



October/November HIGHLIGHT REPORT To One Ilfracombe Board of Directors

Author: Project Co-ordinator

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1. Overview

Theme Reports

Living Well Team – Dr Andy Moore

The Living Well Team continues to meet monthly and work on a number of health and wellbeing projects in the Town such as the Community Connector, Cancer Support services and Diabetes.

We have experimented a little by changing the format of our regular monthly LWT meetings, to develop a "Chamber of Care" type approach, copying the "Chamber of Commerce" concept. The first half of the meeting is now open to all health and wellbeing professionals and volunteers in the community, and includes a presentation from a different service each month. So far, this has been well attended and provides extra "continuing professional development" for individuals and improved networking/integrated working between services. We will keep the OI Board posted on progress.

As a Board we need to consider how the LWT work will fit in with the One Northern Devon developments. In many ways we have been "ahead of the curve" for some time now, and there should be every chance that OND provides a springboard to share our experience, spread good practice and also consider new developments. There have very recently been new resource streams, which once realised should enable us to do even more e.g. gap analysis for local unmet needs, and developments of new services to fill those gaps. It should also mean a more sustainable way of working for the future.

Finally, once again can I extend my thanks to Hannah, Steve and Miriam, who have all worked brilliantly, and well beyond their capacity, with limited resources for the past year... a real case of "so much done, with so little, for so many".

Town Team – Steve Seatherton

The Town Team meetings are held bi-monthly at Ilfracombe Fire Station. The meetings are chaired by Anne Thomas who is a volunteer. These meetings are extremely well attended by the majority of agencies who deliver environmental services within the town. Attendees include representatives from NDC waste and recycling and environmental Health, DCC Highways and on street parking, Devon and Cornwall Police, Devon and Somerset Fire

and Rescue Service, Ilfracombe Town Council, The Old Gits club, Ilfracombe Access group, Ilfracombe in Bloom and local Councillors.

The Town Team has now been in operation since 2014 and demonstrates how agencies can break down silo working and tackle issues together. This meeting enables agencies to talk to each other to get things done and this working relationship is also carried on outside of the meetings.

Thanks needs to go to Anne Thomas for chairing the meetings and taking the minutes.

One Ilfracombe Projects

Public Meeting

Although this meeting was held on the 8th November it is important to make note in this report as much of the pre-meeting work took place in October.

As requested in the October Full Council meeting, a public meeting was arranged by One Ilfracombe in which agencies who are working in the town could share the various initiatives that are underway to tackle problems that were previously highlighted in the High Street Traders Forum and also the previous Town Council Meeting.

The meeting was chaired by Cllr Val Gates and was supported with presentation from –

- a. Crime & Anti-Social Behaviour - Sgt Joey Lester (The Police)
- b. CCTV – Cllr Paul Crabb (Ilfracombe Town Council)
- c. NDC Housing and Licencing in the Town - Jeremy Mann (North Devon Council)
- d. Neighbourhood Plan – Cllr Mike Edmonds (Ilfracombe Town Council)
- e. One Ilfracombe – Cllr Rod Donovan (Ilfracombe Town Council)

There was approximately 60 public attendees who attended the meeting. A summary of the meeting and comments / from the public can be found at - <https://www.facebook.com/events/567200173722914/>

Overall the meeting was positive with a mixture of feedback from those who attended. Much of the complaints are outside of the remit of the various agencies (ie, request for more Police Officers). However, the feedback will be collated and an action plan devised on how we tackle each issue, even if it is passing on feedback to those in higher authority – ie, The Police Crime Commissioner / Local MP.

One Ilfracombe Projects

Living Well meeting

At the October Living Well meeting we had very interesting presentations from Splitz/Leesar partnership on domestic abuse services within North Devon and from Shared Lives South West who provide accommodation, care and support for vulnerable adults and are looking for carers within Ilfracombe. Presentations booked in for the November meeting (Wednesday 21st 1 pm) include Positive People who help out of work people to build confidence and develop their skills and Devon and Somerset Fire and Rescue Service talking about Home Fire Safety Visits.

Life Chances/iBCF funding

A joint One Ilfracombe and Combe Coastal bid is currently with DCC for funding to extend the Community Connector role and fund an additional role of a 'Community Builder' to support provision of activities within the town and identify/tackle the gaps (Note this fund does not cover existing roles).

