

Customer Services: Which Council does what?

	Devon County Council	North Devon District Council	Ilfracombe Town Council
Roads	Road maintenance, potholes, traffic management, road safety, gritting, street lighting <i>Devon Highways 0345 155 1004</i> <i>Highways emergencies 01392 383329</i>	Street cleaning, litter, fly tipping, abandoned vehicles	One Ilfracombe Town Team (details here)
Transport	Public transport, school transport concessionary fares, community transport, Blue Badges, Parking Permits <i>Parking Permits 0345 155 1073</i> <i>National Bus Pass enquiries 01392 383 688</i>	Car parks(except Ropery Road), charges & fines	Ropery Road Car Park, charges
Environment	Public Rights of Way, cycling, country parks & nature reserves	Parks, recreation grounds, allotments, cemeteries environmental health, pest control, noise pollution, dog control, public toilets	One Ilfracombe Town Team (details here)
Social Care, Health & Housing	Services for older people, people at risk of harm, people with physical and/or learning disabilities, carers, Public Health <i>Care Direct 0345 155 1007</i> <i>Disability Information 0345 155 1005</i> <i>Out of hours emergencies 0345 600 0388</i>	Housing & homelessness advice	
Children & families	Adoption, fostering, Family Information Service, Youth Services, youth offending <i>Children and Families 0345 155 1013</i> <i>Multi Agency Safeguarding Hub (Concerns about safety of a child) 0345 155 1071</i>		

	Devon County Council	North Devon District Council	Ilfracombe Town Council
Education	Adult learning, services to schools, school libraries <i>Schools and Education 0345 155 1019</i> <i>Adult & Community Learning 0345 155 1014</i>		
Waste	Waste disposal including local tips <i>Recycling and Waste 0345 155 1010</i>	Collection of refuse & recyclables, bulky items	
Culture & Heritage	Libraries, North Devon Record Office, festivals, The Arts <i>Libraries 0345 155 1001</i>	Museums and The Arts, leisure including Ilfracombe swimming Pool & North Devon Leisure Centre	Town twinning, Pride in Ilfracombe
Economy & tourism	Major infrastructure, marketing, broadband, regeneration, skills & employment, business advice, Trading Standards & consumer protection <i>Consumer Advice 0345 404 0506</i>	Local business advice & marketing	Ilfracombe Centre, The Lantern, Neighbourhood Community Budget, local events & marketing
Planning	Strategic Planning, Mineral and waste developments	Residential and business planning applications, Building control. <i>Applications within Exmoor National Park are dealt with by Exmoor National Park Authority</i>	Important consultee on planning applications
Emergency Planning	Countywide planning & major incidents	Local emergency planning	Local emergency planning
Tax collection		Council tax & Business rates	
Legal & democratic	Registration - Births, Deaths & Marriages <i>Registrars 0345 155 1002</i>	Land charges, Licensing, Taxi & Private Hire licences, Electoral registration	