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44 High Street
Ilfracombe
EX34 9QB
Tel: 01271 855300

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To Councillors, M Fay (Chair/Mayor), J Williams (Deputy Mayor), B Gear, G Coulter, T Elliott, G Schofield, P Crabb, D Turton, D Williams, M Newland, T Huggins, T Ebert, N Basil, J Quinn, J Irwin, N Jenner, M Turnbull, S Jennison.

You are hereby summoned to attend the **Ilfracombe Town Council Meeting** to be held on **12th October 2026 at 19:00 at Council Chambers, The Ilfracombe Centre, 44 High Street, Ilfracombe** for the purpose of transacting the following business.

In accordance with The Public Bodies (Admission to Meetings) Act 1960 members of the public are welcome to attend. Recording, photographs and filming – In accordance with the Openness of Local Government Bodies Regulations 2014 the press or public may audio-record, photograph or film meetings. As such, members of the public may be recorded or photographed during the meeting. Anyone wishing to record or photograph the meeting must notify the Town Clerk before the commencement of the meeting.

This meeting will be streamed and recorded live via Zoom. All guidance relating to this can be found in our Live Streaming and Recording of Public Council Meetings Policy available on our website. The meeting will be opened with prayers. Anyone not wishing to join during this period can request to be shown to the 'waiting room' and join the meeting directly afterwards.

The meeting will be opened with prayers. Anyone not wishing to join during this period can request to be shown to the 'waiting room' and join the meeting directly afterwards.

Laura Donovan
Proper Officer
clerk@ilfracombetowncouncil.gov.uk

7th October 2026

AGENDA

1. **Welcome by Chair**
2. **To note apologies and reasons for absence.**
3. **To receive and record Declarations of Interest** as per Localism Act 2011 Section 31.
4. **To request any Chair's discretion** – for any matters or announcements for Information only.
5. **Public participation** – As per Standing Order 3 (e-i), members of the public are permitted to make representations, ask questions and give evidence in relation to any business relating to the Town Council. The period not exceeding 15 minutes to be allocated allowing members of the public to speak for up to 3 minutes.

6. **To determine which items, if any, of the agenda should be taken with the public excluded** – Public Bodies (Admission to Meetings) Act 1960, Section 1, Paragraph 2.
7. **To adopt minutes of Full Council Meeting held 14th September 2026** and to note matters, updates and actions arising.
8. **Minutes of Staffing Committee meeting (to note and approve recommendations)** – 21st September 2026 - Cllr M Fay
9. **Minutes of Planning Committee meeting (to note and approve recommendations)** – 21st September 2026 - Cllr J Williams
10. **Minutes of Finance and General Purposes Committee meeting (to note and approve recommendations)** – 28th September 2026 - Cllr T Huggins
 - 10.1. **Item F2609 – 8.1.2.** To agree to write off bad debt
 - 10.2. **Item F2609 – 10.1.** To agree the use of Ropery Road Car Park for Sea Ilfracombe 2027
11. **ITC 26085 – Proper Officer Report**
 - 11.1. Review and adopt Scheme of Delegation
 - 11.2. To agree Council and Committee Meeting dates for 2027
 - 11.3. To review and agree Ropery Road terminal upgrades
 - 11.4. To review and agree the replacement/upgrade of the Meeting OWL
 - 11.5. To discuss and consider options for engagement with Royal Mail
12. **ITC 26086 – Responsible Finance Officer Report**
 - 12.1. To review and agree current accounting status
 - 12.2. To review and agree invoices for payment
 - 12.3. **ITC 26087** – ITC Bad Debt policy review and update
 - 12.4. **ITC 26088** Appointment of Internal Auditor Terms of Reference
Includes Appointment of Internal Auditor for 27/28
13. **ITC 26089 – Programme Manager Report – including One Ilfracombe update**
 - 13.1. **ITC 26090 – How Can Councillors have Better Visibility, Engagement and Accessibility** – To discuss report recommendations
14. **ITC 26091 – Ilfracombe Town Council as the UK Town of Culture 2028 Accountable Body** - To review and agree recommendations included in relation to the Town of Culture Project
15. **To receive reports/proposals from Ilfracombe Town Councillors**
 - 15.1. **ITC 26092** – Report on High Street Car Park – Cllr T Huggins
16. **To receive reports from Working Groups and Councillor Champions**
 - 16.1. **ITC 26093** – Public Health Champion Report – Cllr T Elliott
 - 16.2. **ITC 26094** – Supplementary Report of the impact of the temporary closure of maternity services at North Devon District Hospital – Cllr T Elliott
17. **To receive reports from County and District Councillors**

18. To receive correspondence/licenses/notices

19. Chairs Discretion – for information only



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**ILFRACOMBE TOWN COUNCIL
MINUTES – 26 – 09
THE COUNCIL CHAMBERS, THE ILFRACOMBE CENTRE, DEVON, EX34 9QB**

Minutes of the Full Council Meeting held at 7:00pm on Monday 14th September 2026

Members Present:

Cllrs: M Fay (Chair/Mayor), B Gear, G Coulter, T Elliott, D Turton, D Williams, M Newland, T Huggins, T Ebert, N Basil, J Quinn, J Irwin, N Jenner, M Turnbull, S Jennison, P Crabb (arrived late)

Officers Present:

L Donovan (Proper Officer), C Coombs (Responsible Finance Officer), S Seatherton (Programme Manager)

Others present: Devon County Cllr S Wilson, Pastor Hills and 1 member of the public.

2609 - 1. Welcome by Chair

Cllr Fay welcomed the assembled and introduced Pastor Hills to commence with prayers.

2609 - 2. To note apologies and reasons for absence.

Apologies were received from Cllr J Williams (personal) & Cllr G Schofield (work).

2609 - 3. To receive and record Declarations of Interest as per Localism Act 2011 Sect. 31.

None received.

2609 - 4. To request any Chair's discretion – for any matters or announcements for Information only.

The Cllr S Wilson, T Elliott and PO had an items to raise.

2609 - 5. Public participation

A member of the public raised a query in relation to asylum seekers and their housing in Ilfracombe and also in connection with the Osbourne Hotel. The PO pointed out that there was an amount of speculation about asylum seekers however the Council had received no formal notification of this being the case. The PO gave a further update in relation to the Osbourne Hotel.

Cllr P Crabb arrived at 19:11

2609 - 6. To determine which items, if any, of the agenda should be taken with the public excluded – Public Bodies (Admission to Meetings) Act 1960, Section 1, Paragraph 2.

One of the PO's Chair Discretion due to legal proceedings.

2609 - 7. To adopt minutes of Full Council Meeting held 10th August 2026 and to note matters, updates and actions arising.

S2609-7.1. To review and agree proposed amendment to Draft Minutes of Full Council Meeting as per correspondence – Motion to approve and adopt the above minutes with the requested amendment was proposed by Cllr Gear, seconded by Cllr Quinn with majority in favour and two abstentions.

2609 - 8. To adopt minutes of Extraordinary meeting held 17th August 2026 and to note matters, updates and actions arising – Motion to approve and adopt the above minutes was proposed by Cllr Fay, seconded by Cllr Irwin with majority in favour and one abstention.

2609 - 9. Minutes of Staffing Committee meeting (to note and approve recommendations) – 17th August 2026 - Cllr M Fay – These minutes were noted by members.

2609 - 10. Minutes of Planning Committee meeting (to note and approve recommendations) – 17th August 2026 - Cllr J Williams – These minutes were noted by members.

2609 - 11. Minutes of Finance and General Purposes Committee meeting (to note and approve recommendations) – 24th August 2026 - Cllr T Huggins – These minutes were noted by members and the following recommendations were put forward.

2609-11.1 Item F2608-6.1. To review and agree F&GP recommendation for public convenience door supplier – The recommendation to engage Healthmatic as the door supplier was proposed by Cllr Quinn, seconded by Cllr Jennison with majority in favour and two abstentions.

2609-11.2 Item F2608-9.3. To review and agree F&GP recommendation regarding report ITC26072 – Festive Lighting Report – The recommendation to use Blanchere as the lighting supplier was proposed by Cllr Quinn, seconded by Cllr Irwin with all in favour.

2609-11.3 Item F2608-9.4. To review and agree contract terms for Lantern Nursery – The terms for the rental of the Nursery site was proposed by Cllr Quinn, seconded by Cllr Irwin with all in favour.

2609-11.4 Item F2608-10.1. To review and agree proposal to honour rental cost for fixed term – It was proposed by Cllr Elliott to reduce the cost for this financial year, seconded by Cllr Turnbull with all in favour.

2609 - 12. ITC 26073 – Proper Officer Report

The PO summarised the report and it was noted by members.

2609 - 13. ITC 26074 – Responsible Finance Officer Report

2609 – 13.1. To review and agree current accounting status – The RFO provided a verbal report to members, including the current status of the accounts, this was agreed by members.

2609 – 13.2. To review and agree invoices for payment – Cllr Williams proposed to agree the submitted invoices on the addendum, for payment, this was seconded by Cllr Huggins with all in favour.

2609 - 13.3. ITC 26075 – Financial Risk Review (Sept 26) – To review and agree – Cllr Huggins proposed to agree the risk review, this was seconded by Cllr Quinn with all in favour.

2609 - 14. ITC 26076 – Programme Manager Report – including One Ilfracombe update –
The PM gave an overview of the report which was noted by members.

2609 - 15. To receive reports from County and District Councillors – Cllr Wilson gave an overview of the DCC report, this report was noted by members. Cllr Crabb brought to council the discussions regarding the pitch and putt decision made by NDC at their Strategy and Resources committee. This was noted by Council.

2609 - 16. To receive reports from Working Groups and Councillor Champions

2609 – 16.1. ITC 26077 – Public Health Champion Report – Cllr T Elliott – This report was presented to Councillors

2609 – 16.2. ITC 26078 – Report re Access to Health Services – Cllr T Elliott – To review and agree recommendation within the report – This report was presented alongside the Public Health Champion Report. The recommendations were proposed by Cllr Elliott, seconded by Cllr Crabb with all in favour. The council have requested further cluster working on this subject with North Devon and Torridge clerks and councils which the PO will put into action by circulating this report initially.

2609 – 16.3. ITC 26079 – Solar Car Parks Report – Environment Champion Cllr N Basil – To reconvene the solar panels working group, to include the biodiversity working group, to consider options within the report – This report was noted by Council and the recommendation agreed. The PO will schedule a meeting accordingly.

2609– 16.4. – ITC 26080 – Council Youth Champion Report – Cllr D Williams – This report was presented to Council and was noted by members.

2609– 16.5. – ITC 26081 – Slade Vision Centre Report – Cllr D Williams – This report was presented to Council and was noted by members.

2609 - 17. To receive correspondence/licenses/notices

2609 - 17.1. MP Ian Roome's response regarding maternity services as North Devon Hospital – This correspondence was noted by members.

2609 - 18. Chairs Discretion – for information only –

Cllr Wilson highlighted to the Council the issues that Ilfracombe residents have been having with the postal system. This will be brought back to next months Full Council.

Cllr Elliott would like to bring another proposal to Full Council in relation to bringing Wildersmouth beach back as a swimming beach. The PO pointed out that some work has already been done on this therefore please to contact ITC officers prior to submitting the report.

The PO raised the following items:

- All Councillors have been invited to the Ilfracombe Community Awards however very few have responded.
- One member of the public has been informed that ITC staff members will no longer engage via email due to the councils zero tolerance policy against rude and demeaning wording. It has been advised that Councillors are covered by the same policy therefore are welcome not to engage as well.
- The head of Ilfracombe Academy is wanting to present to Full Council ahead of the October Full Council meeting at 6pm.

- Information regarding a letter received from solicitors – this item was taken with the public excluded

Part II (Closed Session)

Resolved: that under Section 1(2) of the Public Bodies (Admission to Meetings) Act 1960 the press and public be excluded from the meeting for this item of business on the grounds that publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted – namely matter relating to current legal proceedings. Proposed by Cllr Fay, seconded by Cllr D Williams with all in favour.

At this point, the meeting continued with the press and public excluded. The recording and live stream was stopped and members of the public left including DCC Cllr Wilson. Cllr Crabb left the room at this point due a declarable interest. The PO was invited to stay.

S2609-18. Chairs Discretion – for information only – The PO presented the Council with a letter received and will bring a full report back to Full Council once more information has been received.

The Chair declared the meeting closed at 20:41hrs, the next Full Council Meeting will take place on Monday 12th October 2026 at 19:00hrs in the Council Chambers.

Cllr Mark Fay (Mayor)
Ilfracombe Town Council
Chair

14/09/2026



MINUTES – 26 – 09

THE COUNCIL CHAMBERS, THE ILFRACOMBE CENTRE, DEVON EX34 9QB

Minutes of the Staffing Committee Meeting held at 10:00am on Monday 21st September 2026

Members Present:

Councillors: J Irwin (Deputy Chair), B Gear, J Williams (Deputy Mayor)

Officers Present:

L Donovan (Proper Officer)

Others present: N/A.

S2609 - 1. Welcome by Chair

Cllr Irwin welcomed the assembled.

S2609 - 2. To receive and consider for approval, apologies and reasons for absence.

Apologies: M Fay (Mayor/Chair)

Absent: Cllrs Crabb & Coulter

S2609 - 3. To receive and record Declarations of Interest. A book for members to record their declarations of interest will be made available.

None received.

S2609 - 4. Chair's discretion for any matters or announcements for Information Only.

None to note.

S2609 - 5. Public participation

None

S2609 - 6. To adopt the minutes of the meeting held 17th August 2026 and note matters arising

Motion to adopt the minutes was proposed by Cllr Irwin, seconded by Cllr Williams with all in favour.

S2609 - 7. To determine which items, if any, of the agenda should be taken with the public excluded "Part B":

Item 10.3 to be taken with the public excluded

S2609 - 8. Updates:

S2609 – 8.1. To review and agree all annual leave, sick absence, accrued time/agreed overtime & workload implication:

The PO updated members on one current staff absence and that the planned phased return to work had been completed. Another member of staff was on a potential two week sickness absence due to a medical issue.

The PO reminded members that due to the ongoing workload around the Town of Culture project there is the possibility that there will be an amount of unclaimed leave.

S2609 – 8.2. To consider and agree any training or conference requirements and requests

a) ITC 26082 - Town Clerk Training - Level 5 Community Governance Foundation Degree

The PO presented the report. Members resolved to agree to the recommendation. Proposed by Cllr Irwin, seconded by Cllr Gear with all in favour

S2609 – 8.3. Update on any staffing reviews:

PO informed members that all PM staff had had their reviews. The PO & PM still to confirm theirs with the Chair of Staffing.

S2609 - 9. Project Feedback

S2609 – 9.1. Report on progress against the Programme Manager's programme overview with resource management/pinch-points:

In the PM's absence the PO gave a brief overview of projects and staffing.

S2609 - 10. Proper Officer Update

S2609 – 10.1. To consider and approve the 2026/27 National Pay Award

PO updated members that the pay award was agreed at 3.3%. Cllr Gear proposed that this was accepted and paid to staff, seconded by Cllr Williams with all in favour. As this was already a budgeted item it is not requiring Full Council approval.

S2609 – 10.2. To review and adopt Employee Handbook and Contract revisions as set by WorkNest

Cllr Irwin proposed acceptance of all policies and contracts as an up-to-date document following legislative changes. Seconded by Cllr Gear with all in favour.

S2609 – 10.3. ITC 26083 – Review of Staff Pay and Grading Arrangements and Alignment with NJC Green Book Principles – To review and agree recommendations

This item was taken with the public excluded.

S2609 - 11. Correspondence

None to note

S2609 - 12. Chairs Discretion – for information only

None to note

“Part B” (Closed Session)

Resolved: that under Section 1(2) of the Public Bodies (Admission to Meetings) Act 1960 the press and public be excluded from the meeting for this item of business on the grounds that publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted – namely matter relating to current legal proceedings. Proposed by Cllr Gear, seconded by Cllr Irwin with all in favour.

