

To: All Members of the Town Council

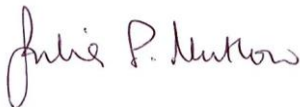
**Meeting of Seaton Town Council
on Monday, 7th October 2024 at 6pm**

1st October 2024

You are hereby summoned to attend the above meeting to be held on **Monday, 7th October 2024 at 6pm or immediately after the conclusion of the Planning Committee, whichever is earliest**, at the Marshlands Centre, Harbour Road, Seaton EX12 2LT.

It is proposed that the matters set out on the agenda below will be considered at the meeting and resolution or resolutions passed as the Council considers appropriate.

This meeting has been advertised as a public meeting and as such could be filmed or recorded by broadcasters, the media or members of the public. Please be aware that whilst every effort is taken to ensure that members of the public are not filmed, we cannot guarantee this, especially if you are speaking or taking an active role.



**Julia Mutlow
Town Clerk**

AGENDA

- 24/COU/01 Apologies for absence**
To receive any apologies for absence.
- 24/COU/02 Declarations of Interest**
To receive any Members' declarations of interest in respect of items on the agenda
- 24/COU/03 Council Minutes**
To approve the minutes of a meeting of Seaton Town Council held on Monday, 16th September 2024
- 24/COU/04 County Councillor's Report**
To note the report

24/COU/05 District Councillors' Reports

To note the reports

24/COU/06 Public Question Time

To allow any questions or reports from members of the public

24/COU/07 Committee Minutes

To note the minutes of the following meetings of the Council's committees:

- **Planning Committee** –16 September 2024

24/COU/08 Chairman's Report

To note the report

24/COU/09 Town Clerk's Report

To note the report and correspondence log

24/COU/10 Update on Seaton Tourist Information Centre

To note an update on enquiries to the tourist information centre and to consider whether the tourist information centre will open during weekends in 2025, to decide will act as volunteer co-ordinators and to consider a training proposal for volunteers.

24/COU/11 Committee Membership 2024/25

To fill the following vacancies on the Council's committees:

- Planning Committee – one vacancy
- Finance & General Purposes Committee – one vacancy
- Personnel Committee – two vacancies

24/COU/12 Priorities for Seaton Town Plan – Cllr, Rowland

To review existing and consider potentially new priorities for Seaton Town Council and all town councillors to consider what they see as the top 5 priorities and debate these at this meeting. The agreed priorities will assist in the setting of the budget for 2025/26, to be discussed and agreed between October and December.

24/COU/13 External Auditor's Report 2023-24

To note the completion of the external audit with no issues raised for the financial year 2023 - 2024

24/COU/14 Playpark inspection reports

To note the play park inspections

**Minutes of the Seaton Town Council ('the Council')
Meeting
on Monday, 16 September 2024**

Present:

Chair: Cllr. A. Singh

Town

Councillors: K. Beer, E. Bowman, P. Burrows, N. Dyke, D. Haggerty, M. Hartnell, D. Ledger, J. Russell & C. Wood. J. Rowland was duly co-opted and took part in the later part of the meeting after signing the Declaration of Office.

Officers: Town Clerk & Deputy Town Clerk

Public: 2 members of the public were in attendance

69. Apologies for absence

No apologies for absence were received.

70. Declarations of Interest

Cllrs. Hartnell, Haggerty & Ledger declared a personal interest as East Devon District Councillors (EDDC) and Cllr. Hartnell as a Devon County Councillor (DCC).

71. Council Minutes

Members **RESOLVED** to approve the minutes of a meeting of Seaton Town Council held on Monday, 2 September 2024. (proposed Cllr. Hartnell; seconded Cllr. Dyke)

72. Public Question Time

No questions were raised.

73. Co-option of new councillors

Having heard presentations from the 5 candidates for co-option prior to the public meeting, Members **RESOLVED** to co-opt the following two individuals as Seaton town councillors:

- Jenny Oldfield
- Jack Rowland

Mr. Jack Rowland signed the Declaration of Office and took up his position as a councillor immediately. The Town clerk would make representations for Jenny Oldfield to meet and sign her Declaration of Office. (proposed Cllr. Singh; seconded Cllr. Dyke)

74. Poppy net display to commemorate Remembrance Day

Members noted that, at the suggestion of the Royal British Legion, that this project may not be delivered until 2025, and **RESOLVED** to:

- approve the principle of working with the Royal British Legion and other stakeholders to deliver this initiative subject to the RBL's ability to procure a camouflage net and the relevant permissions being obtained for its display
- approve the allocation of a small budget of £500 to assist with the associated costs of this initiative and to delegate to the Town Clerk the authority to take such action and allocate such expenditure, within said budget, as she considers necessary to deliver the initiative in either 2024 or 2025, and to make such adjustments as might become necessary. (proposed Cllr. Ledger; seconded Cllr. Wood)

Confidential Items

The Chairman moved that in accordance with the Council's Standing Order 1(d) press and public would be excluded from the meeting during the discussion of the following items on the agenda, as matters being discussed included commercially sensitive information.

75. Update on Marshlands

Members **RESOLVED** to:

- note the update report
- authorise the Town Clerk to agree the heads of terms as drafted (subject to any minor amendments that she, in consultation with the Chair, Deputy Chair and Chair of Finance & General Purposes Committee) consider necessary, in order to finalise agreement)
- authorise the instruction of the Council's retained solicitors to act on the Council's behalf in completion of a lease in the terms proposed at an estimated cost of £3,000 + disbursements

(proposed Cllr. Ledger; seconded Cllr. Beer)

Meeting closed at 6.50pm

Signed _____

Dated _____



Marshlands Centre, Harbour Road
Seaton, Devon EX12 2LT
01297 21388
admin@seaton.gov.uk
www.seaton.gov.uk
Town Mayor: Cllr Amrik Singh
Town Clerk: Julia Mutlow

**Minutes of the Planning Committee
Meeting on Monday 16 September 2024**

Present:

Chairman: P Burrows

Councillors: K Beer, A Singh & J Russell

Officers: Town Clerk

Public: Two members of the public were present

54. Apologies for absence

Cllrs Hartnell and Bowman sent their apologies saying they might be late in getting to the meeting.

55. Declarations of Interest

There were no declarations of interest.

56. Minutes of the Planning Committee meeting held on Monday 29th July 2024

The Committee **RESOLVED** to agree the minutes of the meeting held on 29th July 2024.
(moved Cllr Beer; seconded Cllr Russell)

57. District Council Members

It was formally noted that the participation of those Councillors, who are also members of the East Devon District Council, in both the debate and the subsequent vote is on the basis that the views expressed are preliminary views taking account of the information presently made available to the Town Council. The District Councillors reserve their final views on the application until they are in full possession of all the relevant arguments for and against.

58. Environment Policy

Members are reminded that in reaching decisions they should take into consideration the Town Council's Environment Policy that the Planning Committee will consider sustainability, environmental impact and biodiversity when commenting on planning applications in Seaton.

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59. Public Question Time

Two members of the public spoke on planning application 24/1593/FUL – Land At Rear Of Chestnut House, Bunts Lane, Seaton and raised the following points:

- There has been a determined effort from the owner of this plot to get access to it via Bunts Lane. Condition 3 of planning application 15/1949/RES states that the means of vehicular access to and from the site shall be from Marlpit Lane only and there shall be no means of vehicular access to serve the site from Bunts Lane and the site shall not be occupied until the wall indicated on the southwest and northwest boundaries has been constructed. The boundary wall shall be installed and maintained in perpetuity to prevent unauthorised access to Bunts Lane.
- The addition of a third residential unit on this plot does not make the development any more acceptable. The plot can only accommodate two detached residential units. The Design and Access Statement submitted with this latest application states the proposal fits very comfortably into its location. This is simply not true as there will be little space between these three units. Once all the infrastructure is in place there will be no space around these units and it will not be in keeping with other properties in the area which have large gardens and plenty of space around them to park cars etc. Two units are the appropriate number for this size of plot.
- Drainage is a problem in this area and at certain times of the year resident's gardens can become waterlogged. South West Water have done investigations and have confirmed this plot is not suitable for soakaways.
- Vehicular access will be via an existing private drive down onto Marlpit Lane. This access is a narrow strip of land with no room to provide a passing place for vehicles to use and will be almost impossible for construction vehicles to use as it is so narrow.

Applications for consideration:


60. 24/1593/FUL

Mr David Rice

**Land At Rear Of Chestnut House,
Bunts Lane, Seaton EX12 2HU**
Erection of two detached
residential units.

Discussion took place around:

- The Committee objected to application 23/2222/FUL which were for a proposed new dwelling and associated access, drainage and landscaping works as it was thought that proposing another dwelling to be built on the eastern part of the site was overdevelopment. This current application is now proposing the erection of two units on the north-east (lower) section of the plot. The reasons which the Town Council objected to planning application 23/2222/FUL have not been addressed with this latest application except the application is now for the erection of two



detached residential units and not just one on this part of the plot. The Planning Committee considered this as overdevelopment of the north-east section of the the plot.

- The access arrangements to the plot are totally unacceptable. There will probably be at least two vehicles per dwelling which will use the previously approved access route via the existing private drive down onto Marlpit Lane. This access is very narrow and cannot accommodate two passing vehicles and no passing places are shown on any plans submitted.
- The Planning Committee proposed to object to this application for the same reasons stated in the submission objecting to planning application 23/2222/FUL with the addition that the Committee consider the erection of two detached units as overdevelopment of the north-east section of the plot and also concerns over the comments in the submitted Design and Access Statement on page 3 suggesting that they could use Bunts Lane for the other two dwellings.

The Committee **RESOLVED** to object to the application on the grounds of:

- The same reasons that were submitted objecting to planning application 23/2222/FUL namely overdevelopment of the eastern side of the plot which would be detrimental to the amenities of occupiers of adjoining residential properties and concerns over comments made in the Design and Access Statement submitted with the application on page 3 suggesting that they could use Bunts Lane for the other two dwellings.

(moved Cllr Burrows; seconded Cllr Beer)

61. Planning Comments

Comments to be circulated in respect of planning application 24/1593/FUL.

62. Tree Preservation Orders

To note Tree Preservation Order confirmed by East Devon District Council:

a) 24/0029/TPO – Land Rear Of 20 - 23 Ryalls Court, Seaton

A Tree Preservation Order (TPO) has been made and confirmed in respect of Land Rear Of 20 - 23 Ryalls Court, Seaton.

b) 24/0030/TPO – Land South Of 8 Ryalls Court, Seaton

A Tree Preservation Order (TPO) has been made and confirmed in respect of Land South Of 8 Ryalls Court, Seaton.