If we are successful with the bid the likely outcome will be –

1. One Ilfracombe would extend the contract of Community Connector to provide the additional function

2. a new appointment would be made on a FIXED TERM CONTRACT through ITC as a One Ilfracombe Member of staff. This will be as the same employment status as the community connector currently has.

For clarity on the role of the current community connector -

- The Community Connector is a Town Council employee (as per her contract)
- One Ilfracombe pay all the salaries and on costs for the Community Connector. The Town Council provides desk space and IT resource (Note One Ilfracombe paid for the Community Connector Laptop).
- All ITC policy decisions, rules and regulations apply to the Community Connector
- One Ilfracombe will continue to hold a redundancy pot for the Community Connector as previously agreed

This would be the same for any new employee who would be paid for via One Ilfracombe.

Police Crime Commissioner Funding

This relates to the Public Meeting that was held on 8th November. We will use the feedback collated to develop the Business Crime Reduction Partnership.

Community Connector

The Community Connector has seen 19 people in October with 21 issues. The majority of the issues are social isolation, housing and mental health with most people self-referring.

Town Team Radios

The Town Team radios have now been reallocated and they are being used frequently by Police and Council staff. There is still some work to do with other organisations and getting them using the radios again, but this will be done in the next month. A 'Town Team' refresher get together for everyone using the radios will be organised at the same time.

We have also extended the use of the radios so that our regular volunteers now are able to communicate with the Town Team.

Other actions / outcomes from the Town Team notes

- 10,000 dog fouling bags have been ordered and are awaiting delivery and to be publicised on social media
- CCTV camera now installed facing the arches
- DCC Parking enforcement officers to now use Town Team radios
- DCC will be carrying out resurfacing works on Marlborough Road, Chambercombe and The Shields.
- Old Gits club are assisting with litter picking throughout the town.
- Green team are using re-cycled plants from Bicclescombe Park
- WW1 tribute on the way up to Mullacott has been completed
- Preparing War memorial for 11 November
- Issues over free parking for Chapel Custodians and volunteers at St Nicholas's Chapel. NDC are creating a new agreement as no historical agreement can be found.

Out of the Blue

The 13th course of Out of the Blue is currently underway. The presentation evening for this course is being held on Thursday 6th December, 5.30 pm at the Lantern.

Diabetes commissioned work

The Holsworthy event was another success for this project. The final event was held in Bideford on the 13th November and has completed the agreed programme of events. Over 150 people attended the event in Bideford. We will complete a small evaluation that will be submitted to NDHT and make a final presentation to One Northern Devon on the work.

All commissioned work is completed by ITC staff as flat rate overtime and does not impact on any ITC or OI work.

NOTE – This work does not include the ongoing work and activities of the Living Well Group, Town Team Group and Ilfracombe Works group that all have actions and activities that are undertaken by the staff.

2. Invoices for payment

The following invoices/reimbursements are now due for payment:

Name	Description	Invoice amount	Notes
NDC Payroll	October salaries	1526.54	OT of £223.76 recharged to NDHT diabetes
NDC Payroll	November salaries	1302.78	
ITC Lantern Room Hire	Mindful Community project – laughter yoga	78.00	
Neil Ingram	Travel Expenses – Holsworthy Diabetes	48.49	Whole recharged to NDHT diabetes
Hannah McDonald	Travel Expenses – Bideford Diabetes (re charged to NDHT) and Police (Middlemoor)	89.40	£22.50 recharged to NDHT diabetes
Steve Seatherton	Travel Expenses – Police (To Middlemoor)	45.76	
Excel Embroidery	OOTB T-shirts	168.00	from ringfenced OOTB funding
Total		£3258.97	

Invoices already paid on One Ilfracombe Debit card:

Name	Description	Invoice amount	Notes
Paper stone ltd	Box for Red Box project	24.93	
Wilko	Frames for OOTB	44.00	
Amazon	Microphone (for meeting)	41.61	
Helloprint	Cancer support group leaflets	48.95	
Total		159.49	

2.1 Financial proposal

Proposal to One Ilfracombe Board directors for core funding costs 2019/2020 (carried over from last meeting)

Motion recommended for approval - 'It is hereby proposed that in order to maintain the partnership working built up between the 'front line' agencies working in Ilfracombe and to continue to be in a position to bid for grant funding that is unavailable to Local Authorities, that Partners sitting on the One Ilfracombe Board make a contribution for the year 2019/20 of £300.00 to cover the core costs of maintaining the Limited Company status.'