At this point, the meeting continued with the press and public excluded. The PO was invited to stay.

S2609 – 10.3. ITC 26083 – Review of Staff Pay and Grading Arrangements and Alignment with NJC Green Book Principles – To review and agree recommendations

Following discussion, Cllr Gear proposed that this item be referred to the F&GP Committee agenda, with a view to establishing a joint working group to undertake the review. The group would include the Chairs and Deputy Chairs of both committees, the Mayor and Deputy Mayor. This was seconded by Cllr Irwin, with all in favour.

The meeting closed at 10:46am. The next Staffing committee meeting will be held on Monday 19th October 2026 at 10:00am in the Council Chamber.

**Cllr John Irwin
Deputy Chair
Ilfracombe Town Council**

21/09/26



**ILFRACOMBE TOWN COUNCIL
MINUTES – 26 – 09
THE COUNCIL CHAMBERS, THE ILFRACOMBE CENTRE, DEVON, EX34 9QB**

Minutes of the Planning and Environment Committee Meeting held at 7:00pm on
Monday 21st September 2026

Members Present:

Cllrs: J Williams (Chair/Deputy Mayor), D Williams (Deputy Chair), G Coulter, G Schofield,
N Basil, S Jennison

Officers Present:

I Howard (Minute Taker), L Donovan (Proper Officer)

P2609 - 1. Welcome by Chair

Cllr J Williams welcomed the assembled. Cllr J Williams proposed to co-opt Cllr S Jennison onto the committee for the meeting, this was seconded by Cllr G Schofield with all in favour.

P2609 - 2. To receive and consider for approval, apologies and reasons for absence.

None received.

P2609 - 3. To receive and record Declarations of Interest as per Localism Act 2011 Section 31.

Cllr J Williams declared a non-pecuniary interest in application Ref.82055.

P2609 - 4. Chair's discretion – for any matters or announcements for Information only.

None received.

P2609 - 5. Public participation

None received.

P2609 - 6. To adopt minutes of Planning meeting held 17th August 2026 and to note matters arising.

Motion to adopt the minutes was proposed by Cllr D Williams and seconded by Cllr G Coulter, with all members in favour.

P2609 - 7. To determine which items, if any, of the agenda should be taken with the public excluded – Public Bodies (Admission to Meetings) Act 1960, Section 1, Paragraph 2.

No items to be taken with the public excluded.

P2609 - 8. To consider planning policies, applications and appeals received and resolve to submit comments where appropriate. Please note that any applications received following the issue of this agenda will be considered (Appendix I – to be circulated)

Application Number	Applicant	Detail	End of consultation	Comments

82055	Paul Howard	Retrospective installation of upvc windows - 1-2 Shipping Chambers The Quay Ilfracombe Devon EX34 9EG	17/09/2026	Extension to Consultation end to 23/09/2026 agreed
Discussion: No concerns were raised with this application. Recommendation: Support. Motion to support this application was proposed by Cllr Basil, seconded by Cllr D Williams with all in favour with the expectation of one member abstaining.				
82140	Mr & Mrs W & M Hale	Erection of an agricultural livestock building - Land at Mullacott Cross Ilfracombe Devon	16/09/2026	Extension of Consultation end date agreed to 24/09/2026
Discussion: Members had no issues with this application. Recommendation: Support. Motion to support this application was proposed by Cllr D Williams, seconded by Cllr Coulter with all in favour.				
82125	Outdo Media	Siting of 4x non-illuminated signs in centre of roundabout - Mullacott Roundabout A361/A3123/B3343 Mullacott Cross Devon	30/09/2026	
Discussion: Despite the safety self-assessment submitted, members remained concerned about the safety of the board locations and wished to obtain DCC Highways' view on the application. Recommendation: Comments. Motion to make the above comments on this application was proposed by Cllr D Williams, seconded by Cllr Basil with all in favour.				
82039	Mr Chris Grix	Erection of replacement ancillary use building in rear garden - 16 Beach Road, Ilfracombe, Devon, EX34 9QZ	06/10/2026	
Discussion: No concerns were raised with this application. Recommendation: Support. Motion to support this application was proposed by Cllr D Williams, seconded by Cllr Jennison with all in favour.				
82114	David Rudlin	Alterations to dwelling to include re-roofing, solar panels, velux windows and an internal vault ceiling, together with replacement windows and the instillation of patio doors, a	07/10/2026	

		log burner flue, replacement decking and internal alterations - 18 Channel View, Ilfracombe, Devon, EX34 9PT		
Discussion: Members had no issues with this application. Recommendation: Support. Motion to support this application was proposed by Cllr Basil, seconded by Cllr Coulter with all in favour.				
82085	Vanessa Archer	Conversion of hotel to form residential dwelling & two apartments - 46 48 Fore Street Ilfracombe Devon EX34 9DN	08/10/2026	
Discussion: No concerns were raised with this application. Recommendation: Support. Motion to support this application was proposed by Cllr Coulter, seconded by Cllr Schofield with all in favour.				
82155	We Are Optimists Ltd	Prior notification for erection of one forestry building - Lee Meadow Dibbons Lane Lee Ilfracombe Devon EX34 8LS	N/A	To note only
Discussion: This application was noted by members.				
82164	William Davis	Approval of details in respect of discharge of condition 13 (BNG Gain Plan), 14 (Habitat Management and Monitoring Plan), 15 (Notice for the HMMP) and 16 (Habitat creation and enhancement and Completion Report) attached to planning permission 81086 (Temporary siting of rural worker's caravan and regularisation of, and extension to barn. Extension of polytunnels. Creation of a farm shop. Enlargement of existing hard standings and associated landscaping) - Amary Farm, Dibbons Lane, Lincombe, Ilfracombe, Devon, EX34 8LL	24/09/2026	To note only
Discussion: This application was noted by members.				
82193	Penny Clarke	Notification of works to trees in a conservation area in respect	01/10/2026	To note only

		of repollarding Sycamore Tree group (G1) and the felling of 4x Cherry Trees (T1, T2, T3, T4) - Open Space, Adelaide Terrace, Ilfracombe, Devon		
Discussion: This application was noted by members.				
82217	Villazon	Erection of a dwelling and associated works - Garden to the south of Red House St Brannocks Park Road Ilfracombe Devon EX34 8HG	08/10/2026	Appendix 1
Discussion: Members had no issues with this application. Recommendation: Support. Motion to support this application was proposed by Cllr D Williams, seconded by Cllr Schofield with all in favour apart from one abstention.				

P2609 - 9.NDC Decisions – See Planning Notes – Read out.

P2609 - 10. Correspondence – None received.

P2609 - 11. Chairs Discretion – for information only – None received.

The meeting was declared closed at 19:33hrs, the next Planning Committee Meeting will take place Monday 19th October 2026 at 19:00hrs in the Council Chambers.

Cllr J Williams
Chair / Deputy Mayor
Ilfracombe Town Council

21/09/2026



Finance & General Purposes Committee Meeting
Monday 28th September 2026 at 7:00 pm
Venue – Council Chamber – The Ilfracombe Centre, High Street, Ilfracombe

Minutes of the Finance & General Purposes Meeting held at 7:00pm on Monday
28th September 2026

Members Present:

Cllrs: T Huggins (Chair), J Quinn (Deputy Chair), D Turton, G Coulter, B Gear, N Basil as well
as M Fay (Mayor) or J Williams (Deputy Mayor)

Officers Present:

L Donovan (Proper Officer), C Coombs (Responsible Finance Officer) and I Howard (Minute
Taker)

F2609 - 1. Welcome by Chair – Cllr Huggins welcomed the assembled.

F2609 - 2. To note apologies and reasons for absence. – Apologies were received from
Cllrs Irwin and Crabb (personal).

**F2609 - 3. To receive and record Declarations of Interest as per Localism Act 2011
Section 31.** – None received.

**F2609 - 4. To receive and agree any Chair's discretion – for any matters or
announcements for information only.** – The PO had items to raise.

F2609 - 5. Public participation – None received.

**F2609 - 6. To adopt minutes of F&GP meeting held 24th August 2026 and to note matters
arising.** – Motion to adopt these minutes was proposed by Cllr Gear, seconded by Cllr Quinn
with all in favour.

**F2609 - 7. To determine which items, if any, of the agenda should be taken with the
public excluded – Public Bodies (Admission to Meetings) Act 1960, Section 1,
Paragraph 2.** – No items to be taken with the public excluded.

F2609 - 8. Finance and Audit – RFO Report ITC 26083

**F2609 – 8.1. To approve and authorise Accounts and authorise by signature monthly
bank reconciliations.**

F2609 – 8.1.1. Signing of Reconciliations – The accounts were proposed by Cllr
Gear, seconded by Cllr Quinn with all in favour. These reconciliations were approved.
The signatures for the reconciliations were taken prior to the meeting.

F2609 – 8.1.2. Outstanding Payment Report – Debtors – The RFO updated
members on outstanding debts and advised that one bad debt would be submitted to
Full Council for approval to be written off. She will also propose amending the
Financial Regulations to allow F&GP to write off bad debts up to an agreed limit.

F2609 – 8.2. To receive and approve items of expenditure including addendum submitted on the day. – Cllr Turton proposed that all expenditure items, including those on the addendum, be approved for payment. This was seconded by Cllr Huggins and unanimously agreed.

F2609 – 8.3. Budget Review

F2609 – 8.3.1. ITC 26084 – to Consider Plan for 2027/28 Budget and set up Planning Group – Cllrs Turton and Huggins both volunteered to be a part of the budget group with the first meeting due to take place 19th October at 6pm prior to the Planning committee meeting.

F2609 – 8.4. ITC 26085 – to consider the AGAR Audit Response and any further Action – Following discussion, Cllr Huggins requested that a letter be sent to the auditor to receive clarification that the issue highlighted has since been resolved.

F2609 - 9. General Purposes

F2609 – 9.1. Town Team Update – These minutes were noted by members.

F2609 – 9.2. Lantern Nursery update – To review and agree to obtaining a skip to enable clearing of the site. – The PO reported that the agreed remedial works had begun and that a licence had been sent to the company intending to take over in December. Cllr Quinn proposed hiring a skip to clear the nursery, seconded by Cllr Gear and unanimously approved.

F2609 – 9.3. CCTV update – To review and agree quotation for an additional camera at St James Bus Shelter – Motion to agree the quotation for the additional camera was proposed by Cllr Turton, seconded by Cllr Gear with all in favour.

F2609 – 9.4. To review the Car Park Charges for 2026/27 & 2027/28 – Following discussion, Cllr Quinn proposed that the PO establish whether NDC planned to increase its charges. If so, the matter would be referred to Full Council for a decision.

F2609 - 10. Correspondence

F2609 – 10.1. Email from Sea Ilfracombe – To consider and respond in relation to request. – Motion to agree the use of the Car Park for Sea Ilfracombe was proposed by Cllr Gear, seconded by Cllr Huggins with all in favour.

F2609 - 11. Chairs Discretion – for information only – The PO advised that the October committee meeting will consider establishing a working group to review the pay structure for all roles. A future decision will also be required on whether ITC or OI should act as the accountable body if funding for the Town of Culture Bid 2026 is secured.

The Chair declared the meeting closed at 20:18hrs, the next Finance & General Purposes Committee Meeting will take place on Monday 26th October 2026 at 19:00hrs in the Council Chambers.

Cllr Trevor Huggins
Chair of Finance & General Purposes Committee
Ilfracombe Town Council

29/09/2026



REPORT TO: Full Council
DATE: 7th October 2026
SUBJECT: Proper Officer Report
PREPARED BY: Laura Donovan

REPORT NO: ITC 26085

INTRODUCTION

This report is an update on Ilfracombe Town Council activity and work taken place as of 9th September 2026 to 7th October 2026.

REPORT

Devolution and Local Government Reorganisation (LGR)

Local Government Reorganisation (LGR) was discussed at NDC's Parish Forum on 1st October. The NDC Chief Executive confirmed that work on LGR had paused pending the Government's next decision. Other towns have been told that a decision could be made as early as October, although this has not been confirmed, and the delay may last only a further year. Local and district elections will take place in May 2027.

Clustering

Due to limited attendance, Ilfracombe's cluster meeting was postponed and rescheduled online for 13th October. I attended the Barnstaple cluster to understand the process, where there was clear enthusiasm for working together. Feedback from other North Devon towns has also been positive.

Collaboration with Northern Devon clerks has also worked well, securing responses from all towns on the maternity closure. Many councils have also been asked to grant their clerks discretionary authority, with mayoral approval, to write or sign joint correspondence on behalf of Northern Devon councils on this and other matters requiring a coordinated response.

With this in mind and to allow this to happen on behalf of ITC, a Scheme of Delegation (Appendix 1) has been drawn up. This is the policy for how a council enables the day-to-day business to be managed by its' officers.

11.1 - Recommendation: Review and adopt Scheme of Delegation as per Appendix 1

Council and Committee Meeting Calendar for 2027

Appendix 2 highlights the proposed meeting dates for Full Council and Committee meetings for 2027. There are a few things to note:

- Full Council meetings have been moved to the end of the month to allow for less time between committee meetings and final decision making
- May has no committee meetings due to it being an election year

11.2 - Recommendation: To agree Council and Committee Meeting dates for 2027 as presented in Appendix 2

Ropery Road Terminal

As per Appendix 3 we have had notification that one of our terminals requires an upgrade due to the 3G extended service ending in October. This upgrade is required for the machine to continue functioning.

11.3 - Recommendation: To review and agree Ropery Road terminal upgrades as per quotation costs in Appendix 3

Meeting room upgrades

Since the last Full Council meeting, officers have continued to experience recurring problems with the Meeting Owl, including unreliable connectivity and issues with picture and sound quality.

The equipment has been fully updated and all available troubleshooting measures have been exhausted; however, these issues remain unresolved. It is therefore recommended that the existing unit be replaced with a current model suitable for the meeting room, such as the [Meeting Owl 5 Pro | BYOD Enterprise Video Conferencing Solution](#), together with an expansion microphone to improve audio coverage.

Reliable audio-visual equipment is necessary to support the Council's commitment to openness and transparency and to enable meetings to be recorded and live-streamed consistently in accordance with the Council's Live Streaming & Recording of Public Council Meetings Policy. The proposed upgrade is therefore required to ensure that the Council can continue to implement the policy effectively and provide the public with dependable remote access to its proceedings.

11.4 - Recommendation: To review and agree the replacement/upgrade of the Meeting OWL.

Royal Mail Situation

The lack of postal services in the area was raised at the previous Full Council meeting and separately by members. The Town of Culture project has also been affected, as the paid service to distribute engagement leaflets to Ilfracombe

households was not delivered as agreed. Officers are seeking to recover the costs but have had limited success. Although Royal Mail has a complaints procedure, it appears to be designed for individual complaints rather than area-wide service issues.

11.5 - Recommendation: To discuss and consider options for engagement with Royal Mail

Lee & Lincombe Update from Pat Coates

Hotel Site Development:

The work continues at quite a pace at the development. Management are still expecting works to be completed by mid- December 2026. Unfortunately, property sales are still slow and this is in line with the local housing market in general at this current time.

National Trust Car Park:

The Car Park didn't open on 14th September 2026 as planned. It did however open to the public later in September. There have been some problems with the electricity supply to the ticket machine and at the time of writing the ticket machine was still covered and not in use.

National Trust staff have been at the car park in the mornings to guide users and explain they could still use the app and electricity should be connected by EDF in mid-October.

Work should start on the kiosk in the coming months, and it is scheduled to open February 2027. As previously mentioned, the tender has gone to Beth and Jim who have The Porthole in Woolacombe. The Lee Cafe/kiosk will be called The Mermaid.