63. Decisions

To note planning decisions made by East Devon District Council:

- ##### **a) 24/1151/PDMA – 35 Queen Street, Seaton**
- Notification for prior approval of change of use of ground floor of building from commercial, business and service (use class



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- E) to dwellinghouses (use class C3) as a single flat application – **DECIDED** – PDMA
Prior approval granted.
- b) **24/0892/FUL – Beachcroft, Burrow Road, Seaton** Change of use from ancillary accommodation to holiday let (retrospective) – **REFUSED**.
- c) **18/2568/V106 – Land Adjacent The White House, Harepath Road, Seaton**
Application to Vary S106 agreement to planning permission 13/1091/MOUT – **DECIDED**. Legal agreement agreed and issued. No consultations were requested for this application.
- d) **24/1376/FUL – 27 Scalwell Mead, Seaton** Creation of raised terrace to side and rear gardens to create level amenity area and construction of 2m fence (retrospective) – **REFUSED**.
- e) **24/1450/FUL – 7 Summersby Close, Seaton** Proposed Driveway for disabled access – **APPROVED** – with conditions.
- f) **24/1169/DOC – 9 Meadow Avenue, Seaton** Discharge of Condition for 23/1643/RES: Condition 3 (Construction Method Statement) – **DISCHARGE OF CONDITION**.
- g) **24/1456/FUL – 2 Court Lane, Seaton** Alter and extend front canopy and new bay window to the front of the dwelling – **APPROVED** – with conditions.
- h) **24/1644/DOC – 2 Littlefields, Seaton** Discharge of condition for 24/0944/FUL: Condition 4 (surface water drainage) – **DISCHARGE OF CONDITION**.

The meeting closed at 6.01pm.

Signed

Dated

23/9/24

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	7 October 2024
Item of business	24 COU 08
Details	Chairman’s Report
Purpose of Report	To provide a summary of the Chairman’s engagements since the last meeting of Council
Recommendations	It is RECOMMENDED that Members note the report.

The Chairman engagements since the September meeting of Council are detailed below:

- 10 September 2024 - attended meeting with Allotment Holders
- 27 September 2024 - meeting with Seaton Chamber
- 2 October 2024 – meeting with officers and Lyme Bay Fisherman’s CIC

RECOMMENDATIONS

It is **RECOMMENDED** that Members note the report.

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	7 October 2024
Item of business	24 COU 09
Details	Town Clerk’s Report
Purpose of Report	To provide a summary of the ongoing work and correspondence log of Seaton Town Council and to consider whether assistance from officers is required to arrange a varied rota of council surgeries
Recommendations	It is RECOMMENDED that Members: <ul style="list-style-type: none"> • note the report • consider whether officer assistance is required in arranging a rota of bi-monthly councillor surgeries.

1. Introduction

Each month the Town Clerk presents a summary of ongoing projects and actions taken during the last month. This is, of course, over and above the general day-to-day operational work being carried out to manage the Council’s assets. Where relevant, substantive reports on some projects also appear as separate items of business on the agenda.

2. Summary of matters to note

- **Committees and meetings:**
 - **Extraordinary Council Meeting** – 16 September 2024
 - **Planning Committee** – 16 & 23 September 2024
 - **Allotment Holders Meeting** – 10 September 2024
- **Allotments** – a meeting was held on 10 September attended by councillors, officers and allotment holders where various matters were discussed including the level of rents, allotment rules and the condition of some of the plots. A full report will be brought to council in November by which time it is hoped that allotment holders will have formed a volunteer group to assist the Council in managing the site.

- **Casual vacancies** – the process to fill the two vacancies has now been completed and two new councillors – Jenny Oldfield and Jack Rowland co-opted and booked in for ‘Being a Good Councillor’ training.
- **Councillor surgery** – a further surgery was held on 28 September 2024. If Members are so minded, Officers could arrange a bi-monthly rota as an aside to the wider consultation at different venues and times thereby enabling councillors to set the time aside and attend where possible.
- **External audit** – the external audit of 2023-24 has now been completed and the auditor has confirmed that all legislative and regulatory requirements have been met and no qualifying matters have been raised.
- **Look Out** – as decided at the October meeting, the Town Clerk, raised the question of condition of the Look Out with Planning Enforcement at EDDC and asked for consideration to be given to the possibility of service of a s215 notice. Enforcement Officers have visited the site and are not minded to serve said notice at the time.
- **Community events consultation** – this has now been prepared by the Deputy Clerk in line with the recent resolution of council and will be launched and widely distributed in electronic and paper mediums in the w/c 7 October.
- **Christmas Lights** – since the October meeting, a great deal of officer time has been taken up ensuring that the Christmas lights events can go ahead on 30 November as planned. Several meetings have taken place regarding the Christmas lights including:
 - Officers met with the installation contractor and light hire company
 - Officers met with Seaton Chamber on two occasions
 - Officers and Cllr Hartnell met with DCC lighting engineers

Since the site visit with highways engineers in April, DCC has carried out a comprehensive survey of the lighting columns in the town, which has resulted in some columns being condemned. The main issues of rust and corrosion have occurred around the brackets on the columns and therefore the columns will be replaced with less bracketry. Additionally, the banner brackets will no longer be permitted, nor the hanging baskets as in the view of the engineers, these have contributed to the demise of the columns. As a result of this process and advice taken, the display in 2024 will not include the 6 lighting frames. However, working collaboratively with EDDC and local businesses, alternative power sources have been identified and an electrical contractor engaged to install new power sources at appropriate locations across the town, to power the trees and festoon lighting. Additionally, consent has been obtained by building owners to secure the catenary wire, to which the festoon lighting is attached, to buildings, rather than as previously on lighting columns. The infrastructure will be installed in October.

Whilst this has entailed a great deal of additional work this year, it is hoped that going forward the process of installing the Christmas lights will be far easier than it has been in the past and will ensure the ongoing delivery of Christmas lights safely and efficiently in future years. This work is being overseen by the Facilities Officer who has built in capacity to deal with any issues that arise, as this is the first year that this will be carried out by external suppliers.

- **Correspondence and enquiries** - various correspondence and enquiries have been dealt with by officers throughout the month and a summary of correspondence is attached.
- **IT Upgrade** – the new system has now been implemented and all councillors have been set up with new seaton.gov.uk email addresses.
- **Beach School** – led by Crazy Crabs, all sessions have been very well attended throughout the summer holidays with positive feedback received.
- **Museum** – officers met with representatives of the Axe Valley Heritage Association to discuss the Seaton Museum. And the Facilities Officer subsequently met the new curator and guided them through various matters pertaining to the fabric of the building. Discussions are also being undertaken regarding an updated lease and a report will be brought to council in due course.
- **Seafront planter** – Members will be aware of the damage to the long seafront planter that runs parallel to the sea wall. This has been damaged by storms several times over the years and, on more than one occasion repaired by this Council albeit it does not belong to STC. The planter was significantly damaged last winter and officers have been in discussions as to who has responsibility for the repair or replacement. It appears that, whilst DCC own the subsoil as it sits on the public highway, it is unclear who actually built the planter and has responsibility for it. Clearly, works will be required to rectify the situation as not only does the planter look unsightly, it also has significant cracks along its length. If it is rebuilt in its current form, it is likely to be damaged year on year going forward. However, if removed, an alternative would be required, for safety reasons, in light of the differing pavement heights. As such, the Town Clerk has written to both principal authorities with a view to understanding how the three bodies can work collaboratively to resolve this issue. Additionally, the Facilities Officer is seeking quotations as to the cost of removal of the remainder of the existing planter and alternatives such as railings with planters above. An options report will be brought to Members in due course but much will depend on what highways requirements.
- **Marshlands** – the heads of terms have been finalised and Tozers instructed to liaise with the new tenant's solicitors, regarding the lease. The carpets will be laid during w/c 7 October 2024

RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the report
- consider whether officer assistance is required in arranging a rota of bi-monthly councillor surgeries.



Correspondence & Complaints Log

Correspondence & Complaints – April 2024

Date	Details	Location (if applicable)	Action taken	Officer
APRIL 2024				
Date	Details	Location (if applicable)	Action taken	Officer
2.4.2.2024	New business setting up in Seaton and owner wants temporary accomm.	Accommodation in Seaton or surrounding area	HJ emailed accommodation list	HJ
2.4.2024	Member of the public reported the life ring at Seaton Hole has become dislodged from its bracket	Seaton Hole	HJ reported to EDDC	HJ
2.4.2.2024	Allotment holder reported two sheds damaged in storms	Allotments	HJ contacted plot holders of damaged sheds to advise	HJ
2.4.2024	Room hire enquiry at Marshlands	Marshlands function room	HJ advised availability and rates	HJ
2.4.2024	Telephone call from customer of Seaton Tesco wanting to make a complaint but can't get hold of anyone at the store	Seaton Tesco	JM advised STC unable to help but suggested they go in person to the customer service desk	JM
2.4.2024	Homeless lady from Doncaster came into office to use the phone to call DWP and also Housing Needs at EDDC	In the office	HJ assisted person with making phone calls and gave advice and signposted her to the right department.	HJ
3.4.2024	Allotment holder telephoned to say the sheds on plots 59 and 61 have been damaged by the stormy weather	Allotments	HJ advised plot holders of damaged sheds	HJ
3.4.2024	Allotment holder giving up plot 2A	Allotments	HJ took message	HJ
4.4.2024	Visitor wanted car parking permits for walking the SW coastal path	Coastal Path	HJ advised contact EDDC for short term permits	HJ
4.4.2024	Axmouth Village show volunteer called to reserve six gazebos	Axmouth	HJ took message and did paperwork	HJ
4.4.2024	Resident living on seafront advised	Seaton Esplanade	HJ took note of message	HJ

	the night light n the crane is faulty and flashes on and off all night. The site foreman is aware ad it will be fixed ASAP.			
4.4.2024	Resident in Seaton came in to say she saw a big black cat on her garden wall last night and she thinks it was the beast of Bodmin Moor (!)	Seaton	HJ took note of message and thanked her for letting us know what she had seen.	HJ
4.4.2024	Can visitors park campervans on the Seafront overnight?	Seaton seafront	HJ advised yet, free after 6pm and before 9am the next day	HJ
4.4.2024	Resident living in the Square in Seaton called to complain about regular gospel singers who are too loud and causing noise pollution	The Square, Seaton	HJ advised Devon County Council Highways on this area of land so she should report her concerns to them.	HJ
4..4.2024	Local resident wanted to paint a mural on the Factory Shop building to smarten it up but the shop manager wasn't interested.	The Factory Shop in Seaton	HJ advised she get in touch with the Seaton Chamber to progress her idea	HJ
4.4.2024	Email from Seaton resident: Does The Hook & Parrott property come under your jurisdiction? As, although we know of the situation about its non-sale, it would really help if the facade were disguised with a hoarding of some kind. Other properties on the seafront are in good condition but this is a disgraceful eyesore! Particularly as so much effort has been made to renovate the property now known as Tide Cafe Bar!! Which greatly enhances the seafront area. What must tourists, who know nothing of the Hook & Parrot story, think of this appalling sight! With the new Discovery Centre partly open and the work on the disgusting seafront flats progressing (very slowly)	Seaton seafront	HJ replied and referred her to EDDC and the Seaton EDDC Cllrs	HJ

