

## Customer Services: Which Council does what?

	Devon County Council	North Devon District Council	Ilfracombe Town Council
<b>Roads</b>	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 <a href="#">here</a> )
<b>Transport</b>	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
<b>Environment</b>	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 <a href="#">here</a> )
<b>Social Care, Health &amp; Housing</b>	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	
<b>Children &amp; families</b>	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>		

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<b>Education</b>	Adult learning, services to schools, school libraries <i>Schools and Education 0345 155 1019</i> <i>Adult &amp; Community Learning 0345 155 1014</i>		
<b>Waste</b>	Waste disposal including local tips <i>Recycling and Waste 0345 155 1010</i>	Collection of refuse & recyclables, bulky items	
<b>Culture &amp; Heritage</b>	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
<b>Economy &amp; tourism</b>	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
<b>Planning</b>	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
<b>Emergency Planning</b>	Countywide planning & major incidents	Local emergency planning	Local emergency planning
<b>Tax collection</b>		Council tax & Business rates	
<b>Legal &amp; democratic</b>	Registration - Births, Deaths & Marriages <i>Registrars 0345 155 1002</i>	Land charges, Licensing, Taxi & Private Hire licences, Electoral registration	