Town of Culture shortlist:

A post box has been installed at The Memorial Hall car park along with postcards and a poster with a QR code to enable Lee and Lincombe residents to give their thoughts on Ilfracombe Culture. This has been publicised on the village WhatsApp group. Ongoing.

Road Closures:

On 30th September the road from Sunnyhill in Lincombe towards Woolacombe was closed in part. It had been closed to facilitate the erection of new poles by BT/Openreach. Although some consultees including ITC were advised of the closure in advance, near neighbours weren't. Businesses including Middle Campscott Farm had no access to their properties / businesses for several hours during works. Councillor Wilson has been asked to raise the lack of written notification of road closures for residents/ businesses impacted with highways as this is happening more often.

Village Events/meetings:

Harvest Supper - The annual harvest supper took place on Sunday 4th October. A short service was followed by a meal in the Lee Memorial Hall. Donations were made for The Ilfracombe Foodbank and the event was well supported.

Lee Memorial Hall Meeting - 6th October 7.30 pm

LLRA next meeting - 5th November 7.00 pm

Upcoming Events

Date	Event
10-11 October	Ilfracombe Photography Festival
16-17 October	Ilfracombe History & Fashion Exhibition
30 October	Ilfracombe Fireworks and Halloween Party
14 November	Ilfracombe Christmas Art Market
27 November	Lighting of the Lights



SCHEME OF DELEGATION

REVISIONS		
Meeting Date	Minute Ref.	Amendment
12 th October 2026		To be adopted by Full Council

SCHEME OF DELEGATION TO OFFICERS

Interpretation

- Any reference in this document to the Mayor shall mean the Mayor or, in their absence, the Deputy Mayor.
- Any reference in this document to the Chairperson of a committee shall mean the Chairperson or, in their absence, the Vice-Chairperson of the committee.
- Any use of these delegations shall be subject to challenge through the Council's complaints procedure or disciplinary procedure as appropriate.

1. INTRODUCTION

- 1.1. Ilfracombe Town Council's Scheme of Delegation to Officers is an essential policy to enable the efficient operation of the Town Council (the Council).
- 1.2. The Policy sits alongside Standing Orders and all Committee Terms of Reference (TOR) giving powers to officers and committees respectively, to enable the Council to react to circumstances and operate effectively.
- 1.3. Without Standing Orders, Committee TOR's and delegations in place, every single decision would need to be taken by Full Council which would be unworkable, disproportionate and inefficient.
- 1.4. In addition to the delegations set out in this policy, other policies also assign specific tasks, responsibilities, and processes to officers; these are not duplicated within this document.
- 1.5. There will be times when one-off or temporary delegations are agreed by Full Council or a committee to officers and these will not be recorded in this document.
- 1.6. Additional permanent delegations will be added to this document at the next available review.
- 1.7. The powers and duties set out in this scheme are delegated to the Town Clerk. The Town Clerk is the Council's Proper Officer and is responsible for the management of the organisation.
- 1.8. The Town Clerk may delegate these duties and powers to other officers within the Council as required for the effective management of the Council's business.

2. EXTENT OF DELEGATION

- 2.1. All delegated functions shall be deemed to be exercised on behalf of and in the name of the Council.

- 2.2. The Town Clerk will exercise these powers in accordance with:
 - 2.2.1. approved budgets
 - 2.2.2. the Council's Standing Orders and Financial Regulations
 - 2.2.3. adopted policies of the Council
 - 2.2.4. all statutory common law and contractual requirements
- 2.3. The Town Clerk may do anything pursuant to the delegated power, or duty, which it would be lawful for the Council to do including anything reasonably implied or incidental to that power or duty.
- 2.4. Provided that such authorisation is not prohibited by statute the Town Clerk to whom a power, duty or function is delegated may authorise another officer to exercise that power, duty or function, subject to:
 - 2.4.1. such authorisations being in writing
 - 2.4.2. only being given where there is significant administrative convenience in doing so
 - 2.4.3. the officer authorised by the Town Clerk acting in the name of the Town Clerk
 - 2.4.4. such authorisation not being prohibited by statute
- 2.5. A delegation to another Officer shall not prevent the Town Clerk from exercising the same power or duty at the same time.

3. GENERAL MATTERS

- 3.1. The Town Clerk is authorised to:
- 3.2. Sign, or where appropriate, have sealed on behalf of the Town Council, any orders, deeds or documents necessary to give effect to any of the matters contained in reports or in any resolution passed by the Town Council.
- 3.3. Take any proceedings or other steps as may be necessary to enforce and recover any debt owing or other obligation due to the Council.
- 3.4. Instigate and appear in any legal proceedings authorised by the Council.
- 3.5. To appear or make representation to any tribunal or public inquiry into any matter in which the Council has an interest (in its own right or on behalf of the citizens of Ilfracombe).
- 3.6. Communicate on behalf of the Council, and approve or sign joint communications in conjunction with Councils, in relation to agreed joint initiatives and matters affecting the communities represented, provided

that such communications are consistent with the Council's adopted policies and decisions and, where appropriate, following consultation with the Mayor.

- 3.7. Alter the date or time of a Full Council, committee, or working party meeting but, before doing so, shall consult the Mayor of the Council, or chairperson of the committee or working party concerned about the need for the change and about convenient alternative dates and times.
- 3.8. Decide arrangements for the closure of the Council offices in the Christmas/New Year period.
- 3.9. Deal with day-to-day matters relating to the use of office accommodation space.
- 3.10. Negotiate and enter into contractual arrangements for artistes, promoters and other relevant contractors in relation to events held in Ilfracombe organised by the Town Council.
- 3.11. Manage all of the Council's services including:
 - 3.11.1. Environmental services
 - 3.11.2. Heritage, cultural and community services
 - 3.11.3. Civic and ceremonial services
 - 3.11.4. Mayoral support
 - 3.11.5. Car Park management
 - 3.11.6. Property management
- 3.12. To act as the Council's designated Officer for the purposes of the Freedom of Information Act 2000.
- 3.13. To apply for planning consent for the carrying out of development by the Council.
- 3.14. To respond to consultations on planning applications and other matters within the Planning & Environment Committee's remit, subject to the comments of that committee.
- 3.15. To respond to complaints made under the Council's complaints procedure and to make such ex-gratia payments in settlement of such complaints as are considered justified, subject to ratification by an appropriate committee.
- 3.16. To manage, monitor and review the Council's internal control procedures.
- 3.17. To manage, monitor and review the Council's General Management Risk Register.

4. FINANCIAL MATTERS

- 4.1. The Town Clerk and the Responsible Finance Officer (RFO) are authorised to exercise the financial functions set out below, within the scope of their respective roles and subject to the Council's Financial Regulations, Standing Orders, approved budgets and decisions.
- 4.2. The RFO shall be the officer appointed by the Council for the purposes of Section 151 of the Local Government Act 1972 and shall carry out the statutory duties associated with that appointment.
- 4.3. Operate the Council's banking arrangements including arranging overdrafts.
- 4.4. Incur expenditure on any item for which provision is made in the appropriate revenue budget provided that any action taken complies with any legislative provisions and the requirements of the Council's Standing Orders and Financial Regulations, and provided that the action does not conflict with a policy or decision of the Council.
- 4.5. Pay all accounts properly incurred.
- 4.6. Pay all subscriptions to organisations to which the Council belongs and agree new membership of subscription organisations within the budgetary provision available.
- 4.7. Make all necessary arrangements for the provision of an internal and external audit service for the Council.
- 4.8. Negotiate settlements in connection with claims made by and against the Council in consultation with the Council's insurers where appropriate.
- 4.9. Incur expenditure on revenue items within the approved estimates and budgets.
- 4.10. Incur expenditure on capital schemes within the Council's approved programme.
- 4.11. Use available repair and maintenance budgets for the maintenance, replacement or repair of existing plant, vehicles or equipment.
- 4.12. Enter into leasing and contract hire agreements for the acquisition of vehicles, machinery and equipment on such terms as are considered appropriate.
- 4.13. Accept quotations or tenders for work supplies or services (where tenders are required by the Council's Financial Regulations), subject to:
 - 4.13.1. the cost not exceeding the approved estimate

- 4.13.2. the tender being the lowest price or the most economically advantageous to the Council according to the criteria set out in the tender documentation
- 4.13.3. all the requirements of the Council's Financial Regulations being complied with.
- 4.14. Carry out virement of sums between cost centres in accordance with the Council's Financial Regulations.
- 4.15. Manage investments and raise and repay loans as appropriate and obtain such other sources of credit as are required in accordance with the Financial Regulations.
- 4.16. Authorise action for the recovery of debts.
- 4.17. Maintain a Register of Assets and Inventory of Equipment.
- 4.18. Determine the Town Council's insurance requirements on the Council's behalf.
- 4.19. Make all necessary arrangements for the Council's insurances.

5. STAFFING MATTERS

- 5.1. Subject to consultation with professional advisors where appropriate, the Town Clerk is given delegated powers to manage the Council staff in accordance with the Council's policies, procedures and budget, including:
 - 5.1.1. Appointments to posts including apprentices.
 - 5.1.2. Employment of temporary or fixed term employees.
 - 5.1.3. Preparation or review of the job description and person specification, placing of the advertisement and short-listing of applicants.
 - 5.1.4. Management of staff performance.
 - 5.1.5. Control of discipline and performance, including the power of suspension and dismissal in accordance with the Council's procedures.
 - 5.1.6. Exercise of disciplinary and grievance procedures in accordance with the Council's procedures.
 - 5.1.7. Determine approved duties for the payment of travel and subsistence expenses to members and officers where they represent the Council outside of the Town Council area.
 - 5.1.8. Agree minor variations to conditions of employment.

- 5.1.9. Implement and monitor the arrangements for annual leave, time off in lieu, flexi time, sickness absence, maternity and paternity leave in accordance with the Council's policies.
- 5.1.10. Authorise training in line with the Council's policies.
- 5.1.11. Authorise the provision of uniforms or protective clothing.
- 5.1.12. Approve payment of claims from employees for compensation for loss of or damage to personal property.
- 5.1.13. Agree to premature retirement on the grounds of duly certified ill health.
- 5.1.14. Terminate employment during probation and to review salary on completion of probationary periods within the budget.
- 5.1.15. Commission legal and professional advice on staffing matters.

6. PROPERTY MATTERS

- 6.1. The Town Clerk is given authority to manage the land and property of the Council including:
- 6.2. Agreeing the terms of any lease, licence, conveyance or transfer.
- 6.3. The granting or refusal of the Council's consent under the terms of any lease.
- 6.4. Variations of restrictive covenants of a routine nature.
- 6.5. The granting of easements, wayleaves and licences over Council land.
- 6.6. Initiating legal action or proceedings against unauthorised encampments or encroachments on Council land.
- 6.7. Directing the custody of Town Council property and documents in accordance with the provisions of Local Government Act 1972 S226.
- 6.8. Exercising responsibility for the safe custody and maintenance of the civic regalia.

7. URGENCY

- 7.1. The Town Clerk is authorised to act on behalf of the Council in cases of urgency or emergency, including, but not limited to, matters relating to health and safety.
- 7.2. Any such action is to be reported to the next meeting of the Council or relevant committee or working party. The Mayor and the Chairperson of any relevant committee or working party are to be consulted where possible before such action is taken.

8. BUSINESS CONTINUITY

- 8.1. The Town Clerk is authorised to take such reasonable and necessary action as may be required to maintain or restore the Council's essential services in the event of significant disruption, and to incur any necessary expenditure in accordance with the Council's Standing Orders and Financial Regulations.
- 8.2. Any such action is to be reported to the next meeting of the Council or relevant committee or working party. The Mayor and the Chairperson of any relevant committee are to be consulted where possible before such action is taken.

9. PROCEDURAL

- 9.1. The Town Clerk can:
 - 9.1.1. Authorise Officers to exercise statutory powers of entry and inspection for the purposes of any function under their control.
 - 9.1.2. Serve requests for information as to ownership occupation and other interests in land for the purposes of any function under their control.
 - 9.1.3. Appoint consultants and other professionals to carry out any function and provide any service under the Council's control, subject to the Council's Standing Orders and Financial Regulations.

10. HEALTH AND SAFETY AT WORK ACT 1974

- 10.1. The Town Clerk is authorised to oversee the discharge of the Council's responsibilities under the Act.

11. LEGAL PROCEEDINGS

- 11.1. The Town Clerk and/or the RFO is authorised to:
- 11.2. Take and discontinue legal proceedings in any Court or at any Tribunal.
- 11.3. Take Counsel's advice or instruct Counsel to represent the Council.
- 11.4. Seek injunctions and commence proceedings for the purposes of:
 - 11.4.1. enforcement in accordance with the Council's policies
 - 11.4.2. recovering money due to the Council
 - 11.4.3. recovering or otherwise preserving possession of the Council's land or property
 - 11.4.4. defending the interests of the Council

- 11.4.5. appealing against a decision affecting the interests of the Council and responding to appeals against action taken by the Council.
- 11.5. Represent the Council at Court or any Tribunal or to make arrangements for appropriate representation.
- 11.6. Negotiate and settle the terms of documents to give effect to a decision of the Council or any of the Committees or of any Officer acting under delegated powers.
- 11.7. Apply the affixing of the Common Seal of the Council to documents in accordance with Standing Orders.
- 11.8. Be the responsible Officer for the co-ordination and operation of the legal requirements under the Data Protection Act and the Freedom of Information Act.
- 11.9. Serve Requisitions for Information.
- 11.10. Prepare a draft budget for consideration by the Council.
- 11.11. Prepare the final accounts for each financial year.

12. CONTINGENCY

- 12.1. In the event of the Town Clerk not being available, authority to move to the Programme Manager.

ILFRACOMBE TOWN COUNCIL MEETING DATES JANUARY - DECEMBER 2027

All meetings will start at 7pm unless stated otherwise
(venue/dates/times are subject to change at the discretion of ITC)



	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Staffing Committee (10am)	11th	8th	8th	12th		14th	12th	9th	13th	11th	8th	13th
Planning Meeting	11th	8th	8th	12th		14th	12th	9th	13th	11th	8th	13th (18:00 tbc)
Annual Town Meeting			15th									
F&GP Committee Meeting	18th	15th	10th	19th		21st	19th	16th	20th	18th	15th	13th
Full Council Meeting	25th	22nd	22nd	26th		28th	26th	23rd	27th	25th	22nd	20th
Annual Meeting & Full Council Meeting					24th							

Bank Holidays - 2027
January 1st - Friday - New Year's Day
March 28th - Friday - Good Friday
March 29th - Monday - Easter Monday
May 3rd - Monday - Early May Bank Holiday
May 31st - Monday - Spring Bank Holiday
August 30th - Monday - Summer Bank Holiday
December 27th - Monday - Christmas Day
December 28th - Tuesday - Boxing Day (substitute day)



28th September 2026

Dear Neil,

Important changes to parking terminals in your estate

As your parking technology partner, our priority is ensuring your estate remains resilient and revenue-generating. We are writing to give you visibility on an upcoming industry milestone that will affect some of your parking terminals, allowing us to plan the necessary updates together with minimal disruption.

Here is a summary of the upcoming change and how it impacts your estate:

Change	Act by	What it means
3G extended service ends	1 October 2026	Impacted terminals may stop taking payment

As you may recall from our previous updates, UK Mobile Network Operators (MNOs) have been phasing out legacy 3G networks to repurpose bandwidth for faster 4G and 5G services. While the national 3G network was officially decommissioned in late 2025, we successfully worked with our suppliers to secure an extra year of extended 3G service for your estate. This extension was designed to keep your terminals operational and give you the necessary time to plan.

This extended 3G service will permanently end on **1 October 2026**.

After this date, the impacted terminals in your estate will attempt to fall back to a 2G connection. Because 2G networks are not stable enough to reliably transmit encrypted card payment data, relying on this fallback will likely result in failed transactions and a poor customer experience.