	we should all we trying to improve the profile of Seaton.....not making it appear that no one actually cares!!!			
5.4.2024	Resident wanting permission to scatter ashes of deceased loved one in Cliff Field Gardens	Cliff Field Garden	PJ advised OK to do	PJ
8.4.2024	Resident asking about the Fosseyway Court development and how long it will take to finish	Fosseyway Court	HJ showed plans	HJ
8.4.2024	Colin Pady telephoned to advise of Bluebell Day in Holyford Woods	Holyford Woods	HJ spoke on phone and took details	HJ
9.4.2024	Visitor came in wanting lots of local information as about to move permanently to Seaton	Seaton in general	HJ gave leaflets and information	HJ
9.4.2024	Phone call from someone who wanted accommodation in Cornwall.	Cornwall	HJ advised use the internet or contact holiday letting agencies	HJ
9.4.2024	Person came in with posters and tickets for the Axe Vale Show in June	Axminster	HJ received tickets etc.	HJ
15.04.2024	Phonecall from resident wanting advice on erecting a new roof to his house	Seaton	Advised contact EDDC planning Department	TIC volunteer
15.04.2024	Resident reported illegal all night party in Manor Road the night before	Manor Road, Seaton	Advised to email or call police 101	TIC volutneer
16.04.2024	Phone call from resident enquiring about Radon gas levels in Seaton	Seaton	HJ referred to EDDC website, Environmental Health dept.	HJ
16.04.2024	Person with poster wanting to recruit musicians for Lyme Regis Morris Dancers	Lyme Regis	HJ took poster	HJ
16.04.2024	Seaton Fish Bar to renew Business Delivery Access Parking Permit	Queen Street, Seaton	HJ gave out new permit	HJ
17.04.2024	Re from Crealy Adventure Park with current posters and leaflets for the season	Crealy Adventure Park	HJ took posters and had a chat about the tourist season so far	HJ

17.04.2024	Phone call from resident who has not had recycling collected this week	Marsh Road, Seaton	HJ referred to EDDC	HJ
18.4.2024	Resident complaining about Hook & Parrott pub and why can't "the council" compulsory purchase it?	Hook & Parrott Pub on seafront	JM advised reasons why not and explained situation with owners trying to sell the building	JM
18.4.2024	Resident asking for justification to spending £8,000 on a new mayoral chain	Mayoral Chain	JM explained reasons	JM
18.4.2024	Visitor complained about STC having two entrances on opposite sides	Marshlands	J explained set up of STC offices and Marshlands and TIC location	HJ
18.4.2024	Allotment holders received warning letter but wrong plot	Allotments	HJ realized plots 41A and 41B had been incorrectly mapped on allotments map and apologized for error	HJ
18.4.2024	Resident in Fore Street complaining about gospel singers in the Square causing a noise nuisance	The Square	HJ advised contact Environmental Health at EDDC	HJ
18.4.2024	Elderly couple wanted to apply for a blue badge	In the Office	HJ referred to the Citizens Advice Bureau	HJ
19.4.2024	Someone wanted to trace someone he knows who might live in Whitecliff flats	Whitecliff Flats next-door	HJ said STC couldn't help but he could try the Electoral Roll department at EDDC	HJ
20.4.2024	Local asking about Fosseyway Court development and how long will it be until its finished?	Fosseyway Court	TIC Volunteers covering the office	TIC Vols
22.4.2024	Enquiry about having a memorial bench in Cliff Field Gardens	Cliff Field Gardens	Paul Johns advised we have space for a new bench	PJ
22.4.2024	Enquiry about how long will the road be closed outside Fosseyway Court	Fosseyway Court	Jo advised	JH
23.4.2024	Enquiry about enrolling children into primary school	Seaton Primary School	Jo printed off application forms	JH
27.04.2024	Visitor asking about the history of Seaton	Seaton	TIC Volunteers covering the office	TIC Vols

28.04.2024	Complaint about dog fouling on beach	Seaton beach	TIC Volunteers covering the office	TIC Vols
29.04.2024	Lost Apple iPhone on seafront	Seafront	HJ took notes and a tel number	HJ
30.04.2024	Allotment holder complaining they have to pay a water fee but they don't get water at the top of the allotments because the pressure is too low	Allotments	HJ took note	HJ
30.04.2024	Resident wanting international identity document signed as proof of life to claim overseas pension	In the Office	HJ signed form	HJ

MAY 2024

Date	Details	Location (if applicable)	Action taken	Officer
2.5.2024	92 year old resident wanted the tel no for the ear clinic in Lyme Regis	N/A	HJ googled tel no and gave to lady	HJ
2.5.2024	Email from visitor complaining about dogs off leads on Esplanade	Esplanade	HJ replied advising EDDC to upgrade signage	HJ
2.5.2024	Email from Monkton Wylde Holiday Cottages to say they keep getting calls for the TIC.	TIC Office	HJ called old Tic number (01297 300390) and sure enough it goes thru' to Monkton Wylde. BY phone line error.	HJ
3.5.2024	Spot on Kiosk complaining about dogs and fouling outside his kiosk	Spot on Kiosk	TIC Volunteers covering the office	TIC Vols
3.5.2024	Someone asking to see plans for finished result for Fosseyway Court	Fosseyway Court	TIC Volunteers covering the office	TIC Vols
3.5.2024	Email from visitor complaining about dogs off leads on beach	Seaton Beach	HJ replied to say EDDC is upgrading signage	HJ

3.5.2024	Phone call from visitor who can't get through to the Dolphin Hotel in Beer	Dolphin Hotel, Beer	TIC Volunteers covering the office	TIC Vols
6.5.2024	Email from resident of Westcliffe Terrace reporting regular groups of youths attending cliff field gardens at night and causing damage and breaking bottles and littering.	Cliff Field Gardens	PJ reported to neighbourhood police. PT attend site to inspect. HJ replied to email	PJ, PT, & HJ
5.5.2024	Visitor asking about dog exclusion zones on seafront	Seafront	TIC Volunteers covering the office	TIC Vols
6.5.2024	Visitor telephoned wanting wildlife leaflets to be posted to him	Seaton area	TIC Volunteers covering the office	TIC Vols
7.5.2024	Resident wanted overseas pension form signed as proof of life	In the office	HJ signed form	HJ
7.5.2024	Sri Lankan lady wanted application forms to enroll her two young children into Seaton Primary School	In the office	HJ printed off forms	HJ
7.5.2024	Complaint about not enough signs for road closure outside Fosseyway Court	Seafront	HJ took note & said she would try to speak to the site foreman and ask them to put another sign out at the end of Beach Road	HJ
7.5.2024	Resident of Beer Road telephoned to say a bicycle has been abandoned on the side of the road	Beer Road	HJ advised she report online to Devon County Highways	HJ
8.5.2024	Visitor wanted advice on how to get to Weymouth	Weymouth	HJ gave bus routes and times	HJ
8.5.2024	Visitors trying to find The Factory Shop	The Factory Shop, Seaton	HJ explained and gave map	HJ
8.5.2024	Sri Lankan man wanting forms to enroll 2 children into Seaton Primary	In the office	HJ printed off forms and gave advice	HJ
9.5.2024	Resident asking if there are any coach tours from Seaton	Seaton	HJ advised no, not at the moment	HJ
10.5.2024	Email from Seaton resident living in Council accommodation and complaining about black mold and damp at the property	Seaton	HJ forwarded email to EDDC and advised person to keep chasing them	HJ

10.5.2024	Phone call from somebody wanting the telephone number for the Seaton Masonic Lodge	Masonic Lodge in Seaton	Googled number	HJ
11.5.2024	Visitor wanted a street map for Honiton	Honiton	Couldn't help	TIC Vol
13.5.2024	Visitor can't get through to the Dolphin Hotel in Beer, have they closed?	Dolphin Hotel, Beet	HJ advised they are under new management so quite possibly closed at the moment	HJ
13.5.2024	Visit from PCSO Mike and new PC Sam	In the Office	General chat and swap of local information	HJ, JH and PJ
15.5.2024	Resident came in wanting his international pension form signed as proof he is still alive.	In the Office	HJ signed form	HJ
16.5.2024	Telephone call from someone wanting a local florist	Seaton town	Gave telephone number for Just Flowers in Seaton	HJ
16.5.2024	Two American visitors wanted info on the Jurassic Coast	Jurassic Coast	Paul gave lots of info on Dorset	PJ
17.5.2024	Query over council tax	In the office	Referred to EDDC	JH
17.5.2024	Resident of Upper Churston Rise has a complaint about noisy crows nesting in trees on land owned by Dove Court nursing home	Dove Court, Seaton Down Hill	Private matter. Need to speak to manager of Dove Court	JH
18.05.2024	Visitor wanted info on local castles	Castles in East Devon	TIC volunteer helped	TIC Vol
19.5.2024	Email from resident asking about dog ban orders on the seafront	Seafront in Seaton	HJ replied advising current rules	HJ
18.5.2024	Resident wanting to be added to the allotment waiting list	Allotments	HJ added to list	HJ
20.5.2024	Visitor looking for Seaswift House on Bunts Lane	Bunts Lane	HJ advised with a map	HJ
20.5.2024	Resident wanted to know how far up he is on the beach hut waiting list	Seaton Seafront	PJ advised he contact EDDC	PJ

20.5.2024	Visitors wanted their SW Coastal Path passport stamped	Seaton	HJ stamped passport with Seaton logo	HJ
21.5.2024	Visitor came into TIC looking for his lost wife	Seaton	Last seen in the Factory Shop. HJ advised not a small town so he should be able to find her quite easily	HJ
21.5.2024	Email from visitor with parking permit query.	Seaton	HJ advised EDDC permit rules and attached info sheet	HJ
21.5.2024	Email complaining about shingle too deep for mobility scooter at the Axe Yacht club end of the beach.	Axe Yacht Club	HJ explained about the beach matting at Fisherman's Gap and recommended they use that part of the beach instead.	HJ
21.5.2024	Enquiry from a lady wanting to hold outdoor yoga class in Windsor Gardens	Windsor Gardens	HJ referred to EDDC for permissions etc.	HJ
22.5.2024	Visitors looking for abandoned village used in WW2 training, in Dorset	Tyneham, Swanage, Dorset	After searching on google, HJ advised location of abandoned village, not in Devon	HJ
22.5.2024	Phone call from local who wants to attend Seaton Summer Celebration and vape medicinal cannabis with is friends	Cliff Field Gardens	Jo spent 40 minutes on the telephone explaining reasons why he can't use vape to administer medicinal cannabis in Cliff Field Gardens for a family event	JH
22.05.2024	Telephone enquiry, can they park a motorhome on the seafront overnight	Seaton seafront	HJ advised yes, no facilities but also no restrictions or parking fees after 6pm	HJ
22.05.2024	Resident reporting overgrown vegetation	Scallwell Lane	PJ reported online to Devon County	PJ
22.05.2024	Visitor wanted Exeter city maps	Exeter	HJ gave out Visit Exeter leaflet	HJ
23.05.2024	Telephone call from British citizen living in France who wants to vote in the general election	Telephone call	Advised to speak to democratic services at EDDC	JH
23.05.2024	Telephone call from Seaton resident with a council housing issue	Seaton	Gave tel no for EDDC Housing Dept	JH
24.05.2024	Visitor asking about fishing in the area	Seaton and surrounding area	Gave local advice	TIC Vol
25.05.2024	German visitors wanting local info	Seaton & Beer	Gave maps and leaflets	TIC Vol
26.05.2024	Australian visitors wanting local info	Seaton & Beer	Gave maps and leaflets	TIC Vol

