bench should now be re-instated and any subsequent rise in ASB being recorded and reported.

Action: NI to forward the request for a bench to be re-installed to NDC.

- **Pigeon mess in alley ways off High St**

The ITC facilities team continue to clean the alleys on behalf of DCC when resources permit. How clean the alleys are is dependant on when they are reported in relation to when they were last cleaned. Humane pigeon deterrent systems do not work.

- **Wilder Road by Stream overhanging vegetation on pavement**

Action: ITC facilities team to investigate.

- **Request for bus shelter junction St Brannocks and Bicclescombe Park Road**

Provision of bus shelter approved, awaiting installation.

- **Seafront brighten/clean up**

Alongside the previously mentioned bench issues it has also been reported that this area is also prone to a pooling of water with no drains or soak away systems in the vicinity. This results in a build up of detris and silt. Once the ex-phone box from Northfield is installed further aspects to “brighten” up this area will be explored by ITC/OI in conjunction with Ilfracombe in Bloom / Ilfracombe Gardening Club / NDC.

- **Littering**

TE mentioned that she has raised the lack of a dedicated ITC litter picking employee with staffing. GP-E raised that the ITC team do carry out this task alongside other jobs but not as a dedicated scheduled routine as this should be carried out by NDC. Noted that this has improved since NDC scarab driver Tony had returned to work.

Action: NI to pass on thanks to NDC for the extra work Tony does in and around the town. The difference in having him around is noticeably visible.

5. ITC Report Number 26059 – Cllr Basil – The following was raised at ITC FC in July

That Ilfracombe Town Council writes to North Devon Council to ask them to ensure that their operatives;

After their collection, leave the area at least as tidy as it was before the collection:

- *bags are left so that they cannot blow away*
- *no residual litter is left*
- *in general it looks tidy*

Nothing except the recycling is left without there also being an explanatory note also left to explain why these items were not collected.

Where it is obvious that the resident is missing a recycling container one is left for them or a delivery of it is arranged.

Do their utmost to ensure that all recyclable items are collected

Action: With no NDC Waste and Recycling Officers present NI will send this direct to NDC for a response.

6. AOB/Reports/Updates

Gavin Pennington-Ellis – Wildersmouth beach and the museum ends of the culvert access are repeatedly being accessed with the padlocks being broken off. Both ITC and Police will keep an eye on this although the responsibility to secure access rests with NDC and the Environment Agency who are aware.

Jeanette Cann – Concern over the amount of cigarette butts outside The Snug & Hyde, The Liberal Club and The St.George. Glasses from the Liberal and St George are often found left outside the premises each morning.

Action: To be raised at next NDC ASB Steering Group meeting with NDC Licensing Officer

The trade waste bins from The Lime Kiln/ Watersports Hub are often overflowing with rubbish being placed around them. Not the bins on Marine Drive itself.

Action: NI will pass this onto the Watersports Hub Manager.

Capstone dog waste bins have been removed and not replaced. ML explained that once removed a dog waste bin will not be replaced as they are being phased out with the adoption of an “any bin will do” policy.

Question as to whether the brown tourist signs for the Tunnels Beach were misleading now that the beach is no longer open to the public. It was unclear what the criteria was for these and whether it was a paid for service, related to footfall or days open for business each year.

Action: NI to pose the question to DCC.

Kate Morne – Street drinking hot spots also includes the High St bus stop by the garage. NI also passed on Victoria Place as another. Kate will speak to the Licensing Officer about the sale of alcohol from certain premises to people who are intoxicated. Establishments have also been recently visited by Kate and an NDC Licensing Officer with future visits planned in. This will also be raised at the next NDC ASB Steering Group.

Rough sleeper currently reported using Wilder Road and Harbour toilets is known to NDC. **Bert Gear** also added that there was a tented rough sleeper on the Torrs but that it was a tricky location to explain. He will try to get a W3W location then report back.

Action: To be raised at next NDC ASB Steering Group meeting with NDC Licensing Officer

Rob Townsend – can the mural at top of Greenclose Road at back of Lantern entrance be re-done? NI explained that until the leaking guttering /roof was repaired there would be no point. He also pointed out that as this was privately owned work could not be undertaken using public funds. If the owner were to make good any repairs then he would investigate identifying funding from non-public sources.

Can litterbins be reinstalled at the War Memorial?

Action: NI to raise with NDC.

Mark Langworthy – Flytipping response times were very good with most instances being dealt with in under 24 hours. The previously open garden area on Wilder Road that housed the bins by the “community garden” had been cleared.

NI asked if NDC had made any progress in relation the legal issues preventing the deployment of mobile CCTV. Answer from **ML** was that despite the use of these appliance not requiring RIPA compliance, there were still legal issued to be addressed.

Gloria Stachwell – enquired about the reporting of 1st and 2nd floor properties which were clearly in a poor state of repair specially in light of Ilfracombe being shortlisted for. NI – although the priority on his weekly walk around focuses on ground floor properties where there are obvious signs of rotten window frames or crumbling masonry these are reported to NDC in case they pose a risk to public safety.

Inspector Lester – Crime rates across the area are slightly up but this can be attributed to a spike of crime in South Molton. The Police station in Ilfracombe is currently on reduced opening, now Wed-Fri, due to one of the staff being off long term ill. They are working to rectify this asap. The one staffing vacancy they had in area (Emergency Response) has now been filled. JL also introduced PC Scott Elliott who usually covers Lynton and Lynmouth but is being temporarily moved over to Ilfracombe with the end of the main tourist season now upon us. JL was pleased to hear that the increased uniformed presence had been noted around town especially during events such as Carnival, NDR boxing, the bike show and the Sea Ilfracombe Festival.

Eric Hayes – was there any update on the rumours that the former Hele Billies property in Hele was to be used to house people seeking asylum in the UK? NI stated that neither Ilfracombe Town Council nor One Ilfracombe had any knowledge of this. JL stated that, despite North

Devon currently falling short of their statutory requirement to provide housing options for people seeking asylum, the Police were also unaware of this particular location being considered.

7. Date of next meeting – Wednesday 14th October