We are here to support you through this transition and ensure your revenue streams remain protected. Upgrading or replacing your hardware to modern network standards will remove this risk entirely.

I will reach out shortly to schedule a brief meeting. Together, we can review the specific impact on your estate and build a manageable, phased action plan that aligns with your budget and operational requirements.

With best wishes,

Jon Pritchard
Senior Account Manager



SF-107848

Ilfracombe Town Council

4G modem upgrade

Laura.Donovan@northdevon.gov.uk

25/09/2026

Product Support Quote Upgrade

Product/Service Description	Quantity	Unit Price	Total
4G Modem & Antenna Kit	1	£560.00	£560.00
Strada software customisation	1	£231.00	£231.00
Carriage	1	£25.00	£25.00
Engineer call out (weekday)	1	£195.00	£195.00
Labour	1	£84.00	£84.00
		Total:	£1,095.00

Terms & Conditions

Work to be carried out during normal hours; Monday to Friday, 08:30 – 17:00 unless otherwise specified. Please send a purchase order to uk-serviceupgrades@flowbird.group to proceed. More than one invoice may be raised against this purchase order. The times used in this quotation are estimated against similar work, our invoice will reflect the actual time spent on-site as entered on the engineer's service report.

This quote is subject to Flowbird Smart City UK Standard Terms and Conditions, copies available on request. All quotes are exclusive of VAT and are valid for 30 days from issue.

Reference

To create, supply and fit software and 4G modem to 1 x Strada terminal.

DATE: 12.10.2026
PREPARED BY: Carole Coombs

Bank Accounts	Business Account - 00116559	Commercial Call Account - 07111498 (Drip Account)	CCLA - Working Reserve	CCLA - Specified Reserve	Lloyds Charge Card	Reception Cashier Safe	Petty Cash - Office	Petty Cash - Reception	Lloyds Cardnet	Stripe	Total Funds held
Bank Account Statement 31/08/26	£91,628.18	£27,109.04	£227,230.49	£452,269.96	-£490.33	£435.00	£50.93	£25.27	£60.04	£0.00	£798,318.58
Bank Account Statement 30/09/26	£344,999.23	£27,120.18	£227,230.49	£454,491.08	£1,180.34	£28.75	£4.86	£20.10	£84.49	£0.00	£1,052,798.84
Income /receipts*	£382,386.67	£0.00	£0.00	£0.00	0	£1,363.25	£0.00	£0.00	£1,594.80	£858.00	£386,202.72
Interest in	£0.00	£11.14	£743.00	£1,478.12	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£2,232.26
Transfer in to account	£4,170.81	£0.00	£0.00	£743.00	£490.33	£0.00	£0.00	£0.00	£0.00	£0.00	£5,404.14
Expenditure in month (includes VAT repayment where appropriate)	£132,646.10	£0.00	£0.00	£0.00	£1,180.34	£0.00	£46.07	£5.17	£0.00	£0.00	£133,877.68
Bank Charges	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£27.04	£0.00	£27.04
Transfer out of account	£540.33	£0.00	£743.00	£0.00	£0.00	£1,769.50	£0.00	£0.00	£1,543.31	£858.00	£5,454.14
Bank Account Statement 30/09/26	£344,999.23	£27,120.18	£227,230.49	£454,491.08	£1,180.34	£28.75	£4.86	£20.10	£84.49	£0.00	£1,052,798.84
Debtors (+)										£10,504.34	£10,504.34
Unpresented cheques (-)	£0.00										£0.00
Vat repayment due (-)										£2,471.31	£2,471.31
Creditors Invoices now req for payment (-)										£27,563.13	£27,563.13
Actual	£344,999.23	£27,120.18	£227,230.49	£454,491.08	£1,180.34	£28.75	£4.86	£20.10	£84.49	£19,530.10	£1,033,268.74
Bank Interest and Service Charges Bank Interest £2232.26 Bank Service Charges £27.04 Transfer to Reserves £0.0 Other Items of Note											



Outstanding Customer Payments Due up to 30.10.26

Debtors	not yet due	30-60 days	60-90 days	90 - 120 days	Older
MAKO	£159.83	£0.00	£0.00	£0.00	£159.83
NDM	£10.00	£0.00	£0.00	£0.00	£10.00
NT	£183.82	£0.00	£183.82	£0.00	£0.00
DMHA	£552.95	£0.00	£37.32	£0.00	£0.00
CAB	£1,069.92	£713.28	£0.00	£0.00	£0.00
SWP	£810.00	£450.00	£0.00	£0.00	£0.00
IT	£822.00	£215.00	£0.00	£0.00	£0.00
MH	£360.00	£180.00	£0.00	£0.00	£0.00
SC	£252.00	£90.00	£0.00	£0.00	£0.00
		£0.00	£0.00	£0.00	£159.83
Others not Due	£6,283.82				
Sub TOTALS	£8,465.09	£1,648.28	£221.14	£0.00	£169.83
Total Due	£10,504.34				

Following F & GP please see decision re bad debt and report ITC 26087 below

12.2 Invoices for Payment by ITC

Invoices Due for Approval	Amount	Comments
AIB Merchant Services	£168.81	
Amazon	17.33	
Biffa	£284.54	
Blakewell	£11.10	
British Gas - High Street CP		Not yet received
CF Corporate	£270.00	
Churches Fire and Security	£278.00	
Circus	£9,900.00	
Concorde Copiers	£311.50	
EDF Ropery	£121.54	
EDF Memorial	£18.90	
EDF Lantern - Elec	£650.39	
EDF Lantern - Gas	£7.88	
EDF - Brimlands/Larkstone	£40.49	
EDF ITC Elec	£655.84	
EDF - ITC Gas	£129.63	
EDF - Lee Bay	£20.93	
EDF - Hele Bay	£45.11	
Electric Center	£34.13	
EON Next - St J Toilet	£53.49	
Flowbird Smart City UK Ltd		Not yet received
Freshout		Not yet received
Healthmatic		Not yet received
IPS	£214.92	
keep it cool	£238.80	
Linneal		Not yet received
Lloyds Bank Charge Card	£1,180.34	



Lyreco		Not yet received
M&E	£338.40	
Millbeck		Not yet received
North Devon Council - 0% Vat	£8,343.00	
North Devon Council - 20% Vat		Not yet received
O2	£42.14	
One Ilfracombe	£1,249.81	
Pedlars		Not yet received
Pod Point		Not yet received
RGB Building Supplies	£235.08	
RINGGO	£438.69	
Sage	£51.60	
Screw Fix	£616.36	
SLCC		Not yet received
Source 4 Business - Lee - 01		Not yet received
Source 4 Business - Lantern - 02		Not yet received
Source 4 Business - Greenclose - 03		Not yet received
Source 4 Business - ITC - 04		Not yet received
Source 4 Business - Hele - 06	£1,133.93	
Source 4 Business -Brimlands - 07		Not yet received
Source 4 Business - 08 - St James's		Not yet received
Spot on	£56.53	
Telecoms Consortium		Not yet received
D Tubbs - Greenclose Road Rent	£360.00	
Water2Business - STJ Toliet	£13.69	
Yu Energy - Gas - Greenclose	£13.69	
Yu Energy - Electric	£33.87	
TOTAL	£27,580.46	

Other items to note

- **Budget setting for 27/28** – This is now in progress and the budget spreadsheet is being generated for F & GP in October the first meeting of the budget review committee will be at 6pm on the 19th October
- **Agar** – Following F&GP a letter went to PKL to clarify the reason for delay. This was due to a letter received from a member of the public and they confirmed that all information requested had been sent and their report and certificate will be completed shortly
- **PPL/PRS submission** – this is being investigated as we should have this for both the Lantern and ITC offices, we are still awaiting information from them.

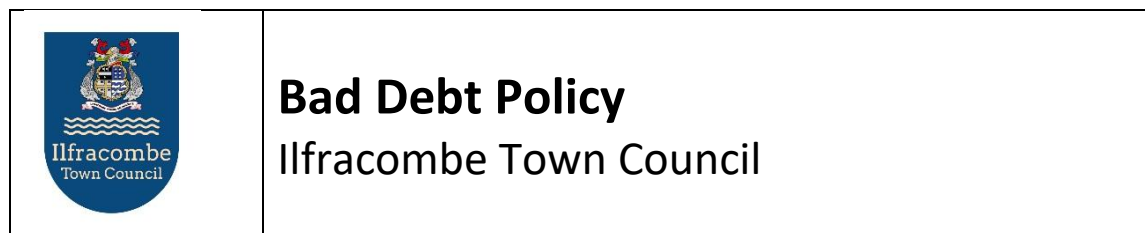


12.3 ITC 26087 – ITC Bad Debt policy review and update

Please see attached Bad debt policy with updates in yellow which will need to be reviewed and proposed before the policy is updated formally.

In addition the following will also need to be updated in the financial regulations:

“Any sums found to be irrecoverable, and any bad debts shall be reported to Full Council by the RFO and shall be written off in the year. **Bad Debts will be managed as set out in the bad debt policy.** Full Council’s approval shall be shown in the accounting records.” (13.3)



1. Introduction

This policy outlines the Council’s procedures for dealing with late payments and outstanding accounts (bad debts) in accordance with Financial **Regulation 13.3:**

“Any sums found to be irrecoverable and any bad debts shall be reported to Full Council by the RFO and shall be written off in the year. Bad Debts will be managed as set out in the bad debt policy. Full Council’s approval shall be shown in the accounting records.”

2. Policy Objectives

The aim of this policy is to make clear the procedure that Ilfracombe Town Council will follow to identify, minimise and recover potential bad debts and write off any debts which cannot be recovered.

3. Credit Control

All income due will be collected in accordance with Financial regulations and any sums found to be irrecoverable or any subsequent bad debts shall be reported to the Finance & General Purposes Committee and Full Council.

- Unpaid income and bad debts shall be treated in the following manner:
Invoices which remain unpaid after 30 days (**identified by the 30-60 day report**) will receive a telephone call or email reminding the customer that the invoice remains unpaid **and requires payment at the soonest opportunity and before the end of the 60 day period.**
- ~~Invoices which remain unpaid after 45 days will receive a letter reminding the customer that the invoice remains unpaid.~~
- Invoices which remain unpaid after 60 days (**identified by the 60 - 90 day report**) will receive a letter reminding the customer that the invoice remains unpaid and that all of the Town Council’s financial information, including bad debts, is reported to Council and published on its website. **The Final notice template will be used (see appendix 1)**
- **If only part of the debt is recovered this should be recorded normally and a provision for the doubtful part of the debt being recovered should be made, on the agreement of Full Council or the Finance and General Purpose Committee (to the amount of up to £300) This may include:**
 - a) **Agreement for remaining payment to be made by the end of the 90 day period.**
 - or
 - b) **Provision for new monthly repayment schedule – this will be processed as a Credit the remaining amount and a new invoices will be raised for the remaining amount to include**



an administration fee. This will include a strict 30 day payment and Any default after 30 days will automatically instigate the actions as if the 90 day period had elapsed. No more than 6 months will be agreed for rescheduling.

- Invoices which remain unpaid after 90 days will receive a letter reminding the customer that the invoice remains unpaid, that all of the Town Council's financial information, including bad debts, is published on its website and notifying of the withdrawal of the service provided. This letter will also include a statement that Ilfracombe Town Council will actively pursue all outstanding debts through the legal system. The Notice of Action Template will be used (see Appendix 2)
- All letters will be accompanied by a statement of account from the Town Council's financial system.

4. Write off bad debts

Ilfracombe Town Council will seek to minimise the cost of write offs by taking all necessary action to recover what is due. Debts will be subject to the full recovery, collection and all reasonable legal procedures.

The Town Council recognises that where a debt is irrecoverable, prompt and regular write off of such debts is good practice. Whilst writing off bad debts is a non-routine function; all practical means should be taken to recover outstanding amounts due to the Town Council before the RFO recommends writing off a bad debt to the Finance & General Purposes Committee for sums below £300 or Full Council for all debts above this amount. Before this decision is made, due diligence consideration should include the following: –

- The cost of recovery against the amount owed.
- The likelihood of success.
- Were the correct credit control procedures followed?
- Could procedure and practices be improved?
- VAT Reclaim considerations - The law that governs the claiming of bad debt relief: "The VAT Act 1994, Section 36, and Section 26A which covers the repayment of input tax when a customer fails to pay for supplies received within 6 months of the relevant date"

Any debts to be written off should be reported in the form of a write off schedule to the Finance & General Purposes Committee, who have delegated powers to write off bad debts of up to £3,000; £300 any larger debts must be reported to Full Council. The write off schedule should contain the following information:

- Customer reference.
- Invoice number.
- Data of invoice.
- Amount of debt.
- Reason for write off.
- Recovery History.
- Date of write off.
- Authorisation to write off.

5. Year-end write offs

The RFO should ensure any bad debts and doubtful debts are correctly accounted for at year end.



Appendix 1

FINAL NOTICE

As of today, you are overdue by the sum of £XXX see statement attached.

Please be advised that if the arrears on your account are not cleared by the (end of the current month), we will have no choice but to forward your account to a third-party collection agency or pursue this claim through the courts. This action is something we wish to avoid as it could lead to additional costs for you.

To prevent the initiation of the collection process we strongly urge you to make immediate payment of the total outstanding amount.

You are also advised that Town Council's financial information, including bad debts, is reported to Council and published on its website.

If you wish to discuss this notice please do not hesitate to contact the Responsible Finance Officer or the Town Clerk.

Appendix 2

Letter Before Action

we write to you to claim £XXX

This claim is in respect of your overdue Invoices of £xxx which are now in excess of 90 days overdue. This relates to xxxxx (the reason the invoice was raised ie. Room hire, lease etc.)

We are requesting these invoices be paid within 14 days (state date 14 days from date of letter being sent).

If you do not respond within 14 days of the date of this letter, or we are not satisfied with your response, we will issue proceedings with the county court to claim the amount due and the late commercial payment fee on the amount which is currently 8%(apr) which can be applied to the amount due for the days since these went overdue. Therefore, our county court claim will be for:

Invoice	amount	overdue by	fee	total
XXXX	XXXX	XXX	XXXX	XXXX

(An invoice for the late commercial fee payment will be raised itemised and sent with this notice.)

You are also reminded, as previously advised, that Town Council's financial information, including bad debts, is reported to Council and published on its website.

Policy reviewed: 06.10.26

Adopted: 12/10/26

12.4 ITC-26088 Appointment of Internal Auditor Terms of Reference

Please see report below which needs to be reviewed and proposed.

It should also be noted that in addition:

"Ahead of this process starting, it is proposed that APB be confirmed as the internal auditor for one more year using the above terms of reference and then the process of invitation to quote for the position of Internal Auditor be started so that a new auditor can be confirmed for the new financial year 2027/2028."



REPORT TO: Full Council

REPORT NO: ITC 26088

DATE: 12th October 2026

SUBJECT: Appointment of Internal Auditor Terms of Reference

PREPARED BY: Carole Coombs (RFO)

INTERNAL AUDITOR TERMS OF REFERENCE BACKGROUND & CONTEXT

Local councils have a duty, under Regulation 5 of the Accounts and Audit Regulations 2015 to maintain an adequate and effective system of internal audit of their accounting records and of their systems of internal control in accordance with the proper practices in relation to internal control. The Clerk/RFO will make a recommendation to the Finance & General Purposes Committee or full Council in absence of committee, on the 3 yearly appointment of the Internal Auditor in September of each 3rd year – next due September 2027. The Council will ratify the appointment at this meeting or at its next meeting if decision approved by the Finance & General Purposes Committee, appointing a competent and independent person to undertake an Internal Audit of the Council's financial and non-financial systems of internal control against "relevant legislation". The engagement of the Internal Auditor will be subsequently confirmed by way of a letter between Internal Auditor and the Council.