27.05.2024	Enquiry about fossils in the area	Seaton	Advised Charmouth & Lyme Regis better for fossil hunting	TIC Vol
27.05.2024	Email from visitor complaining that street fair on seafront was not advertised anywhere.	Seafront	HJ replied saying carnival committee are organizers of this event, not STC	HJ
28.05.2024	French visitors wanting local info	Seaton & Beer	Gave maps and leaflets	TIC Vol
28.05.2024	Complaint about poor state of flowerbeds on the seafront and the planters	Seafront	Advised contractor will plant up soon	HJ
28.05.2024	Ted Gosling and Laura Hewitt asking STC to put Museum sign up	Seaton Museum	PJ advised would erect sign on wall	HJ
28.05.2024	Peter Burrows advised sad news that former STC mayor, Sandra Semple, had passed away	Seaton	HJ took note	HJ
28.05.2024	Pink Hippos nursery want to borrow one of our gazebos	Pink Hippos	HJ took booking	HJ
29.05.2024	Local resident complaining about the state of the Moridunum and it should be cleaned and painted.	Moridunum	HJ explained that EDDC own the Moridunum and its also up for sale	HJ
29.05.2024	Resident complained about all pedestrian crossings in Seaton are faded and need re-painting	Harbour Road and Beer Road	HJ advised she will report online to Devon County	HJ
29.05.2024	PCSO Mike McGauley telephoned to check in and see if we had any problems	Seaton area in general	HJ was pleased to report no problems or issues	HJ

JUNE 2024

Date	Details	Location (if applicable)	Action taken	Officer
1.6.2024	Resident in Fore Street asking when bunting will be put up in town	Fore Street	JM replied to explain no infrastructure to hang bunting as work in progress to improve fixings for Xmas lights	JM

1.6.2024	Member of public reported injured/dying swan on Axmouth bridge.	Axmouth bridge	TIC volunteer reported to Police who were not interested same for RSPA so reported to EDDC streetscene instead	TIC Vol
3.6.2024	Complaint about state of seafront with Fosseyway Court and Hook & Parrott derelict pub	Seaton Seafront	HJ explained all in private ownership and flats being improved, Hook & Parrott on the market	HJ
3.6.2024	Person wanting to install a memorial bench in Seaton	Cliff Field Gardens	HJ advised they need to purchase bench and plaque & STC officers will install	HJ
3.6.2024	Complaint from allotment holder about unused plots and people not working their plots	Allotments	HJ responded with regular statement about warning letters sent, people have been evicted etc etc	HJ
4.6.2024	Local couple have 14 family members visiting in August and they wanted activities for them	Seaton area	HJ gave an assortment of leaflets and maps and guidance.	HJ
4.6.2024	Resident has problem with seagulls nesting on their roof	Woodmead Way	PJ & JH gave advice and referred to EDDC	JH & PJ
4.6.2024	Visitor wanted guidance on bird spotting in the area	Axe Vale	HJ advised Wetlands & Holyford Woods	HJ
4.6.2024	Street lamp not working	Lydgates Road	HJ reported on line to DCC	HJ
4.6.2024	Visitor wanted info on West Bay	West Bay, Dorset	HJ advised look online	HJ
5.6.2024	Enquiry about D Day Tributes	Seaton	HJ advised RBL activities	HJ
5.6.2024	Phone call from Exmouth TIC wanting to know where we had our twinning map made, the one on Thury Harcourt	Thury Harcourt	HJ put in touch with Seaton Twinning Association	HJ
6.6.2024	Enquiry about Stuart Line boat trips in Exmouth	Exmouth	HJ gave leaflet and timetable	HJ
6.6.2024	Question about how to do a postal vote	Seaton	HJ referred to EDDC electoral services	HJ
6.6.2024	Question about Fosseyway Court development	Fosseyway Court	HJ showed plans and drawings	HJ
6.6.2024	Person wanted to renew their	Fore Street	HJ issued new permit	HJ

	business access permit for Fore Street			
6.6.2024	Trustee of Seaton Museum asking about the Museum sign	Seaton Museum	PJ & JM dealt with	PJ & JM
8.6.2024	Visitor reported lost sunglasses	Esplanade	Taken note in office	TIC Vol
9.06.2024	Are there any coach excursions from Seaton	Seaton	HJ explained no, not anymore. Sidmouth is nearest pick up location.	HJ
10.6.2024	Resident complaining about the state of the pedestrian crossings in Seaton. They all need re-painting	Seaton	HJ forwarded to Cllr Marcus Hartnell and also advised to report online to DCC	HJ
10.06.2024	Allotment holder complaining about unused plots and untidy neighbouring plots	Allotments	HJ & JM performed allotment inspections and sent out evection letters and warning letters	HJ 7 JM
11.6.2024	New resident just moved to Seaton wanted local info	Seaton	HJ gave restore community handbook and other items of local interest	HJ
12.6.2024	Very upset allotment holder who had received a warning letter from us	Allotments	Jo took call which lasted 20 mins as lady had emotional breakdown. Jules called her later and extended the time for her to bring plot back into good order, or be evicted	JH and JM
13.6.2024	Richard Green from BBC Radio Devon for Jo	Seaton Summer Celebration Event	HJ passed message to Jo. He wants a live interview Sat am for the SCC event	HJ
13.6.2024	Person reported broken paving slab in Jubilee gardens.	Jubilee Gardens	HJ reported to EDDC Streetscene	HJ
13.6.2024	Resident wanted to view a planning application	16 Meadow Road, side extension	HJ downloaded plans and printed off	HJ
13.6.2024	Person on allotment waiting list called to accept offer of taking on plot 2A	Allotments	HJ took call and will send out paperwork	HJ
13.6.2024	Person wanting an allotment	Allotments	HJ added to waiting list	HJ
13.6.2024	Do we want some bunting?	Cliff Field Gardens	HJ passed onto Jo	HJ & JH
13.6.2024	Wanted advice on buses to Honiton	Honiton	HJ advised and gave timetables	HJ

13.6.2024	Resident of Colyford has a complaint about the green wedge and neighbourhood plan	Green wedge	HJ took note and passed onto clerk and planning committee	HJ
15.6.2024	Enquiry about Fosseyway Court development	Fosseyway Court	HJ gave a print out of the plans	HJ
15.6.2024	Info on the Seaton Labyrinth	Cliff Field Gardens	HJ gave leaflet	HJ
16.6.2024	Recommendation for best fish and chips	Seaton	Gave list of places to eat and drink	HJ
18.6.2024	Wanted a list of local campsites	Seaton & surrounding area	Gave list of caravan sites	HJ
18.6.2024	Member of the public handed in a lost German driving license	In the office	HJ in receipt of lost property	HJ
19.6.2024	Rep from Crealy to see TIC	Crealy Adventure Park	Gave us new posters and leaflets	HJ
19.6.2024	Very angry visitor from Ilminster complaining about parking charges on the seafront	Seafront	HJ explained Devon County etc	Hj
19.6.2024	Overgrown vegetation on the Underfleet car park	Underfleet	HJ reported to Streetscene	HJ
19.6.2024	Lady delivering more Ramblers leaflets	Seaton area	HJ took leaflets with thanks	HJ
19.6.2024	Overflowing bin on Axmouth Harbour Road	Axmouth Harbour	HJ reported to EDDC Streetscene	HJ
21.6.2024	Visitor from Axminster emailed to complain about rubbish under the benches on the seafront and the awful state of the toilets on West Walk	Esplanade	HJ referred to EDDC Streetscene and replied accordingly	HJ
20.6.2024	Reported faulty street light in Lydgates Road	Lydgates Road	HJ reported online to DCC	HJ
20.6.2024	Wanted overseas pension form signed to prove they are still alive and can claim their pension	In the office	HJ signed and stamped the form	HJ

20.6.2024	Lady who had attended a council meeting and asked questions during public question time, was chasing up a response	Bush shelters, missing dustbin, broken fence on the Underfleet	HJ took message and said would follow up	HJ
21.6.2024	Do we have any two bedroom flats for sale?!	Seaton	Advised contact local estate agents	TIC Vol
22.6.2024	Email from local person who damaged car on A3052 big pothole.	A3052	HJ signposted to DCC website online reporting and how to claim compensation	HJ
23.6.2024	Visitor wanted local taxi tel numbers	Seaton	Gave list from TIC	TIC Vol
23.6.2024	Query on disabled parking on seafront	Seafront	Advised accordingly	TIC Vol
23.6.2024	New allotment holder asking for help to clear rubbish from plot	Allotments	HJ replied with suggested handy men tel numbers and a man with a van	HJ
23.6.2024	Resident of Burnham Close complaining about overgrown trees coming from boundary. EDDC land?	Boundary Close, Seaton	HJ forwarded email to EDDC streetscene	HJ
23.6.2024	NHS Diabetes Nurse enquiring about our function room for exercise classes for up to 25 people	Function Room at Marshlands	HJ replied with hourly rate	HJ
24.6.2024	Local business wants their details added to our website	STC Website	HJ added details	HJ
24.6.2024	Australian visitor wanted maps and things to do in Seaton	Seaton	JH gave literature	JH
24.6.2024	Email from someone suggesting we install floating pontoons on the coast	Seaton Bay	HJ replied accordingly	HJ
24.6.2024	Phone call from a lady wanting details on the coastal railway.	East Devon	HJ said would post leaflets on scenic railways in Devon & Cornwall	HJ
24.6.2024	Cyclist came into office complaining that he couldn't find us and did we have facilities for charging bicycle batteries?	In the Office	HJ gave details for Cycle Life shop in The Grove complex	HJ
24.6.2024	Lady came in asking for things to do with elderly mother who has	In the Office	HJ spent 20 minutes advising	HJ

	Alzheimer's			
24.6.2024	Enquiry from resident about bus services to Exeter RD&E hospital	Exeter RD&E	HJ gave timetables for 9A and X30	HJ
24.6.2024	Gentleman wanted to contact the owners of Seaton Heights as he is interested in buying the land	Seaton Heights	HJ passed on details for planning agent	HJ
24.6.2024	Person who seemed under the influence of alcohol, telephoned the office with lots of random questions	In the Office	JH spoke and said we could help him with his queries	HJ

JULY 2024

Date	Details	Location (if applicable)	Action taken	Officer
1.7.2024	Resident from Axmouth complaining there are not enough public bins	Axmouth	Paul advised EDDC in charge of bins and Axmouth Parish Council will have to ask for more	PJ
1.7.2024	Allotment holder phoned to say there is a water leak in the track near plot 42B broken drain?	Allotments	HJ took note and added to maintenance schedule for allotment repairs	HJ
1.7.2024	Visitor wanting a list of local gardens to visit	Seaton area	HJ gave National Garden Scheme booklet	HJ
1.7.2024	Resident wanted to look at the plans for Fosseyway Court	Fosseyway Court	HJ gave a copy of the plans	HJ
1.7.2024	Angry visitor complaining about expensive car park charges in East Devon	East Devon	HJ explained seasonal prices and gave bus times as an alternative to driving and parking	HJ
2.7.2024	Sri Lankan lady wanted to admit her teenage son into a school	Seaton area	HJ gave telephone number for DCC School Admissions	HJ
2.7.2024	Email from visitor asking for car parking permit advice	Seaton, Orchard Car Park	HJ referred to EDDC	HJ

2.7.2024	South West Angling club emails asking if they can hold a fishing competition on Seaton Beach	Seaton Beach	HJ advised he contacts Events and Licensing departments at EDDC	HJ
2.7.2024	Email from a visitor asking if we could install floating pontoons off Seaton beach for swimmers to use	Seaton Beach	HJ responded that the Forshaw Working Group have been considering this option	HJ
2.7.2024	Allotment holder complaining about the poor state of the tracks at the allotments and too rough to drive over, could damage a car	Allotments	HJ replied to say works to improve the tracks are on the maintenance schedule for the allotments	HJ
2.7.2024	NHS nurse enquiring about room availability for holding diabetes clinics and exercise classes	Marshlands function room	HJ gave prices and availability	HJ
2.7.2024	Email from person in Portugal asking for literature to be sent	Seaton and surrounding area	HJ posted leaflets and maps	HJ
2.7.2024	Email from someone who fell over going up the steps from Seaton Hole to Beer, complained about poor state of path	Seaton Hole	HJ asked for more details and a photo is possible in order to send to either EDDC or DCC	HJ
3.7.2024	Email asking if there are any group tours walking the coastal path to Lyme Regis	Coastal Path	HJ advised no group tours but gave map and data sheet for the Undercliffs	HJ
4.7.2024	Person wants to rent a beach hut in Seaton	Seaton Beach	HJ referred him to the EDDC website to apply	HJ
4.7.2024	Person on allotment waiting list has been offered a plot and accepted	Allotments	HJ sent letter and agreement etc.	HJ
4.7.2024	Telephone call from Devo & Cornwall Police, have we reported criminal damage to the Town Hall	Town Hall in Seaton	HJ asked them to call back and speak to Paul	HJ

4.7.2024	Angry visitor complained the signage in the town is all wrong and it took him forever to find the TIC. There should be a map of how to find us	Seaton	HJ explained some signs are out of date but re the responsibility of Devon County Council so we can't touch them	HJ
4.7.2024	Devon & Cornwall Police following up report of graffiti to the Town Hall	Town Hall	HJ took message	HJ
4.7.2024	Visitor wanted to find the Tarka Trail in Devon	Tarka Trail	Jo gave details from website	JH
4.7.2024	Someone wanted to know if it was OK to fly a drone over Seaton seafront	Seafront	HJ advised he looks on the EDDC website for information	HJ
6.7.2024	Resident called who is moving house and do we know where he could give away his pool table?	Telephone call	Advised he contacts John Heath	TIC Volunteer
6.7.2024	Email from resident complaining that we haven't acknowledged the flowers planted by a volunteer outside the Premier Inn on Harbour Road	Harbour Road	HJ replied, the volunteer does not want to be recognized, she does is anonymously	HJ
6.7.2024	SB Watersports emailed to say they will no longer operate the paddle boarding on the seafront because the EDDC concession fees are too high	Seafront	Everyone took note	All
7.7.2024	Resident of flats on seafront complaining about a camper van parked for three days continually in the disabled bays	Disabled bays on seafront	JH referred to Cllr Marcus Hartnell	JH
7.7.2024	Email from lady in Portugal who wanted info posted to her	Seaton area	HJ posted leaflets	HJ
7.7.2024	Emporio Armani man's watch found at Fisherman's Gap and handed in to the TIC as lost property	Fisherman's Gap	HJ put watch in safe and emailed local police	HJ
08.07.2024	Allotment holder of plot 46B wants to take two meters off plot 46A which is now empty, to make his plot bigger	Allotments	HJ agreed to this and updated the spreadsheet accordingly	HJ

09.07.2024	Visitors wanted to buy a Treasure Trail booklet for the Seaton area	Seaton	HJ explained we don't sell them but can be purchased online	HJ
09.07.2021	Resident complaining her green waste bin hasn't been collected for two weeks	Seaton	HJ advised she contacts EDDC	HJ
9.7.2024/21.8 2024	Letter regarding the Council's decision as regards funding for a youth club in the town. Follow up letter in August complaining about the way in which the matter was handled	Seaton	JM responded reiterating the resolution of the Council and the reasons for the resolution and providing a link to the relevant minute. JM also explained that there had been opportunities for the interested party to speak at the meeting and advising that the Council were supportive but required further information and data.	JM
10.07.2024	Visitors want to fill an afternoon in Seaton, what can they do	Seaton	HJ advised go on Tram	HJ
10.07.2024	Someone wanted a disabled toilet key	Telephone call	HJ advised call EDDC	HJ
11.07.2024	Member of the public reported a leaking tap on the Esplanade	West Walk	HJ reported to EDDC Streetscene	HJ
11.07.2024	Angry resident complaining that her neighbours leave their black wheelie bin on the drive in their way and they scratched their car	Lyme Bay Mews	HJ advised she contact Environmental Health at EDDC and ask them to send a letter to her neighbours	HJ
11.07.2024	Is there a camera club in Seton	Telephone enquiry	JH advised look on U3A website	JH
11.07.2024	Question can blue badge holders park for free in the non-disabled bays	Seafront	HJ advised yes	HJ
13.07.2024	Visitor wanted a bus timetable for Torbay	Torbay	We didn't have any in stock	TIC Vol
13.07.2024	Where is the nearest Quad Bike Centre	In the office	Advised Escot Park	TIC Vol
13.07.2024	Cyclist had flat tyre and wanted to repair	Seaton	Advised go to Cycle Life at The Grove complex	TIC Vol
13.02.2024	Enquiry about Fosseyway Court development	Fosseyway Court	Showed plans	TIC Vol
14.07.2024	Member of the public reported a	West Walk	HJ reported to EDDC Streetscene	HJ

	broken barrier post on the West Walk of the Esplanade, exposed sharp metal			
14.07.2024	Email from resident to say the road markings need re-painting on the seafront where the disable access points are	Esplanade parking	HJ reported online to DCC	HJ
14.07.2024	Email from resident to say they love the new cycle path by the wetlands but benches are required for resting points for the elderly	Wetlands Cycle Path	HJ forwarded to Cllr Marcus Hartnell	HJ
14.07.2024	Email from resident complaining about too many camper vans parked on the seafront at night time	Seafront	HJ forwarded to Cllr Marcus Hartnell	HJ
15.07.2024	Telephone call from resident in the area complaining about poor service and rude staff at the Seaton Jurassic Discovery Centre	Jurassic Discovery Centre	Jo took call. No action taken	JH
16.07.2024	Phone call asking if dogs are allowed on local buses	Telephone call	JH advised yes they are	JG
16.07.2024	Visitor came into TIC asking for a map of London	London	HJ advised she goes to New Look News to see if they have one in their shop	HJ
16.07.2024	Visitor asking if we sell souvenir fridge magnets	In the office	HJ advised he try the shops in town and gave him a shoppers map	HJ
16.07.2024	Phone call from resident in Beer concerned because lots of Environment Agency Sewage trucks driving around, has there been a leak?	Beer	JH said we don't know anything about it and to look on the Environment Agency Website for any information	JH
17.07.2024	Phone call from upset allotment holder who is struggling to work on her plot but doesn't want to lose it	Allotments	JH spoke and explained contract terms and waiting list etc	JH
17.07.2024	Email from resident complaining about dog owners ignoring the dog	Seaton beach	HJ replied and forwarded to EDDC Environmental Health dept	HJ

	ban areas on the beach			
17.07.2024	Email from Pebbles House to say our accommodation list is out of date	In the office	HJ replied and updated list	HJ
17.07.2024	Query whether SW Watersports are still operating the kayak and paddle boarding on Seaton beach?	Seaton Beach	HJ advised no because EDDC beach concessions too expensive, so he is no longer operating	HJ
18.07.2024	Member of the public reported a broken street lamp on West Walk of the Esplanade	West Walk	HJ reported to the engineers at EDDC	HJ
18.07.2024	Injured seagull seen on beach near Axe Yacht club	Seaton Beach	HJ reported to EDDC Environmental Health	HJ
20.07.2024	Another enquiry about paddle boarding and kayaking on Seaton Beach	Seaton Beach	TIC Volunteer took message	TIC Vol
21.07.2024	Visitor parked in Aldi and was issued a parking fine and they want STC to fight their case against it	Aldi Car Park	HJ replied to say STC has no authority to get involved with a parking issue on private property so they will have to take up the matter with Aldi head office	HJ
22.07.2024	Residents wanted to comment on the local neighbourhood plan but couldn't access online	In the office	HJ said consultation period has ended so online comments now closed	HJ
22.07.2024	Residents of Marsh Road concerned about a neighbouring property having asbestos roof repaired and the dangers of asbestos in the air	Marsh Road	HJ suggested they contact Environmental Health at EDDC	HJ
22.07.2024	Resident of Bunts Lane wanted to view a planning application	Bunts Lane	HJ printed off drawings	HJ
22.07.2024	Where are all the benches on the seafront	Esplanade	HJ explained EDDC taken some away for repair and refurbishment	HJ
22.07.2024	Lady wanted help booking tickets for a National Express coach trip	In the office	HJ went online and gave advice and a telephone number	HJ