The Council will confirm the re/appointment of an internal auditor annually who satisfies the principles of independence and competence. The appointee will receive a letter of appointment which sets out the terms of their appointment. The appointee will be remunerated. The appointment itself will be minuted.

Annual Review of the Effectiveness of Internal Audit and Systems of Internal Control Regulation 6 of the Accounts and Audit Regulations 2015 requires the Council to annually 'conduct a review of the effectiveness of the system of internal control required by regulation 3' which includes the management of risk. The Council acknowledges that this review must be at least annually - six monthly where possible, approved by the Council and cannot be delegated to either a Committee, the RFO, Internal Auditor (or External Auditor although their input into the review process will be considered by the Council). A review of the effectiveness of internal audit will be encompassed within this review.

INDEPENDENCE & COMPETENCE

The Town Council will carry out an assessment prior to the appointment of the Internal Auditor to ensure that the person appointed as Internal Auditor is both 'independent and competent' as set out in the standards contained within: Assertion 6 1.36 of 'Governance & Accountability for Local Council: A Practitioners' Guide (England) 2025'

OVERALL PURPOSE OF THE INTERNAL AUDIT

- Generally: to review the Council's accounting procedures and controls and report on their compliance with the Accounts & Audit Regulations 2015
- To test and report (in writing) to the Council on whether its financial controls are adequate and effective, identifying any areas of weakness or concern
- To assist the Council in fulfilling its responsibility to maintain arrangements for the prevention and detection of fraud or error
- To carry out an internal audit exercise as soon as practical after the year end (but no later than the second week of June)
- To suggest areas for improvement
- To complete the Annual Internal Audit Report (part of the Annual Return)
- To provide a report to Council of their findings and recommendations

SCOPE OF THE AUDIT

In pursuance of the above the internal auditor shall be guided by the relevant legislation and financial regulations pertaining to the sector, the latest Guidance & Accountability for Smaller Authorities in England ('the Practitioner's Guide'), best practice, and the Council's Internal Audit Plan - the content of which shall be agreed by both the internal auditor and the Council annually.

The Internal Audit will include an examination of the following:

Appointment of Proper Officer, RFO and Internal Auditor	- compliance to appropriate legislation (as identified above) - appropriate references contained within council governance documents - regular review and amendment of relevant documents
Council's Receipt of Internal & External Auditor's Reports	- evidence of Internal & External Auditors reports being presented to Council - evidence of remedial action having been taken in response to any areas of concern highlighted by either the RFO, a Council Member, Internal and/or External Auditor
Proper Book-keeping	- timely and accurate recording of receipts and payments - regular reconciliation of bank, cash book and petty cash balances - member checks on the verification of accuracy of receipts and payments
Internal Control Objectives	- regular review, amendment and adoption or Council approval of: Standing Orders, Financial Regulations, Job Descriptions and Contracts - adherence review of Payment Control Procedures (ie Purchase Orders)
Risk Management	- evidence of insurance review and update of schedule identified - evidence of Risk Assessments being carried out on new functions - That the Insurance is sufficient for the size of the Council and its functions
Statutory Functions	- Function of the councils adherence to specific statutory functions are properly managed according to legislation and reviewed regularly
Budgetary Controls	- evidence of budget setting and reviews identified within council minutes - adoption of annual budgets and precepts by Council

	- evidence of regular 'budget Vs actual' reports being submitted to Council - evaluation of the Council's General Fund and Reserves balances
Income Controls	- evidence of prompt and proper receipt of the precept and other income - investigation into internal systems of cash-receipt and invoice-raising - arrangements for short-term storage of cash and cheque's received - timely deposit of receipts with bank and appropriate recording of same - identification and assessment of the Council's Investment Policy
Payroll Controls	- the internal system used in the calculation of PAYE deductions meets the requirements of HM Customs and Revenues - a summary of salaries/wages is reported to Council each month, and a detailed analysis of all payments is verified by 2 members/signatories - staff are paid in accordance with salaries approved by the Council - Reports are submitted to HMRC in accordance with HMRC rules - all staff appear on the 'payroll' and as such all other payments are either made on either a 'contract' or 'purchase order' basis. - the RFO properly prepares and submits the final submission for year indicator with RTI Full Payment Submission (FPS) or EPS - employee benefits are properly recorded to meet employer obligations - employee contracts are periodically reviewed and updated - salary reviews are carried out in accordance with accepted proper practices (<i>ie: staff appraisals, committee review and recommendation, council approval, letter of confirmation to employee and on personnel files</i>) - the RFO keeps abreast of changing legislation to ensure the council complies with PAYE Notices as issued by HM Customs & Revenue
VAT	- VAT has been charged at the appropriate % where applicable - Supplier VAT invoices are checked for accuracy and display of VAT Reg. - VAT returns have been submitted to HMRC in accordance with registration
Asset Control	- regular maintenance of an Asset Register and verification against Council's insurance schedule that cover is adequate and sufficient - review of Reserves in line with the Council's Reserves Policy
Bank Reconciliation	- identification and assessment of appropriateness of all bank accounts held - evidence of regular reconciliation between bank balances and cash book - verification that the year-end reconciliation is true and accurate - bank reconciliation is periodically checked and verified by a member - inclusion of cost of current investments (if applicable) to provide current information on performance against the Council's expectations
Anti-Fraud, Bribery & Corruption Arrangements	- evidence of review and adoption of 'Anti-Fraud, Bribery and Corruption Policy'. - evidence of review and adoption of 'Complaints Procedure' - evidence of review and adoption of 'Disciplinary Rules & Procedures' - evidence of completion and review of members 'Notification of

	Financial Interests' forms and 'Declaration of Acceptance of Office' - evidence of Council's adoption of the 'Code of Conduct' and relevant training on 'Standards' having been undertaken by all members - systems of Internal Control are implemented as directed by Council
Financial Year-end Procedures	- inspection of audit trail between accounting records and year-end accounts - acknowledgement of Council's/RFO obligations to produce year-end financial statements and within the timeframe prescribed by legislation. - confirmation that the appropriate accounting basis has been used, and that sufficient detailed notes support the Income and Expenditure Account and Statement of Assets & Liabilities (Balance Sheet) - assessment of the annual 'Explanation of Variances' compiled by the RFO for submission to the External Auditor as confirmation of its accuracy - accruals, debtors, creditors and pre-payments have been appropriately recorded within the accounts and any bad-debts written-off have been approved by Council. - minuted approval of the Council of the previous 'Annual Return' and 'Annual Governance Statement' as required by the Audit Commission Act - Confirmation that the Exercise of Public Rights has been published in accordance with requirements of the Account and Audit regulations
Annual Review of the Effectiveness of the Internal Systems Control	- annual review considered and approved by the Council - the review has direct correlation to the Council's, Internal Audit Terms of Reference, and Systems of Internal Control which include Standing Orders, Financial Regulations and Administration Schedule. - evidence of remedial action taken in response to areas of concern highlighted by the previous year's review - members are aware of the requirement for an annual review of the systems of internal control, and understand its purpose in connection with their approval of the 'Annual Governance Statement'
IT and Data Compliance (In line with Assertion 10)	Evidence that: - staff and Councillors are using the correct email extension of.gov.uk. - an IT Policy has been produced and is displayed on the Council website. - An accessibility statement is uploaded on the Council website and the requirements to comply with the rules to meet the new WCAG 2.2 AA standard for website accessibility is in place. - An ICO Publication Scheme template for Councils has been uploaded to the Council website. - A data audit has been undertaken to ensure that the principles of keeping relevant and up to date data is reviewed on a regular basis.

REVIEW & ADOPTION of these TERMS OF REFERENCE

It is proposed that these terms of reference are agreed and that they be reviewed annually.

Ahead of this process starting, it is proposed that APB be confirmed as the internal auditor for one more year using the above terms of reference and then the process of invitation to quote for the position of Internal Auditor be started so that a new auditor can be confirmed for the new financial year 2027/2028

Drafted by Carole Coombs (RFO)



How can Councillors have better visibility, engagement and accessibility

Following on from Sylvia Carringtons report on How Councillors could have better visibility, engagement and accessibility within Ilfracombe, this report details practical steps on how you can achieve this.

Based on feedback from 'Your Voice in Ilfracombe - Town Council Engagement & Representation Public Survey March 2026' : **Residents want councillors to be more visible, approachable and engaged with the community.**

Quotes:

- "Being more visible and open"
- "Being more open and available to everyone"
- "There seems to be an air of mystery around many of our local councillors - they are just names on a poster, for example. Only a few are visibly active in the community, and considering there are around 14 councillors that feels very wrong."

So What's the plan.....

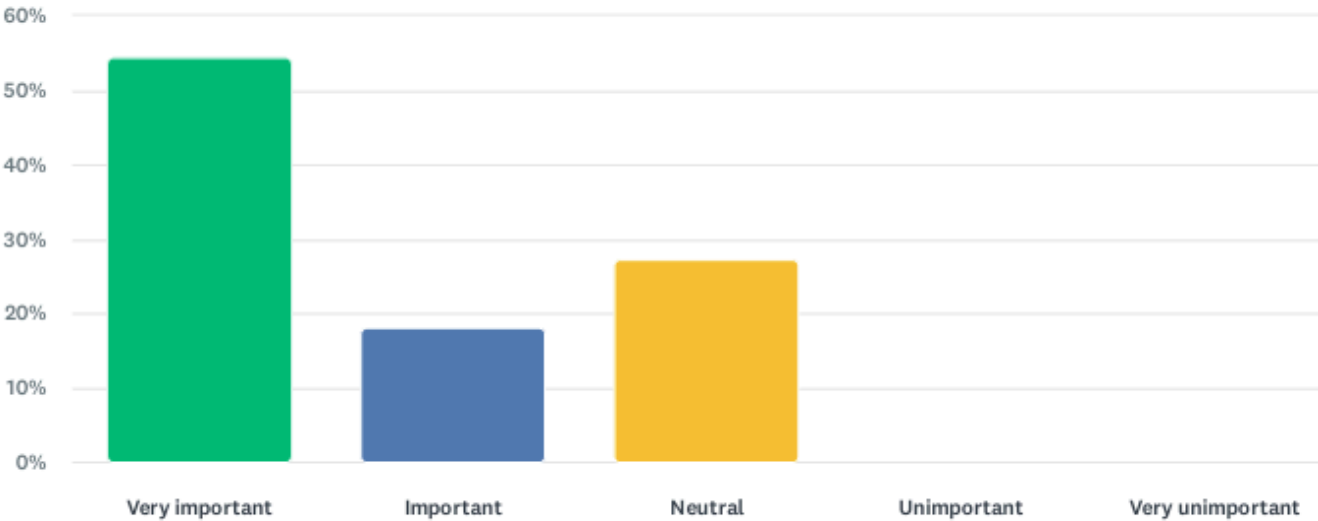
Feedback from Councillor Survey - Shaping Engagement: Understanding Participation, Barriers and Opportunities Councillor Survey June 2026

By understanding the community's needs, we aim to create actionable strategies that ensure that you the councillors are not only seen but also heard and understood by the residents you serve.

With providing openness and collaboration, we can bridge the gap between the town council and its residents, ultimately leading to a more vibrant community.

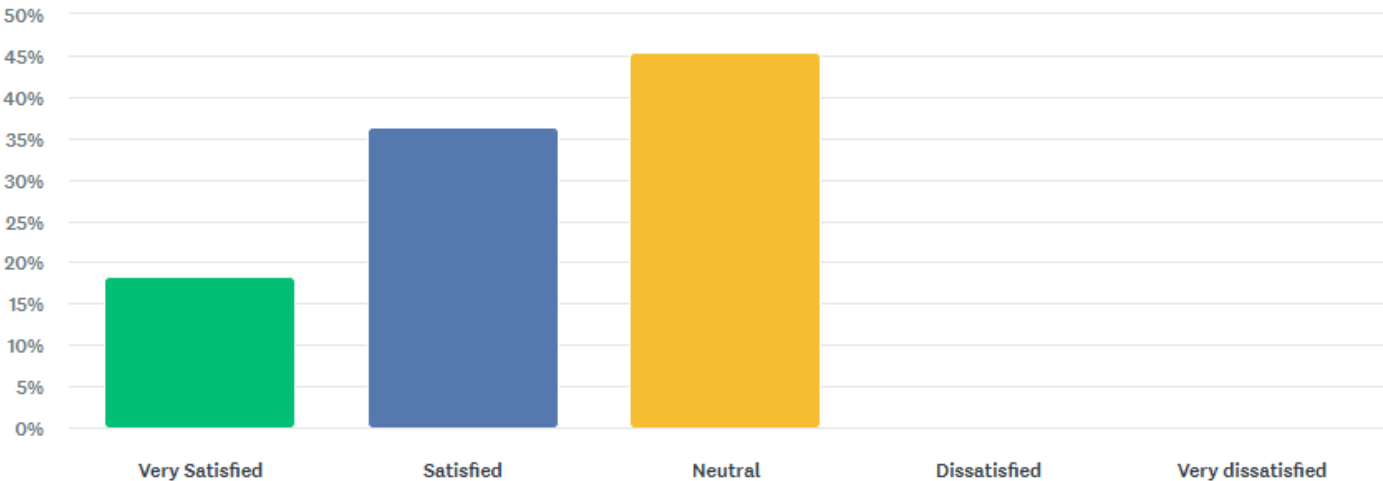
In the recent Shaping Engagement Survey, when asked how important it was to **increase engagement with local residents** it was deemed to be Very Important and Important by 73% of you and with no one saying it was unimportant or very unimportant.

How important is it to increase engagement with local residents?

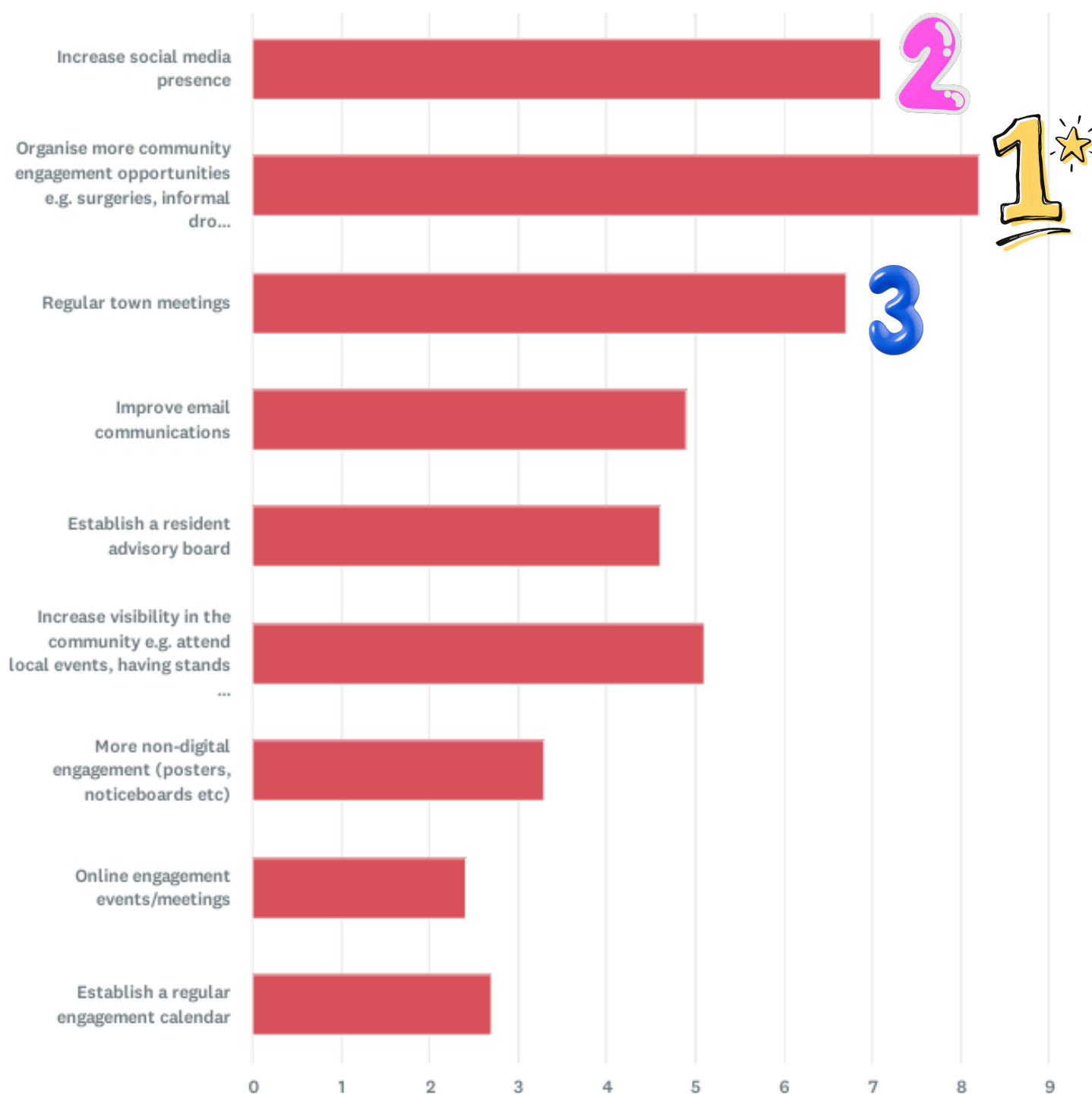


But when asked to rate your satisfaction with the current level of resident engagement it was deemed to be Very Satisfied and Satisfied by 55% of you and with no one saying you were Dissatisfied or very Dissatisfied.

Rate your satisfaction with the current level of resident engagement.



Also in the recent Shaping Engagement Survey, you were asked to rank the proposed actions to increase engagement with residents in order of preference - the 11 councillors that completed the survey ranked them in the following order.





Your top ranked :
Organise more community engagement opportunities
 e.g. surgeries, informal drop-in sessions.

A. We have compiled a list of community groups (page 4) and are using the following as an example only. **We propose that each councillor visit at least one group every other month within our community.**

We believe that if you **'go to them'**, you will get more out of a relaxed social interaction (this was highlighted as an issue in Sylvia Carringtons report).



A weekly group held on Wednesdays 10am to 1pm. There are over 50 members with a weekly attendance of approx 20 people.



A weekly group held every Tuesday 1.30pm to 3.30pm



A weekly group held every Wednesday 9.30am to 12.30pm

Town Groups

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please note: whilst every effort has been made to ensure accuracy, some groups may be missing. If a group is not included please let us know so we can update our records

Health & Wellbeing

- Wellbeing Wednesday
- Cancer Care Hub
- Memory Cafe
- Mandown
- The Haven
- The Village (Salvation Army)
- Mental Health Drop in
- Ilfracombe Friendship & Social Group
- Ilfracombe Lunch Club
- Disability Group
- Friendship Group
- Encounter Monday morning Coffee Group
- Hele Bay Merbabes
- Lee Bay WI
- Well Combe - Combe Talking Circle

Uniformed Services and Youth Organisations

- RNLI
- St Johns Ambulance
- Red cross
- Army Cadets
- Sea cadets
- Air Cadets
- Beavers, Cubs, Scouts, Explorers
- Brownies
- Girl guides
- Youth Club
- Delta

Sports Clubs

- Netball Club
- Bowls Club
- Running Club
- Gig Club
- Rugby Club
- Football Club
- Tennis Club
- Table Tennis Club
- YSail Club
- Yacht Club

Markets

- Farmers Market - monthly
- Seafront Market - weekly through the summer

Hobbies/crafts/Arts

- Menshed
- Games Galore
- The Ilfracombe Historical Society
- Crafty Ladies
- Craft Club
- U3A
- Gardening Club (Ilfracombe In Bloom)
- Ukelele Group
- Repair Cafe
- Small Pond Productions
- The Bank
- Knit & Natter

Town Commitees/Boards/Associations etc

- Fore Street Committee
- Lions Club
- Community Resources Devon
- Rotary
- Compass Rotary
- The Masons
- Museum Board
- Ilfracombe In Bloom
- Friends of Hillsborough
- League of Friends
- High Street Traders
- IBTA
- The Round Table
- Combe Christmas
- Carnival Team
- Hele Community
- Lee & Lincombe Residents Assosiation
- Town Team
- Ilfracombe Regeneration Board
- Ilfracombe Futures
- ASB Steering Group
- Living Well
- Culture Club

Schools

- Ilfracombe Academy
- Ilfracombe Junior School
- Ilfracombe Infants School

B. We propose more informal Surgeries bimonthly -

'Coffee, Cake & Councillors' highlighted by Councillor Terry Elliott who came across this after a trip to Camelford in Cornwall.

The aim is to have a more visible community presence from Councillors (which was highlighted as an issue in Sylvia Carringtons report).



An example of what another local parish council does :

Braunton Parish Council Drop-in Surgery

YOUR VOICE MATTERS!

CHAT TO A COUNCILLOR
Opportunity to discuss any issues you may have in the village with local councillors
Free tea and coffee provided



Saturday
14th February 2026
Braunton Parish Hall
10.30am - 12.00pm
Come and say 'hello' and meet the people who represent you in Braunton.

Braunton Parish Council Drop-in Surgery

YOUR VOICE MATTERS!

CHAT TO A COUNCILLOR
Opportunity to discuss any issues you may have in the village with local councillors
Free tea and coffee provided



Saturday
11th April 2026
Braunton Parish Hall
10.30am - 12.00pm
Come and say 'hello' and meet the people who represent you in Braunton.

Braunton Parish Council Drop-in Surgery

YOUR VOICE MATTERS!

CHAT TO A COUNCILLOR
Opportunity to discuss any issues you may have in the village with local councillors
Free tea and coffee provided



Saturday
20th June 2026
Braunton Parish Hall
10.30am - 12.00pm
Come and say 'hello' and meet the people who represent you in Braunton.

Braunton Parish Council Drop-in Surgery

YOUR VOICE MATTERS!

CHAT TO A COUNCILLOR
Opportunity to discuss any issues you may have in the village with local councillors
Free tea and coffee provided



Saturday
15th August 2026
Braunton Parish Hall
10.30am - 12.00pm
Come and say 'hello' and meet the people who represent you in Braunton.

C. We propose Town Councillors attend Town Events (on rotation) wearing ITC Identification - possibly T-shirts and 'Im a Councillor come and chat to me' badges.

By attending these events it will build trust and transparency, and a better relationship between the council and the community.

By being at these town events it provides an opportunity to celebrate local culture, support local businesses, and understand the needs of the residents firsthand.

These events can often start new connections and strengthen existing ones.

Whether it's the Soapbox Derby or the Spring Clean the experience of coming together in shared spaces builds the community spirit and a sense of belonging.

January	
February	
March	Spring Clean
April	
May	North Shore Air Cooled Landmark Beer Festival Art Trail Jack In The Green Banger Racing
June	Sea Shanty Festival Coast Week Fore Street - The Big Lunch
July	All Things Morris Round Lundy Yacht Race Copperas Rocks Yacht Racing Gig Regatta
August	Soap Box Derby Mini Grand Tour Street Carnival
September	Bike Show Sea Ilfracombe - Maritime Festival World Heart Day
October	Vintage Fashion Week Photography Festival
November	Late Night Christmas Shopping Combe Christmas - Lighting of the lights
December	Christmas Tree Festival Winter Wonderland

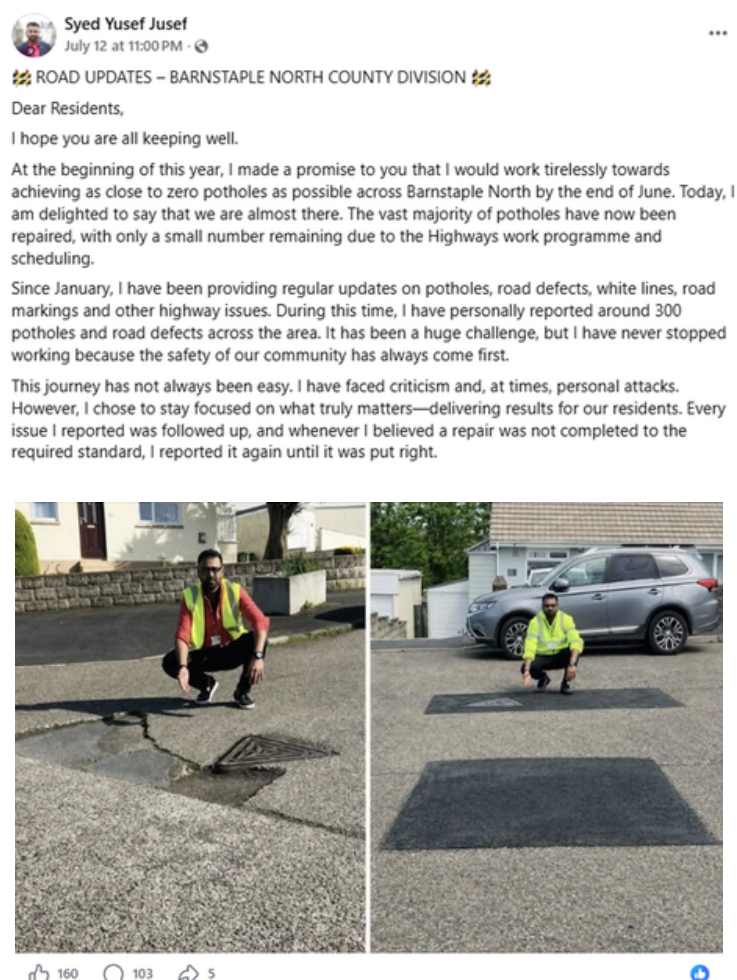


Your top ranked : Increase social media presence.

We Propose the following:

- Individual councillor Facebook pages - maintain and regularly update their own Facebook pages to share council news, local events, and community engagement activities. (Guidance and rules for this are on page 9)
- Arrange introductions between councillors and Kara, the Media Officer, to strengthen communication and support publicity opportunities.
- Ensure the Media Officer is informed of upcoming visits, events, and key activities so these can be promoted effectively.
- A more regular Mayor's Blog to provide updates on council activities, community initiatives, and civic engagements.
- Increase opportunities for positive media coverage by sharing stories, achievements, and community projects through council communication channels.

Example of an individual Councillor face book page



Example of a promoted event for a Councillor on the Councils Facebook page





Fern Centre counsellor Paul Butler is walking 120 miles across Devon this September to raise funds for cancer care in North Devon. | Royal Devon Hospitals Charity

A counsellor from Chulmleigh who supports people and their families going through cancer is trekking coast to coast for the Royal Devon Hospitals Charity this September

A North Devon counsellor who provides free emotional support to people affected by cancer is preparing to take on a special 120-mile fundraising challenge across Devon this September.

Paul Butler, who works at the Royal Devon Hospitals Charity Fern Centre – the cancer wellbeing centre at North Devon District Hospital in Barnstaple – has supported hundreds of patients and family members through some of the most difficult times in their lives.

Next month, he will be taking that support one step further – or several hundred thousand steps further – when he embarks on a solo ‘Coast to Coast for Cancer’ walk to raise money for the Fern Centre and Chemo Hero, the charity that funds his counselling role.

Paul, who is 63 and from Chulmleigh, says it’s a privilege to work in his role and seeing first-hand the difference counselling can make to people living with cancer and those close to them.

He said: “The emotional and psychological impact of illness can often be one of the most difficult things for people to cope with and it’s not unusual for a cancer diagnosis or treatment to feel overwhelming.

“People can experience a whole range of emotions. Cancer can be life-changing, not only for the individual but for the whole family.

“Being able to offer people the opportunity to talk openly about cancer, and to help them make sense of the complex emotions they may be experiencing, means a great deal to me.”

“On a personal level, I sadly lost both my father and my brother to cancer, while my mother lived with a chronic form of leukaemia for many years.



Paul Butler is pictured outside the Fern Centre with staff and volunteers. | Royal Devon Hospitals Charity

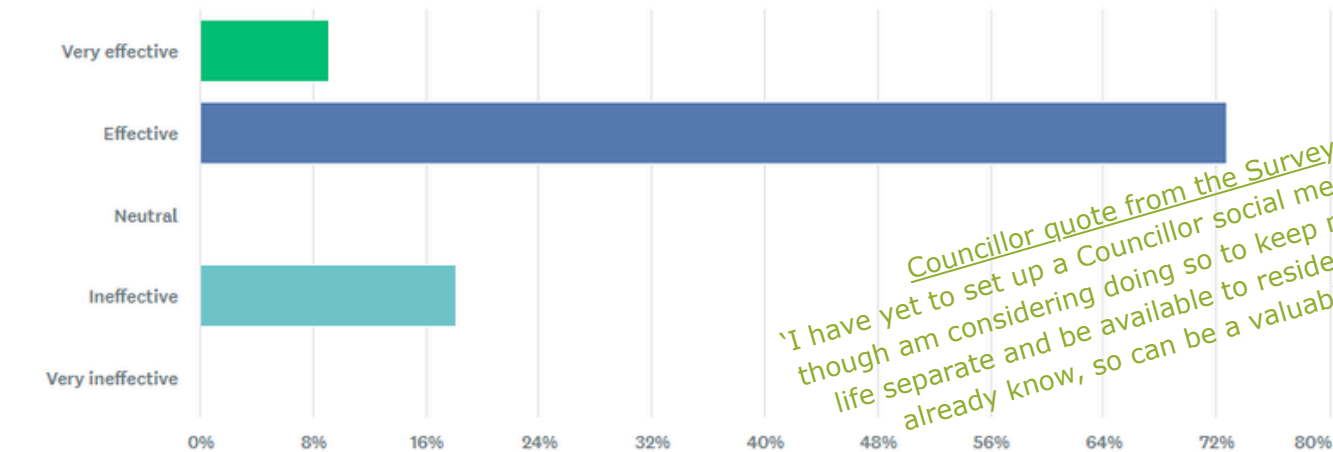
Paul will set off from Wembury Bay on September 5, following the Two Moors Way across Dartmoor and Exmoor before finishing in Lynton, completing his journey 12 days later on September 17.

He hopes to raise £1,500 through the challenge and the funds raised will be shared between the Fern Centre and Chemo Hero, helping to ensure people affected by cancer can continue to access vital emotional support and wellbeing services.

If you would like to sponsor Paul and support his coast-to-coast trek, please visit <https://rdhc.enthuse.com/pf/paul-butler>

Out of the 11 Councillors who completed the Shaping Engagement Survey 9 of you deemed Social Media Very Effective and Effective.

How effective do you find social media as a positive tool to engaging with residents?



Councillor quote from the Survey.
‘I have yet to set up a Councillor social media account though am considering doing so to keep my personal life separate and be available to residents I don’t already know, so can be a valuable tool’

Top tips and guidance below taken from LGA, DALC, NALC⁵⁴ regarding councillors using Social media

The golden rule to follow

There's a golden rule for using social media, which is: if you are unsure about posting something, stop and ask for advice first before doing anything else.

Social media works in the public domain.

Once something is published it is 'out there' for everyone to see and very easily it can:

- go viral
- be altered or changed without your consent
- be taken out of context
- be shared around the world.

Using social media as an elected (or co-opted) member of a council is very different from using it as someone who isn't. Councillors have additional responsibilities because of their position.

Learn not to feed social media 'trolls'

Unfortunately, on every social media platform, there can be other users who are negative and abusive. Such people are often referred to as 'trolls'. Trolls are not easy to deal with – the best way is 'not to feed them'. By this, we mean don't respond to what they post, which is designed to upset, elicit a response or to further their own goals. Your best response is to either to ignore what they have posted, or (if it's on your own page or profile) to delete or hide their comment, so your other followers don't see it either.