23.07.2024	Visitors asking about National Trust properties in the area	East Devon area	HJ gave details of Shut Barton, A La Rhonde and Killerton House	HJ
23.07.2024	Digital camera handed in as found under a bench in the Underfleet play park	Underfleet Play Area	HJ took camera as lost property	HJ
24.07.2024	Email from person staying at Axmouth Caravan site saying the site is being run with a blatant disregard for the safety of its campers. There is a rule that states any site must have at least 6m between any caravans/campers. The rule is there to protect against fire and the pitches are too close together	Axmouth Caravan and Camping Site	HJ replied recommending they contact licensing or environmental health at EDDC	HJ
25.07.2024	Email from visitors to Seaton complaining that none of the cafes pubs and restaurants are wheelchair friendly so they won't be returning to Seaton again	Seaton in general	HJ replied accordingly	HJ
27.07.2024	Email from resident complaining about aggressive behaviour from the Park Run runners on the seafront, claims he was shoved and pushed aside by some	Seafront		
27.07.2024	Email asking if new cycle path from Seaton to Colyford is open	Route 33	HJ replied to say yes.	HJ
29.07.2024	Email from resident complaining about poor state of pond in Seafeld Gardens. Fish must be	Seafeld Gardens	HJ replied to say area managed by EDDC and HJ forwarded email to EDDC Streetscene	HJ

	suffocated and there are weeds everywhere.			
31.07.2024	Email from angry and upset allotment holder because she has received another warning letter	Allotments	Plot holder given until 1 st week in September to bring plot into good order, or have to face eviction from the plot.	HJ & JM
31.07.2024	Visit from upset allotment holder because she has had another warning letter. She wants to share her plot with someone else to keep hold of it	Allotments	Plot holder given until 1 st week in September to bring plot into good order, or have to face eviction from the plot. Agreed that a share of the plot can go ahead	HJ & JM

AUGUST 2024

Date	Details	Location (if applicable)	Action taken	Officer
1.8.2024	Visitor wanted to know when the gate to plate event is taking place in Honiton	Honiton	HJ googled and gave the dates	HJ
3.8.2024	A visit from the Star Wars Storm Trooper!	In the office	Promoting the outdoor cinema event on 10 th August	TIC Vols
3.8.2024	Owners of Harepath End holiday cottages wanted to be added to the accommodation list	Harepath End, Seaton	HJ took business card and added to the list	HJ
4.8.2024	Email from resident complaining that her neighbour is regularly feeding lots of seagulls and they are becoming a nuisance	Seaton	HJ advised they talk to EDDC Environmental Health team as they can send a letter to the neighbour	HJ
4.8.2024	Email from visitor complaining about dogs on beach, fouling and running off leads on Esplanade	Beach & Esplanade	HJ advised he report online to EH Team at EDDC	HJ
5.8.2024	Three separate people came into office asking for a proof of life signature on their international	In the office	HJ signed and stamped the forms	HJ

	pension form.			
5.8.2024	Person asked for a Honiton town map	Honiton	HJ advised we don't have any	HJ
5.8.24	Young girl cut hand on rough part of sea wall near to the Axe Yacht Club. Needs reporting.	Seafront wall near yacht club	Jo gave first aid then advised she will report to EDDC	JH
5.8.2024	Allotment holder reported a leaking water butt outside plot 30	Allotments	HJ advised PT	HJ
5.8.2024	Visitors having trouble using the pay and display machine in the Underfleet Car Park	Underfleet car park	HJ gave EDDC Tel no and advised they call	HJ
5.8.2024	Swimmer picked up an abandoned bag of wetsuits and shoes and handed into us as lost property	Found outside the Spot on Kiosk on the Esplanade	HJ has details of owner who will come and collect	HJ
6.8.2024	German family of 5 wanted lots of detailed information	In the office	HJ spent 20 minutes helping the,	HJ
6.8.2024	Telephone call from a lady who wanted a memorial bench on the seafront	Esplanade	HJ advised she needs to speak to EDDC	HJ
6.8.2024	Stamp two South West Coast Path passports	In the office	HJ stamped passports	HJ
6.8.2024	Telephone call from person chasing up the outcome of a planning application	Bunts Lane, Seaton	HJ advised he telephone Peter Burrows to discuss the outcome	HJ
6.8.2024	French family wanted lots of tourist information	In the office	Took up 30 minutes of Jo's time as Jo can speak fluent French	JH
6.8.2024	PCSO Mike McGauley called in with posters about reporting people smuggling on the coast	In the office	HJ took posters and circulated	HJ
6.8.2024	Couple want to move to the area and	In the office	HJ advised they speak to staff at Fortnum	HJ

	enquiring about new builds and property prices		Smith & Banwell	
8.8.2024	Three visitors wanted their SW Coastal Path passports stamped	In the office	HJ stamped all three passports	HJ
9.8.2024	Lady wanted a memorial bench in Beer	Beer	Advised speak to Beer Parish Clerk	JH
9.8.2024	Very rude and disgruntled lady complained about poor location of TIC and lack of information!	In the office	Jo tried to placate!	JH
10.8.2024	Where is the best place for fossil hunting	Lyme Regis	Advised Lyme & Charmouth	TIC Volunteer
10.8.2024	Two Dutch visitors wanting local information	In the Office	Advice given	TIC Volunteer
10.8.2024	Visitor from Prague wanted local information	In the Office	Advice given	TIC Volunteer
10.8.2024	A resident of Churston Rise noted on a walk up at Seaton Down Hill that the sign stating "No Overnight Parking" at the parking area has been bent over so that it is not readable and needs repairing	Seaton Down Hill picnic site	HJ advised Phil Tuckley	HJ & PT
11.8.2024	Resident of Lydgates Road reporting severely blocked storm drains and all overgrown with foliage	Lydgates Road	HJ reported online to DCC	HJ
12.8.2024	Phil Abbott from the Spot on Kiosk reported lots of dogs on the beach in the banned zone, fouling everywhere and off leads on the Esplanade	East Walk	Jo said she would get onto Environmental Health at EDDC	JH
12.8.2024	Person on the waiting list phoned to accept the offer of allotment plot 46a	Allotments	HJ sent out paperwork etc	HJ
13.8.2024	Visitor wanted info on Lyme Regis because no TIC in Lyme	Lyme Regis	HJ gave map and some advice	HJ

13.8.2024	Visit from Jodie the dog warden from EDDC to say hello	In the office	Discussed dog problems on Seaton beach and her plan of action	HJ
13.8.2024	Resident had a planning application query, he is no online	Bunts Lane, Seaton	HJ spent 20 minutes helping	HJ
14.8.2024	Lady wanted to buy a plot in Seaton Cemetery	Seaton Cemetery	HJ advised she call EDDC	HJ
14.8.2024	Spanish tourists wanted somewhere to go and eat traditional English food	Seaton	HJ gave list and advice	HJ
14.8.2024	Email from local business wanting to advertise on the green verge outside Tower Services garage	Tower Services Garage	HJ referred him to DCC Highways website, "Make a request"	HJ
15.8.2024	Seaton residents wanted an Australian Affidavit signed	In the office	Jules signed the paperwork	JM
15.8.2024	Beer regatta week enquiry	Beer	HJ advised itinerary from website	HJ
15.8.2024	Visitors wanted to know where they can park up a motor home overnight	Seaton	HJ advised can park on seafront but no services and have to pay from 8am	TIC Vol
17.8.2024	Resident complaining about pot holes and poor state of the roads	Seaton and East Devon	Explained about Devon County Council Highways etc	TIC Vol
17.8.2024	French family visiting wanted ideas for things to do etc	Seaton area	Gave out leaflets etc	TIC Vol
17.8.2024	Beach hut hire enquiry	Seaton	Referred to EDDC	TIC Vol
18.8.2024	Complaint about state of ground surfacing and dirt on an item of play equipment	Elizabeth Road	JM replied advising the quotations were being obtained for the ground works and that it was not feasible to clean to equipment on a regular basis as there was no water source available.	JM
18.8.2024	Visitor complaining about poor signage to the TIC	TIC	Took note	TIC Vol
19.8.2024	National Trust booking function room at Marshlands for volunteer first aid training	Marshlands	Took booking	HJ
19.8.2024	Email from Ottery St Mary Majorettes asking about the carnival	Seaton Carnival	HJ forwarded to Carnival committee	HJ

19.8.2024	Person on the allotment waiting list had gone up to the allotments and emailed in a complaint about dozens and dozens of plots not being used	Allotments	HJ gave standard reply	HJ
19.8.2024	Email from new resident in Seaton wanting to go on the allotments waiting list	Allotments	HJ put on the waiting list	HJ
19.8.2024	Very long email from existing allotment tenant who is complaining about several issues at the allotments	Allotments	JM replied inviting person to come into the office and discuss or to attend the allotment meeting on 10 th September	JM
19.8.2024	Email from a regular visitor who is disgusted at the amount of dogs on the beach, off leads, and fouling everywhere	Seaton beach	HJ replied and gave EDDC Environmental Health details	HJ
20.8.2024	New resident of Seaton wanted lots of local info	In the office	Gave leaflets and maps etc.	HJ
20.8.2024	Is there a builders reclamation yard in Honiton?	Honiton	HJ looked on google and could not find any details anywhere.	HJ
20.8.2024	Wants to go fossil hunting	Seaton	HJ advised go to Lyme Regis and Charmouth instead	HJ
20.8.2024	Enquiry about state of SW coast path to Lyme Regis	Coastal Path	HJ advised to best of our knowledge the path is safe and passable	HJ
21.8.2024	Complaint from resident about poor state of maintenance of the shrubs and hedges in Seafeld Gardens. Lots of brambles and very overgrown along the pathways	Seafeld Gardens in Seaton	HJ reported to EDDC Streetscene and advised person who complained	HJ

21.8.2024	Complaint from resident of a small one-bedroom flat on Harbour Road. His new neighbours directly beneath him have made his life difficult ever since they moved in about 5 months ago constantly preparing food, chopping & grinding with electrical grinder from 7am until sometimes 10pm, back door open and food sitting outside, uncovered to thaw or marinade.	Flat on Harbour Road	HJ reported to EDDC Environmental Health and replied to person who complained	HJ
21.8.2024	Email from someone who was asking how long the waiting list is for an allotment and the waiting time	Allotments	HJ replied accordingly	HJ
22.8.2024	Room booking enquiry for a cooking group	Marshlands	HJ replied accordingly	HJ
22.8.2024	Telephone call from a resident complaining about rudeness and intimidating behaviour from members of the Axe Yacht Club. They were verbally abused by angry members of the club whilst walking their dog on the beach at the yacht club end.	Beach next to Axe Yacht Club	HJ advised this is a legitimate area for dogs to be off the leads and recommended they email the commodore of the yacht club and explain what happened to them in their own terms.	HJ
23.8.2024	Member of the public reported the water refill machine in Seafield Gardens is not working and therefore out of order	Seafield Gardens in Seaton	HJ reported to EDDC Streetscene	HJ
25.8.2024	Visitor sent email complaining about the poor state of the Hook & Parrott pub and why doesn't the Council put boards up to hide the monstrosity	Hook & Parrot pub on the seafront	HJ replied accordingly.	HJ

Various	6 expressions of interest so far received about standing as a councillor in the upcoming casual vacancy process	Seaton	JM answered queries and sent out applications as appropriate	JM
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SEPTEMBER 2024

Date	Details	Location (if applicable)	Action taken	Officer
1.9.2024	Australian couple visiting Seaton for the first time	In the office	Took away lots of maps and leaflets	TIC Vols
				HJ
4.9.2024	Member of the public handed in a bag of wetsuits and belongings which has been left on the beach	Seaton beach	Kept in lost property for owner to claim	TIC Vols
4.9.2024	Visitor wanted to hire a beach hut for the day	Seaton Esplanade	Explained no huts available as all tenanted through EDDC and a waiting list	TIC Vols
5.9.2024	Resident wanted their international pension form signed by the council as proof of existence	In the office	HJ stamped and signed the form	HJ
5.9.2024	Member of the public reported a broken gate post in Tracy's field	Off Seaton Down Hill	Reported to EDDC Streetscene	PJ
6.9.2024	Email from resident concerned about cars parked outside the loading bay to Aldi supermarket, which are blocking visibility and safe access to the pedestrian crossing	Aldi Supermarket in Seaton	HJ advised this is private land and she needs to contact Aldi	HJ
6.9.2024	Room hire enquiry from Southern Water	Marshlands	HJ replied accordingly	HJ
6.9.2024	Seaton Christadelphian church updating contact details on our website	Christadelphian Church of Seaton	HJ updated website	HJ
6.9.2024	Email from someone asking when the annual Christmas Lights switch on event will take place this year?	Seaton Christmas Lights	HJ replied to say normally on the last Friday in November but this year the date is TBC	HJ

8.9.2024	Email query about Seaswift House on Sea Hill is it a care home or an HMO? Tenant has just signed a lease to live in the property	Seaswift House on Sea Hill, Seaton	Person replied to say he has the answer and the property is an HMO and not a care home, which it used to be	HJ
9.9.2024	Do we sell Fridge Magnets?	In the TIC Office	Unfortunately we only sell postcards and walking maps	HJ
9.9.2024	Planning query wanted to view plans	Bunts Lane, Seaton	HJ printed of plans and advised expiry dates and comment procedure etc	HJ
9.9.2024	Couple wanted to use LED tennis courts but closed and can't get hold of the staff	LED tennis courts in Seafield Gardens	JH gave a tel number and advised they book online	JH
9.9.2024	Query over land ownership next the Tesco plaza. Overgrown vegetation	Tesco Plaza	PJ looked on Parishes online and confirmed the shrubbery is owned by Tesco	PJ
10.9.2024	Email from resident of Bunts Lane who is complaining about very overgrown foliage and brambles on the sides of the pavements	Bunts Lane, Seaton	HJ referred to DCC Highways	HJ
10.9.2024	Resident wanted international pension form signed as proof of existence	In the office	HJ stamped and signed the paperwork	HJ
10.9.2024	Visitor who had not been to Seaton for over 40 years was asking about the holiday camps and what happened to them?	Holiday camps in old Seaton	HJ explained now Tesco and Bovis homes etc	HJ
11.9.2024	Mr Townsend left his binoculars on the sea wall.	Sea Wall	If found please call him on 07906 994219	HJ
13.09.2024	Complaint from a user of the Grove Gym who has seen a dead seagull on the roof of the Aldi store and can the council remove it as she finds it upsetting.	Aldi Supermarket Store	HJ replied to say private property so council cannot intervene. Recommend she speaks to a member of staff within the store	HJ
10.9.2024	Wanted help getting to the Plymouth Aquarium and opening times etc	Plymouth Aquarium	HJ looked on line and gave information	JH

11.9.2024	New resident about to move to Seaton from Cheshire wanted info on utilities, council tax, and bins etc	Seaton	HJ gave telephone numbers and advice on moving to Seaton	HJ
11.9.2024	Lady wanted a bus pass application form	In the office	HJ gave form and advised where to post	HJ
12.9.2024	Two glamorous American ladies wanted advice on local walks suitable for them. They both have artificial knees	Walks in Seaton	HJ gave advise and maps and walking leaflets	HJ
12.9.2024	Visitor wanted to know what Sidmouth is like	Sidmouth	Gave map and leaflet	JH
12.9.2024	Planning query wanted to view plans	Bunts Lane, Seaton	HJ printed of plans and advised expiry dates and comment procedure etc	HJ
13.9.2024	Where can electric cars be charged?	Electric Charging Points	Given locations in Seaton car parks	TIC Vols
13.9.2024	Wanted to find fossils	Seaton	Advised better in Charmouth and Lyme Regis	TIC Volunteer
16.9.2024	Telephone call from resident who has a car parking permit query	Orchard Car Park	HJ gave tel no for EDDC parking services dept	TIC Volunteer
16.9.2024	Seaton resident telephoned to ask the process for co-opting new councillors	In the office	Jules gave her the relevant details	JM
16.9.2024	Dutch couple wanted to know everything about Seaton	In the office	Spent 20 minutes helping with their enquiries	HJ & PT
17.9.2024	Guardian journalist – FOI request requiring details of all the human remains held by STC	Email	Responded confirming no such artefacts were held by STC	JM
18.9.2024	Email from Devon & Somerset Fire & Rescue Service inviting everyone to attend an online webinar on community action plans	Webinar	HJ forwarded to Cllrs and colleagues	HJ
18.9.2024	Email from a resident of Bunts Lane asking if STC can influence SW Water to reopen the road. Its has been closed for repairs for weeks.	Bunts Lane	HJ replied sadly STC cannot help and passed email onto Cllr Marcus Hartnell	HJ
18.09.2024	Visitors wanting their SW Coastal	In the office	HJ stamped and signed both passports	HJ

	Path passport stamping			
18.9.2024	Email from Library asking if their customers can park outside the building	Queen Street	HJ said no. Permit holders can stop for loading and unloading for max 10 minutes but no parking at all	HJ
19.9.2024	Allotment tenant came into say she is in and out of hospital so cannot work her plot properly, is there anyone that can help her?	Allotments	HJ made a note and said she would enquire if anyone can help with the maintenance of her plot whilst she is unwell	HJ
19.9.2024	Visitors with car park and permit queries	Orchard Car Park Seaton	HJ gave advice on 7 day visitor parking permits	HJ
19.9.2024	Couple wanted bus timetables for Taunton and Ilminster	Somerset	HJ printed timetables off the website	HJ
19.9.2024	New tenant brought in signed allotment tenancy agreement	Allotments	HJ received.	HJ
19.09.2024	Email from resident of Fore Street complaining about the amount of traffic using the pedestrian zones and parking outside the Fish & Chip shop	Fore Street & Queen Street	HJ replied and reported online to DCC Highways requesting a traffic enforcement officer patrols the pedestrian zones more frequently.	HJ
23.9.2024	Visitors wanting things to do in wet weather with two dogs	Seaton and surrounding area	HJ gave a few options	JM
23.9.2024	Very weird phone call from a foreign person who wanted to set up an account in Seaton	Seaton	HJ could not understand, conversation ended	HJ
24.9.2024	Very angry unpredictable homeless person with potential mental health conditions, came in wanting food, accommodation and universal credit. He would not accept help and refused to follow advice to contact EDDC then became abusive and intimidating using swear words. He left the office at his own will, saying he was going to the police station to report us for	In the office	JM, HJ and PJ all tried to reason with him. After he left, the front doors were locked and only opened for visitors	HJ. PJ. JM

	failing to supply him with money.			
24.9.2024	Coach company telephoned asking for advice on parking a coach in Beer	Beer	HJ emailed maps and instructions for driving and parking a coach into Beer	HJ
26.9.2024	Email from lady who is asking for community support and charitable help to support her elderly mother-in-law receiving cancer treatment and living on her own in Seaton	Seaton	HJ email Re-Store community handbook and gave out two contacts that might be able to assist.	HJ
25.9.2024	Email from Gateway regarding lease	Seaton	Holding response sent.	JM
26.9.2024	Phone call from a resident who wants advice about removing a redundant seagull nest on their roof	Seaton	HJ advised they call EDDC Environmental Health for professional advice	HJ
27.9.2024	Wanted help with getting a train to Weymouth from Seaton	Weymouth	Gave itinerary from Honiton or Axminster to Salisbury then change	TIC Vol
28.9.2024	Asking questions about seafront and the developments	Seaton seafront	Explained about the Fosseyway Court refurb and the Hook & Parrott	TIC Vol
28.9.2024	Email from someone who is selling her late father's flat by auction and wants someone to draw up floor plans	Seaton	HJ gave details for NDM Architects in Seaton	HJ
29.9.2024	Email from resident regarding highways safety issues on Sea Hill	Sea Hill, Seaton	Reply sent inviting him to attend Council and raise his concerns, should he wish to	JM
Various dates	DCC Engineers – correspondence regarding lighting columns	Seaton	Meeting arranged and solution found	JM, PJ
Various dates	EDDC CIL Officer – correspondence updating CIL report	Seaton	Updated report submitted	JM

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	7 October 2024
Item of business	24 COU 10
Details	Report on Tourist Information Centre (‘TIC’)
Purpose of Report	To provide an update on tourist information enquiries, c
Power/Authority	Local Government Act 1972, s144 – power to encourage visitors
Recommendations	<p>It is RECOMMENDED that Members:</p> <ul style="list-style-type: none"> • note the update • to consider whether the TIC should open at weekends during 2025 • to agree who will assist Cllr. Bowman as a Volunteer Co-ordinator • to consider whether it is appropriate to arrange training on one attraction in the town rather than all attractions

1. Background

The new tourist information centre opened on the seafront-side of the Marshlands Centre on 11 April 2022. In order to inform future decision making, the Town Clerk considered that it may be helpful to Members to provide regular updates as to the level of enquiries being received.

2. Summary of enquiries

The table below provides a summary of the enquiries received since the Council took the service back in-house in 2021:

Month	Visits	Telephone	Total STC/TIC Enquiries
	STC/TIC	STC/TIC	

2021/22 (May-Oct) (Harbour Road)	187		117		304
	STC	TIC	STC	TIC	
2022/23	825	2007	687	100	3619

	STC	TIC	STC	TIC	Weekdays	Weekends	Total
2023/24	849	2,263	634	183	3,193	763	3,929
2024/25							
	STC	TIC	STC	TIC	Weekdays	Weekends	Total
April	90	52	39	10	125	66	191
May	48	347	47	11	267	186	453
June	59	374	57	7	288	209	497
July	41	308	43	17	262	147	409
August	52	336	37	25	327	123	450
September	23	252	41	8	227	97	324
October							
November							
December							
January							
February							
March							
2024/25 TOTAL	313	1,669	264	78	1,496	828	2,324

3. Opening hours

Winter opening hours are 9am to 1pm from Monday to Thursday

4. Volunteer co-ordination

During the summer, the TIC has been staffed by volunteers at weekends with rotas being co-ordinated by Cllrs. Bowman & Dyke. Cllr. Dyke is stepping down as a co-ordinator at the end of this season and Members are asked to consider the TIC should open at weekends during Summer 2025 and whether one of their number might be willing to assist Cllr Bowman in a co-ordination capacity.