When posting to social media you should remember that:

- you are an elected representative of your council
- what you post can affect the reputation of your council
- your council is a corporate decision-making body – you can't, independently, make decisions or speak on behalf of the council on social media
- some issues and communications are best left to your council's official social media channels, which are usually managed by officers
- having a single voice or message can be critical in some situations – for example, in the event of major flooding
- you don't have to respond to or comment on everything on social media – and sometimes it's best not to.

Think before you press 'publish'! There is a simple test. If you would be reluctant to say something face-to-face to a group of strangers in the street, then you probably shouldn't say it on social media.

Regular Town meetings

We propose that the Council holds four Town Meetings per year, scheduled on a quarterly basis, as a one-year pilot programme.

The meetings will provide a regular opportunity for residents to engage with the Council, receive updates on local matters, and raise issues of concern.

Following the fourth meeting, a review will be undertaken to assess attendance levels, resident feedback, community benefit, and resource implications. The findings of the review will be used to determine whether the quarterly programme should continue, be modified, or be replaced by alternative engagement arrangements.

Town meetings should happen more frequently because regular gatherings increase local engagement, hold leaders accountable, and help communities solve problems faster. Holding meetings more often gives residents a stronger voice in local decisions.

Main Benefits of Frequent Town Meetings

Better Communication: Residents learn about local projects and issues early. Leaders hear community feedback right away.

Higher Accountability: Officials must explain their choices more often. People can track progress on local goals closely.

Stronger Community: Neighbours talk more often and share ideas. People feel more connected to where they live.

Arguments Against More Frequent Meetings

Low Attendance: People get busy and stop showing up over time. Only a small group might dominate the talks.

Higher Costs: Towns spend more money on staff time, space rental, and notice mailings.

Voter Fatigue: Too many meetings make people tired of local politics. Important issues might get lost in too much talk.

*Councillor quote from the Survey:
‘ I believe if we can convey a strong message that we want to hear them and will ensure action and outcomes as well as being 100% transparent we can gain trust and deeper engagement rather than a current feeling of why bother which has been expressed to me by multiple people.’*

What we want from you!

- **Meet with the Proper Officer and Community Officer to discuss ideas and access support.**
- **Attend a community group at least once every two months.**
- **Attend local events regularly and be visible within the community.**
- **Take part in informal engagement opportunities such as Coffee, Cake & Councillors.**
- **Create and maintain a Councillor Facebook page to communicate with residents.**
- **Share activities, visits, and achievements with the Media Officer to promote positive council and community stories.**
- **Attend Town Meetings and encourage resident participation.**



REPORT TO: Full Council **REPORT NO:** ITC 26091
DATE: 5 October 2026
SUBJECT: Ilfracombe Town Council as the UK Town of Culture 2028 Accountable Body
PREPARED BY: Charmain Lovett – Project Officer

Purpose

To seek agreement from Ilfracombe Town Council (ITC) to act as the Accountable Body for the Ilfracombe UK Town of Culture 2028 programme, should the bid be successful, while One Ilfracombe remains the lead Delivery Body responsible for programme development and delivery.

Background

Since the inception of the UK Town of Culture bid, One Ilfracombe has led the development of the application on behalf of the town. Through extensive community engagement, partnership development and programme planning, One Ilfracombe has established itself as the organisation responsible for shaping and coordinating the bid and would continue to lead delivery should the bid be successful. This work is evidenced throughout the bid development process and supporting documentation.

The original intention, as submitted in the successful Expression of Interest, was for One Ilfracombe to act as both the Delivery Body and the Accountable Body for the programme.

As the bid has progressed and the financial and governance requirements have become clearer, it has become apparent that an alternative arrangement may provide better value for money and reduce financial risk to the programme.

Relationship Between One Ilfracombe and Ilfracombe Town Council

One Ilfracombe and Ilfracombe Town Council have a long-standing and successful partnership, so this isn't a radical move or shift in direction for our UKToC plans.

The Council has consistently supported the work of One Ilfracombe through funding agreements, collaborative projects and shared

strategic objectives focused on improving economic, social and cultural outcomes for the town.

The proposed change therefore does not represent a change in programme leadership or vision. Rather, it is a practical adjustment to the delivery structure that builds on an existing and proven partnership arrangement.

Under the proposed model:

- One Ilfracombe would remain responsible for programme delivery.
- One Ilfracombe would continue to coordinate partners and manage the programme vision.
- Ilfracombe Town Council would provide financial accountability and employment functions.
- Strategic decisions would continue to be guided through the agreed governance structure that is currently being developed as part of the bid, of which ITC would be well represented

Why a Change is Being Proposed

As the budget is being developed, a key consideration has emerged regarding VAT.

As One Ilfracombe is not currently VAT registered (and due to its not-for-profit status, it means it would be unlikely to become VAT registered), there is potential for significant levels of irrecoverable VAT to fall against programme expenditure.

Given the scale of the proposed programme and the £3 million DCMS investment, this could result in a substantial loss of delivery budget that would otherwise be available for cultural activity and community benefit.

Ilfracombe Town Council is therefore considered a more suitable organisation to undertake the Accountable Body role.

This arrangement would provide:

- Greater financial efficiency.
- Stronger financial governance.
- Increased confidence for funders.
- A reduction in administrative and financial risk.
- Better protection of programme resources for delivery purposes.

Most importantly, it would maximise the amount of funding available to achieve outcomes for the people of Ilfracombe.

Proposed Role of Ilfracombe Town Council

As Accountable Body, ITC would assume responsibility for the administrative, financial and employment functions associated with the programme.

These responsibilities would include:

Financial Accountability

- Receipt and administration of grant funding.
- Financial management and monitoring.
- Grant claims and reporting.
- Audit and compliance requirements.
- Procurement oversight.
- Contract administration.
- Risk management and financial assurance.

Employment Functions

ITC would become the employer of the dedicated UK Town of Culture delivery team.

Responsibilities would include:

- Recruitment and appointment processes.
- Employment contracts.
- Payroll administration.
- Pension arrangements.
- Human Resources support.
- Health and Safety responsibilities.
- Performance management and employee wellbeing.*
- Statutory employment obligations.

Governance Support

- Providing organisational assurance to DCMS and other funders.
- Supporting governance and reporting requirements.
- Ensuring compliance with funder conditions.
- Managing organisational risk associated with the programme.

* A point to add is that with the potential proposed staffing structure there would be an element of staff management carried out under some of the specific roles.

Proposed Role of One Ilfracombe

The proposed change would **not** alter One Ilfracombe's position as the organisation leading delivery of the Town of Culture programme.

One Ilfracombe would continue to:

- Lead programme planning and development.
- Coordinate partner organisations.
- Drive fundraising and sponsorship activity.
- Deliver the cultural programme.
- Manage stakeholder engagement.
- Oversee marketing and communications.
- Monitor programme outcomes and legacy.

In effect, One Ilfracombe would remain the engine driving the programme, while Ilfracombe Town Council would provide the governance and financial framework necessary to support it.

Staffing Arrangements

The current delivery model anticipates the creation of a dedicated temporary programme team established solely for the purposes of delivering UK Town of Culture 2028.

As Accountable Body, ITC would become the employer of these posts.

The advantage of this arrangement is that:

- Staff can be recruited specifically for the programme.
- Appropriate HR and employment support is available.
- Clear accountability and line management structures can be established.
- Employment liabilities are managed through an established organisation.
- The programme can operate independently whilst benefiting from local authority governance structures.

Any hosting or management arrangements would be subject to agreement and should be transparent, proportionate and demonstrate value for money.

Benefits of the Proposed Model

The proposed arrangement combines the strengths of both organisations.

One Ilfracombe brings:

- Programme leadership.
- Cultural expertise.
- Community relationships.
- Partnership networks.
- Delivery experience.

Ilfracombe Town Council brings:

- Financial accountability.
- Governance capacity.
- Employer status.

- Organisational stability.
- Public accountability.

Together, this creates a delivery model that is both ambitious and robust.

Importantly, it allows the programme to retain its community-led ethos whilst ensuring that public funding is managed through an established and accountable organisation.

Recommendation

I have spoken with DCMS to check if they would be happy for us to change our Accountable Body at this stage, and they have no issues with us doing so, but we would need to let them know before bid submission and we would also need to demonstrate in the bid itself why we have made a change and what the reasoning behind it is. With this in mind, I am asking the Council to:

1. Agree to act as the Accountable Body for the UK Town of Culture 2028 programme, should the bid be successful.
2. Agree to become the employer of the dedicated UK Town of Culture delivery team.
3. Support the draft ToR between Ilfracombe Town Council and One Ilfracombe (attached), setting out their respective responsibilities specifically for the UK Town of Culture project.
4. Authorise further work to establish appropriate financial, governance, staffing and hosting arrangements for inclusion within the final UK Town of Culture bid.

Conclusion

The proposed arrangement is not a fundamental change to the bid. One Ilfracombe would continue to lead and deliver the programme as originally intended. The proposal simply recognises that, given the scale of the opportunity and the financial implications of administering a £3 million programme, Ilfracombe Town Council is now better placed to undertake the Accountable Body role.

This approach builds upon an established partnership, strengthens the governance of the bid, protects programme resources and provides the most efficient and financially responsible structure for delivering a successful UK Town of Culture programme for Ilfracombe.

ONE ILFRACOMBE / ILFRACOMBE TOWN COUNCIL

Terms of Reference Town of Culture Programme Delivery

DRAFT FOR AGREEMENT

Document purpose	To define the working arrangements between One Ilfracombe Ltd and Ilfracombe Town Council for delivery of the Town of Culture programme.
Status	Draft Terms of Reference
Effective from	To be agreed
Review	To be reviewed during the programme and amended by agreement where required.

1. Purpose

These Terms of Reference set out how One Ilfracombe Ltd (One Ilfracombe) and Ilfracombe Town Council (ITC) will work together to deliver the Town of Culture programme. They sit beneath, and do not replace, the existing agreed working relationship between ITC and One Ilfracombe (ITC report #24113 - A report to clarify the Relationship between Ilfracombe Town Council and One Ilfracombe Ltd – March 10th 2025)

The purpose is to provide a clear operational framework for programme delivery, staffing, finance, policies, support services, scrutiny, reporting and accountability, while enabling One Ilfracombe to lead and coordinate the Town of Culture work.

2. Relationship to the existing ITC / One Ilfracombe agreement

The Town of Culture programme will be delivered within the established relationship between ITC and One Ilfracombe. The existing arrangement recognises One Ilfracombe as an operational delivery vehicle established to help deliver strategic objectives in Ilfracombe, with ITC providing staff, office and support arrangements where appropriate.

Unless specifically varied by these Terms of Reference or by a subsequent written agreement, the existing ITC / One Ilfracombe working arrangements will continue to apply to the Town of Culture programme.

3. Programme delivery and governance

- One Ilfracombe will be responsible for coordinating and delivering the Town of Culture programme and its associated projects, activities, partnerships and agreed outputs.
- The One Ilfracombe Board will retain oversight of One Ilfracombe activity in accordance with its Articles of Association and existing governance arrangements.
- ITC will provide an appropriate scrutiny, support and assurance role, recognising both its existing relationship with One Ilfracombe and the use of ITC-employed staff and resources in programme delivery.

- The Town of Culture programme will be managed as part of the wider One Ilfracombe programme structure, with clear project plans, budgets, responsibilities, risk management and reporting arrangements.
- Where Town of Culture delivery involves external partners, contractors, community organisations or commissioned activity, One Ilfracombe will ensure that appropriate agreements, responsibilities and reporting arrangements are in place.

4. Policies, procedures and compliance

For the purposes of Town of Culture delivery, One Ilfracombe will continue to adopt and operate in accordance with relevant ITC policies, procedures and working arrangements. This will provide a consistent framework for staff and programme activity.

- HR and employment policies and procedures;
- health and safety requirements;
- risk assessment and risk management procedures;
- safeguarding policies and procedures;
- equality, conduct and working-practice requirements;
- data protection, information management and IT policies where applicable;
- financial controls and procurement requirements where applicable to the arrangements between the organisations; and
- any other ITC policy or procedure agreed as relevant to Town of Culture delivery.

Project-specific risk assessments, event plans, method statements, safeguarding arrangements or other operational controls will be prepared where required for individual Town of Culture activities.

5. Staffing and employment arrangements

- ITC will continue to employ and pay the salaries of One Ilfracombe staff in accordance with the existing employment/secondment arrangements, including staff appointed on fixed-term or project-funded contracts.
- Where roles are funded through the Town of Culture programme or associated grant funding, the relevant funding will be allocated to meet the agreed employment costs unless otherwise agreed by ITC.
- ITC staff allocated to support One Ilfracombe may undertake work on the Town of Culture programme where this forms part of the agreed work programme and staffing arrangements.
- All ITC-employed staff working on Town of Culture will remain subject to ITC terms and conditions, employment policies and procedures.
- ITC will continue to provide employment-related insurances and HR support in accordance with the existing relationship.
- Formal staffing matters will continue to be dealt with through the appropriate ITC staffing arrangements where required.

6. Day-to-day management and team working

- Day-to-day programme management will be undertaken through One Ilfracombe's established management arrangements.

- Regular team meetings will take place between relevant One Ilfracombe and ITC staff to review progress across projects, including Town of Culture.
- These meetings will consider delivery against milestones, staffing capacity, financial position, risks, dependencies, upcoming decisions and any areas requiring support or escalation.
- Where competing workload priorities arise between ITC and One Ilfracombe activity, these will be considered through the existing programme management arrangements, taking account of timescales, contractual commitments, funding requirements and available staff capacity.
- Where an issue cannot be resolved operationally, it will be escalated through the appropriate ITC and/or One Ilfracombe governance route.

7. Financial management and accounting support

One Ilfracombe will manage the Town of Culture programme finances and will maintain clear records of programme income, expenditure, commitments, budgets and funding conditions.

- One Ilfracombe will be responsible for managing Town of Culture budgets within approved funding and programme parameters.
- ITC will provide a supportive accounting, assurance and scrutiny role and will assist One Ilfracombe with accounting services where appropriate.
- Financial information will be made available to ITC to enable appropriate scrutiny, reconciliation and assurance.
- Programme expenditure must be supported by appropriate records and authorisation and must comply with any applicable funder conditions and agreed financial procedures.
- Where ITC incurs agreed costs on behalf of the programme, including staffing or support costs, these will be identified and accounted for in accordance with the agreed arrangements.
- Any external audit, independent examination or funder audit requirements relating to Town of Culture funding will be supported by both organisations as required.

8. HR, IT and corporate support

ITC will continue to provide corporate support to One Ilfracombe for Town of Culture delivery in line with the existing working relationship and subject to available resources.

- HR advice and guidance, including access to ITC's external HR advisers where appropriate;
- IT support, systems and equipment where appropriate;
- office accommodation and normal workplace resources where agreed;
- employment administration and payroll arrangements for ITC-employed One Ilfracombe staff; and
- reasonable accounting and administrative support connected with the programme.

Any additional or exceptional support costs specifically attributable to Town of Culture will be agreed between the organisations and, where appropriate, built into programme or project budgets.

9. Risk, insurance and health and safety

- One Ilfracombe will maintain appropriate programme and project risk registers for Town of Culture activity.

- Individual events, projects and activities will have proportionate risk assessments and health and safety arrangements.
- One Ilfracombe will maintain its own insurance cover for its activities and projects, including public liability, in accordance with the existing ITC / One Ilfracombe agreement.
- ITC will maintain the employment insurances for staff it employs.
- Where responsibility for a particular activity, venue or event is shared or could be unclear, insurance and operational responsibility will be confirmed before the activity proceeds.

10. Reporting, scrutiny and assurance

- One Ilfracombe will provide regular programme and financial updates to ITC. As a minimum, this will align with the existing requirement for monthly project and financial reporting unless an alternative reporting cycle is agreed for Town of Culture.
- Reporting will include progress against the agreed programme, key milestones, financial position, significant risks, issues, decisions required and forthcoming activity.
- ITC may seek reasonable supporting information to fulfil its scrutiny, staffing, financial or assurance responsibilities.
- One Ilfracombe will report Town of Culture progress through its own Board and programme governance arrangements.
- Where material issues affect ITC resources, staff, legal responsibilities, financial exposure or reputation, these will be raised with ITC promptly rather than waiting for the next routine report.

11. Decision-making and delegated responsibility

Operational decisions required for the normal delivery of approved Town of Culture activity will be taken through One Ilfracombe's programme management and governance arrangements, within approved budgets, funding conditions and delegated authority.

Decisions that create a new or material commitment for ITC - including significant unbudgeted expenditure, changes to ITC staffing arrangements, material use of ITC assets or resources, or matters reserved to the Council - will require the appropriate ITC approval before commitment is made.

12. Communications and partnership working

- One Ilfracombe will coordinate programme communications and partner engagement for Town of Culture, working with ITC and other partners as appropriate.
- Both organisations will seek to maintain clear and consistent messaging about their respective roles in the programme.
- Where ITC branding, formal endorsement or statements made on behalf of ITC are required, appropriate approval will be obtained through ITC arrangements.

13. Review and duration

These Terms of Reference will take effect once agreed by the appropriate governance bodies of One Ilfracombe and Ilfracombe Town Council and will remain in place for the duration of the Town of Culture programme unless replaced or terminated by agreement.

The arrangements should be reviewed periodically and whenever there is a significant change to programme funding, staffing, governance or delivery responsibilities. Amendments should be recorded in writing and agreed by both organisations.

14. Agreement

These Terms of Reference are intended to provide the practical framework through which One Ilfracombe will deliver the Town of Culture programme while continuing to work under the established policies, staffing arrangements and support relationship of Ilfracombe Town Council.

For	Name / Position	Date
One Ilfracombe Ltd		
Ilfracombe Town Council		



REPORT TO: Full Council
DATE: 7th October 2026 **REPORT NO:** ITC 26092
SUBJECT: High Street car park financial performance
PREPARED BY: Cllr Trevor Huggins

1. INTRODUCTION

The High Street car park was purchased by ITC in 2025 as a long-term investment for the benefit of the town. Following a handover period from its previous owners, the car park has completed its first full year – from August 2025 to July 2026, with the loan interest to the Merseyside Fire Service being paid at the end of this period. Now is a good time to see how the car park has performed and to compare that with the expectations of the business plan that underpinned the acquisition. The focus here is to look at the income against the running expenses, so the figures exclude the one-time charges involved in buying the car park, i.e. the stamp duty and legal fees.

2. REPORT

The figures show a small loss for the period, based on the cost of the one-year MFS loan, which ITC has rolled over for a second year (to July 2027). Given the sharp rise in long-term borrowing costs, both in the UK and abroad, it is likely that ITC will continue to use lower-cost, short-term loans until rates are more affordable for a 50-year loan from the government's Public Works Loan Board.

High Street car park

First full-year performance (August 2025-July 2026)

All income August 25 to March 26.	£37,408
Of which, Permit Sales £7,713	
All income April to July 26.	£20,914
Of which, Permit Sales £1,670	
All income total (August 25-July 26)	£58,322
(Of which, Permit Sales £9,303)	
All costs August 25 to March 26.	£11,914
Of which, direct expenses £3,907	
+ overheads (excl. legal fees and stamp duty) £8,007	
All costs April 25 to July 26	
Of which, direct expenses (£839)	
+ overheads (inc. £43,500 interest)	£49,342
All costs total (August 25-July 26)	£61,256



Net loss for period

-£ 2,934

Highlights

- The car park has made a small loss, as sales fell 5% short of the target to cover costs.
- Not shown in the figures above, but current permit sales are a concern. We sold £5,546 in August/September 2025, but so far only £1,500 in August/September 2026.
- On the positive side, non-permit sales in August/September are likely to be higher this year than last. In the first 3 weeks of September, takings were £10,568 with a week to go, compared to £12,239 for all 4 weeks in 2025. August non-permit sales were £7,307 this year, compared to £3,099 in 2025, although RingGo was not available at that time. The summer's takings at Ropery Road car park significantly increased year-on-year, according to September figures.
- Prior to the sale, ITC wasn't given full information about the business rates, which had in fact been discounted by NDC for the previous owners. Having budgeted for £7,780, the actual bill is £11,661 (two separate payments of £6,497 and £5,164).

First full-year performance against business plan

Business plan forecast all **income** total (April 2025-March 2026) **£79,856**
Of which, Permit Sales £10,417 (inc. £2,083 Westacotts)

Actual all **income** total (August 25-July 26)
£58,322
(Of which, Permit Sales £9,303)

Difference
-£21,534

Business plan forecast all **costs** total (April 2025-March 2026) **£76,218**

Actual all **costs** total (August 25-July 26)
£61,256

Difference
-£14,962

Highlights

- Key difference is clearly the cost of the loan. The business plan based on the PWLB offer had an annual interest payment of £59,500. The actual cost of the Merseyside Fire Service loan was £43,500.



Income performance against previous owners, BS Squared

August 2023-July 2024	£55,755
Calendar 2024.	£53,229



REPORT TO:	Full Council	REPORT NO: ITC 26093
DATE:	12 th October 2026	
SUBJECT:	Public Health Champion Report for Full Council	
PREPARED BY:	Cllr Terry Elliott	

This month I viewed the entire Adult Health and Care Scrutiny special committee meeting on 24th September and read the accompanying reports (all 5 hours). The Closing the Gap group has now been offered the opportunity to meet with board members and senior management staff of the Royal Devon University Healthcare NHS Foundation Trust. I have prepared a report and recommendations for that meeting reflecting the issues faced by some people in Ilfracombe accessing healthcare due to low incomes or no private transport. This is contained in a supplementary report. You are also hopefully aware that consultants declared a vote of no confidence in the Trust Board recently saying that they no longer felt they could guarantee safe, accessible health care for the people of North Devon and that services were being centralised in Exeter.

This month I also attended the Patient Participation Group meeting at the Combe Coastal Practice. The PPG is a requirement of every surgery and any patient can join. The purpose of the PPG is to communicate developments at the practice and to provide a patient voice raising concerns. The PPG and the practice then have an opportunity to work together to find solutions and improve the patient experience.

This month the agenda was wide ranging including issues around booking appointments, neurodiverse patients, ear syringing, minor injuries, maternity and patient lists.

GPs are the front line of medical care in the UK and are one of the most important services tackling health inequality. They are vital for health prevention and keeping chronically ill patients well through regular monitoring. We are lucky in Ilfracombe to have an excellent GP practice and very good medical staff, but like other parts of the NHS they experience the strain of a lack of resources and staff.

The PPG is always looking for more members, particularly from under-represented groups such as younger patients.



REPORT TO: Full Council
 DATE: 30th September 2026
 SUBJECT: **Supplementary Report of the impact of the temporary closure of maternity services at North Devon District Hospital on those pregnant and most disadvantaged**
 PREPARED BY: Cllr Terry Elliott – Public Health Champion Ilfracombe Town Council

It is important to contextualize this report by presenting recent statistics from MBBRACE-UK published on September 10th (Saving Lives, Improving Mothers' Care) which shows that 'women living in the most deprived areas continued to have a maternal mortality rate twice that of women living in the least deprived areas.'

MBBRACE-UK Maternal Report 2026 - SON Report v1.0.pdf
<https://share.google/EaVNEazHxDcDQ1o19>

Of the 252 maternal deaths in the UK between 2022 and 2024 61% were judged potentially preventable with improvements in care.

The reason for sharing this data is to question whether the decision by the Royal Devon University Healthcare NHS Trust poses additional risk to economically disadvantaged people who are pregnant?

My previous report highlighted the additional difficulties that pregnant people from Ilfracombe face accessing maternity services further away than Barnstaple hospital. These included cost, inadequate public transport and inconvenience (long journeys without access to toilets etc). The report also questioned the extent to which the Trust considered these difficulties and planned for mitigation before making the announcement of temporary suspension in August. It also drew attention to the apparent lack of partnership working in addressing the barriers to accessing maternity care at Exeter and Taunton for deprived communities more than 2 hours away.

The Health and Adult Care Scrutiny Committee Devon County Council 24th September 2026

Having watched the 5 hour scrutiny committee meeting attended by the Trust Chief Executive, medical officers, SWAST and others, and read the accompanying papers, there are a number of observations and recommendations which should be considered. These are around accountability, communication, safeguarding and ensuring future accessibility

and appropriate care for the most disadvantaged pregnant people. The meeting can be accessed using the link below.

https://www.youtube.com/live/apLe_83MfLQ?is=K7vGG-DYrGGZYw6I

Planning around the decision to remove maternity services and consideration of the impact on the most disadvantaged.

The Trust published a revised EQIA statement to accompany the September 24th agenda which acknowledged many of the concerns raised at the previous scrutiny committee on 14th September. The strengthened EQIA statement now includes;

‘a strengthened rurality and travel-risk assessment including explicit discussion of rapid labour, emergency birth and increased travel risk including longer journey times, public transport limitations and road disruption concerns’ and,

‘Much stronger analysis of cumulative disadvantages (young mothers, rurality, deprivation, disability, single parents, lack of transport etc).’ This is gratifying, if too late for many people who have already given birth and it's unclear what this will look like in practice.

My previous report included a timeline which suggested that the Trust retrospectively tried to figure out how people who are pregnant and disadvantaged by lack of transport or economic vulnerabilities, could access - member admitted that a taxi voucher scheme was abandoned due to being unworkable. Sadly the meeting also revealed that a pregnant woman who phoned the triage line with reduced foetal movement was told to go to Exeter but was not told about the taxi travel scheme which was put in place after the Scrutiny Committee meeting on 14th September. She did not have independent transport and when she did finally make it to Exeter her baby was no longer alive. This raises questions as to training and information given to the triage team about transport.

This evidence of a failure to plan mitigation around travel for disadvantaged pregnant people and their families, and the subsequent attempt to catch up, indicates both a safeguarding failure and a dereliction of responsibility for addressing health inequality. The Trust has worked alongside partners to supposedly reduce inequality and yet appears to have failed to refer to its own resources, or those of its partners, as to how to reduce those inequalities by planning in how it delivers services.

Members of the panel referred to the ‘Business Continuity Plan’ throughout the meeting but it was not apparent to the public that transportation difficulties had ever been a significant consideration in any plans of how to deliver maternity services further away.

Recommendations

- Renewed focus on partnership working. In particular drawing on the expertise of those working in health and social care in deprived communities, as well as utilising agencies established to decrease

health inequality such as the poverty truth commission, when planning service changes.

- Ensuring that future Business Continuity Plans have disadvantages and travel difficulties at the heart of any decision making to ensure that there is equal access to care.
- Ensure that any investigation, or audit, of the impact of this decision to remove maternity care includes an investigation of why transport difficulties weren't given sufficient focus.

Communication about the decision and ongoing changes to the service.

Listening to the public participation contributions at the meeting and drawing on anecdotal feedback from the community, it would be fair to conclude that communication from the Trust about this decision has been poor. Issues raised include poor communication to staff and partnership agencies, to communities themselves, but most importantly, to people who are pregnant and their families. Examples include confusion over who qualifies for help with transport, accommodation or childcare, the initial information vacuum for pregnancies under 34 weeks, confusion over advice and what to expect, and sadly the lack of correct information and support for some people presenting, especially those with complex or high needs pregnancies. It was apparent in discussions that releasing an expected date of the 29th of September to resume services was a mistake. The situation obviously remained fragile and the threshold to re-open was speculative. This announcement raised expectations and led to competing explanations of the situation causing confusion in the public's mind and a lack of faith in the Trust's announcements. This lack of trust is detrimental to the future care of patients. Communications from the ICB and Central Government giving insight and overview on this issue have been noticeable by their absence.

Recommendation

- that the Trust reviews its communication strategy in the light of this incident and develops a consistent, clear method of communicating service decisions and important information that is shared with its partner agencies alongside the public.

Feedback and ensuring safeguarding and future high standards of care.

Evidence given at the meeting and anecdotally suggest that the standard of maternity care for some people has been compromised. This includes their care prior to the birth of their child, during labour (including the journey to hospital), whilst in hospital with the extra pressure on Exeter maternity unit and postnatal care for them and their babies. There is no doubt from the detail given by the panel that every part of the Trust, the staff and SWAST are doing their utmost to ensure a good birth experience and care for those who are pregnant BUT the nature of the decision itself has meant that some people have not had the birth they hoped for due to limited options and compromises in care.

It is surprising how little patient lived experience was fed into the decision making process and it was sobering to hear from mothers who have had

difficult births and trauma as to how important having a local hospital was to their care. The question is why is there not a mechanism to include patient voices to guide planning and help develop adequate mitigation? Some of the issues which have developed, particularly over transport, might have been avoided if a conversation had been instigated with local parents who have recent experience of maternity services.

It was disappointing to hear that the organisation collecting feedback on behalf of the Trust (Maternity and Neonatal Partnership Voices) is underfunded and under-resourced. There appeared to be a recognition of this by the panel and Councillors and a desire to rectify this with more funding. The need for good quality patient feedback to inform future decision-making should never be underestimated - none more so than in this example whereby pregnancy and birth trauma could have long term impacts on the health and well-being of mothers and pregnant people and their babies. It was not apparent from the Maternity and Neonatal Voices Partnership Report presented, what questions were being asked of parents and if the survey specifically identified transport difficulties as part of their experience. The sample size was low and It was unclear if attempts were made to contact all mothers and people giving birth and especially those who represent disadvantaged groups.

Recommendations

- Interviews or feedback should be sought when those who have given birth have had time to process their experiences. Immediately after giving birth is an overwhelming period with the physical and emotional effects of bringing new life into the world often clouding the ability to process what has happened. Asking questions at a reasonable time afterwards (2-6 weeks) gives people time to understand their experience and report more clearly their thoughts and experiences.
- Feedback should specifically ask a question about transport difficulties. Future planning for the removal of services should consider evidence gathered and build this into mitigations before a decision is announced. We want to know how people made their way to maternity services in Exeter or Taunton for either labour or maternity care and what, if any, problems they faced when planning or making that journey.
- Feedback should also determine whether pregnant people were asked by the triage team or other maternity staff, how they would get to hospital? Also whether they were made aware of the Devon County Council partnership taxi scheme? Additionally if pregnant people were asked when talking to obstetrics or midwifery staff, if they had any other difficulties accessing maternity care?
- It would be good to know how pregnant people's experiences are being incorporated into the Trust's decision making process.
- We require evidence of how the views of women and birthing people, and especially those who face difficulty or disadvantage when accessing health services, or who experience health inequality, are being actively sought as a priority.

Finally when we look at a worrying trend in avoidable maternal deaths nationally, I think most of the public would want evidence to assure them that

the care pregnant people receive under the temporary measure is as good as it should be. In particular that no mother or baby has been put at risk. Some of the data shared by the Trust is reassuring but the feedback from the Maternity and Neonatal Partnership Voices that some pregnant people felt negatively impacted by the closure, less supported and more stressed, is worrying.

Also worrying is the assumption in the Equality impact report that the increased risk of accessing care at a greater distance away was judged as 'medium' based on a metric which was 'born before arrival'. This fails to consider the harm caused to the mother/birthing person's mental well-being of an increased, uncertain and stressful journey and possible impacts on mental health, bonding with the baby and recovery.

Recommendation

- To widen the scope of what is considered as harmful and include measures which reflect other possible consequences, not just whether the baby was born without medical care.
- Also to note that mitigation was not immediate and to carefully measure the impact on people whose babies were born before an adequate transport scheme was in place.