5. Training of volunteers

A request has been received from the Volunteer Co-ordinators regarding a budget of £160 for training and as a thank you to TIC volunteers to attend training at Seaton Tramway.

There were approximately 20 volunteers including 4 councillors and the tram have agreed a discounted rate of £12 per head. A copy of the proposal is attached seperately.

As it stands, the figure of £160 proposed does not equate to the cost of 20 x £12 which would amount to £240.

Additionally, the Deputy Clerk has already advised on this matter and the appropriateness of favouring one of the town's attractions over another. Whilst obviously all volunteers should be thanked, certain matters should be considered when deciding on this proposal:

- The volunteer sessions have now finished for 2024 and, depending on decisions of the Council, will recommence at Easter 2025, therefore it may be more appropriate to arrange training in Spring 2025 so all information and training will be fresh in the minds of volunteers
- It may be that not all volunteers will be available in 2025, so training may not be beneficial
- Members may consider it important that that volunteers are aware of all of the attractions that the town has to offer, rather than concentrating on just one.
- an allocation of £100 from the Chairman's allowance has already been agreed to arrange thank you refreshments for volunteers at Marshlands

All of the above should be considered as part of the discussion on this item

6. RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the update
- to consider whether the TIC should open at weekends during 2025
- to agree who will assist Cllr. Bowman as a Volunteer Co-ordinator
- to consider whether it is appropriate to arrange training on one attraction in the town rather than all attractions

Section 1 – Annual Governance Statement 2023/24

We acknowledge as the members of:

SEATON TOWN COUNCIL

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2024, that:

	Agreed		'Yes' means that this authority:
	Yes	No*	
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.	✓		<i>prepared its accounting statements in accordance with the Accounts and Audit Regulations.</i>
2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	✓		<i>made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.</i>
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.	✓		<i>has only done what it has the legal power to do and has complied with Proper Practices in doing so.</i>
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	✓		<i>during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.</i>
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	✓		<i>considered and documented the financial and other risks it faces and dealt with them properly.</i>
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.	✓		<i>arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.</i>
7. We took appropriate action on all matters raised in reports from internal and external audit.	✓		<i>responded to matters brought to its attention by internal and external audit.</i>
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.	✓		<i>disclosed everything it should have about its business activity during the year including events taking place after the year end if relevant.</i>
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	N/A
			✓
			<i>has met all of its responsibilities where, as a body corporate, it is a sole managing trustee of a local trust or trusts.</i>

***Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.**

This Annual Governance Statement was approved at a meeting of the authority on:

13/05/24

and recorded as minute reference:

MINUTE REFERENCE
13

Signed by the Chair and Clerk of the meeting where approval was given:

Chair

SIGNATURE REQUIRED

Clerk

SIGNATURE P. M. M. M.

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ENTER PUBLICLY AVAILABLE WEBSITE/WEBPAGE ADDRESS

Section 2 – Accounting Statements 2023/24 for

SEATON TOWN COUNCIL

	Year ending		Notes and guidance
	31 March 2023 £	31 March 2024 £	
1. Balances brought forward	356,583	409,372	<i>Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.</i>
2. (+) Precept or Rates and Levies	389,187	407,470	<i>Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.</i>
3. (+) Total other receipts	53,245	53,300	<i>Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.</i>
4. (-) Staff costs	198,456	212,405	<i>Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.</i>
5. (-) Loan interest/capital repayments	0	0	<i>Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).</i>
6. (-) All other payments	191,187	206,848	<i>Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).</i>
7. (=) Balances carried forward	409,372	450,889	<i>Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).</i>
8. Total value of cash and short term investments	395,579	448,084	<i>The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.</i>
9. Total fixed assets plus long term investments and assets	362,284	369,155	<i>The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.</i>
10. Total borrowings	0	0	<i>The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).</i>

For Local Councils Only	Yes	No	N/A	
11a. Disclosure note re Trust funds (including charitable)		<input checked="" type="checkbox"/>		<i>The Council, as a body corporate, acts as sole trustee and is responsible for managing Trust funds or assets.</i>
11b. Disclosure note re Trust funds (including charitable)			<input checked="" type="checkbox"/>	<i>The figures in the accounting statements above exclude any Trust transactions.</i>

I certify that for the year ended 31 March 2024 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities – a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the authority for approval

Julie P. Mutton

Date *13/05/2024*

I confirm that these Accounting Statements were approved by this authority on this date:

13/05/2024

as recorded in minute reference:

MINUTE 14 REFERENCE

Signed by Chair of the meeting where the Accounting Statements were approved

[Signature]

Section 3 – External Auditor’s Report and Certificate 2023/24

In respect of **Seaton Town Council – DV0307**

1 Respective responsibilities of the auditor and the authority

Our responsibility as auditors to complete a **limited assurance review** is set out by the National Audit Office (NAO). A limited assurance review is **not a full statutory audit**, it does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and hence it **does not** provide the same level of assurance that such an audit would. The UK Government has determined that a lower level of assurance than that provided by a full statutory audit is appropriate for those local public bodies with the lowest levels of spending.

Under a limited assurance review, the auditor is responsible for reviewing Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with NAO Auditor Guidance Note 02 (AGN 02) as issued by the NAO on behalf of the Comptroller and Auditor General. AGN 02 is available from the NAO website – <https://www.nao.org.uk/code-audit-practice/guidance-and-information-for-auditors/>

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2024; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

2 External auditor’s limited assurance opinion 2023/24

On the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return (AGAR), in our opinion the information in Sections 1 and 2 of the AGAR is in accordance with Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

Other matters not affecting our opinion which we draw to the attention of the authority:

None

3 External auditor certificate 2023/24

We certify that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2024.

External Auditor Name

PKF LITTLEJOHN LLP

External Auditor Signature

 SIGNATURE REQUIRED

Date

21/09/2024

Seaton Town Council

Notice of conclusion of audit

Annual Governance & Accountability Return for the year ended 31 March 2024

Sections 20(2) and 25 of the Local Audit and Accountability Act 2014

Section 16 of the Accounts and Audit Regulations 2015 (SI 2015/234)

<p>1. The audit of accounts for Seaton Town Council for the year ended 31 March 2024 has been completed and the accounts have been published.</p> <p>2. The Annual Governance & Accountability Return including the auditor's certificate and opinion is available for inspection and copying by any local government elector of the area of Seaton Town Council on application to:</p> <p>(a) <u>JULIA MITLOW, TOWN CLERK</u> <u>SEATON TOWN COUNCIL,</u> <u>MARSHLANDS CENTRE, HARBOUR ROAD,</u> <u>SEATON EX12 2LT</u></p> <p>(b) <u>MONDAY TO THURSDAY - 9am - 1pm</u></p> <p>3. Copies will be provided to any local government elector of the area on payment of £0.9(c) for each copy of the Annual Governance & Accountability Return.</p>	<p>Notes</p> <p>This notice and Sections 1, 2 & 3 of the AGAR must be published by 30 September. This must include publication on the smaller authority's website. The smaller authority must decide how long to publish the Notice for; the AGAR and external auditor report must be publicly available for 5 years.</p> <p>(a) Insert the name, position and address of the person to whom local government electors should apply to inspect the AGAR</p> <p>(b) Insert the hours during which inspection rights may be exercised</p> <p>(c) Insert a reasonable sum for copying costs</p> <p>(d) Insert the name and position of person placing the notice</p> <p>(e) Insert the date of placing of the notice</p>
<p>Announcement made by: (d) <u>JULIA MITLOW - TOWN CLERK</u></p>	
<p>Date of announcement: (e) <u>26 SEPTEMBER 2024</u></p>	

EQUIPMENT	HAZARD	RECOMMENDED ACTION
CAROUSEL DISH		Monitor
ROUNDAABOUT	Gap re: Rospa report, too large. Holes in worn rubber crumb.	Monitor all issues. Repair/replace - get quotes.
FOOTBALL GOAL	Worn & puddled playing surface.	Monitor .
GAMES AREA	Rusty bottom bar	Monitor
MULTIPLAY	Hole in matting. Chainlink notching	Monitor all issues.
TODDLER MULTI		Monitor
PICNIC TABLES		Monitor
BENCHES	Some decay and cracks	Monitor
GATES X 3		Monitor
ROCKING HORSE	Gap underneath too large Re: Rospa report	Monitor

EQUIPMENT	HAZARD	RECOMMENDED ACTION
SPINNING UNIT (TITAN)	Rubber crumb shrinkage and wear	Monitor/repair & replace (get quotes from contractor?)
TODDLER 1 BAY-2 SEAT	Rubber crumb wear and shrinkage	Monitor/repair & replace (get quotes from contractor?)
JUNIOR 1 BAY 2 SEAT	'D' shackle and chain link notching. Rubber crumb shrinkage and wear.	Monitor/repair & replace (get quotes from contractor?)
SWING NET	Rubber crumb shrinkage and wear.	Monitor/repair & replace (get quotes from contractor?)
SLIDE	Hole in rubber matting	Monitor
FENCE		Monitor
WOODEN GUARDS	REMOVED	
PATH		Monitor
TREES	See tree survey? Branches of Ash tree hanging over Pink Hippos.	Monitor. Cut back? Get quotes?

UNDERFLEET

OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil Tuckley

DATE: 30th September 2024 Time Finished 10.50am

EQUIPMENT	HAZARD	RECOMMENDED ACTION
CYCLE STAND		Monitor
GOAL NET X2 POSTS	Worn uneven & waterlogged playing surface. Tatty football nets and broken cable ties.	Replaced cable ties. Monitor & make good all issues. New nets ordered.
CYCLOPS (SPIN NET)	Bottom coupling links are notching.	Continue to monitor
TITAN (ROTARY)	Some chain wear.	Monitor.
SPIDERS WEB		Monitor
CLIMBING WALL		Monitor
DINO (ZIP WIRE)	Uneven ground and matting, wear on platform, delamination, chain notching, tyre stop is cracking up.	Monitor all issues.
NEXUS VIPER (ROPE SWING)	Uneven ground and matting, tape added to rope end. D shackles are notching.	Monitor all issues
WILLY JEEP	General rust & flaking/peeling paint.	Monitor
GAPING GHYLL	Cracks in timber.	Monitor

EQUIPMENT	HAZARD	RECOMMENDED ACTION
LOPING BALANCE WEAVE	Cracks in timber.	Monitor
WALK/STRETCH POSTS	Some cracking in wooden posts. Worn and missing Astro Turf	Monitor
NET TUNNEL	Some cracking in wooden posts	Monitor
6M NET PYRAMID	Wear to 3rd rope from the top.	Monitor wear to added tape on rope. Checked today, added tape.
CIRCUS TRAMPOLINE	Worn Ground & full of water	Monitor
LANDSCAPE TUNNEL	Astro Turf is worn where it meets with the path & wood is degrading. See RoSPA report?	Monitor all issues, get quote to repair/replace. Change surface - get quotes and advice.
UNIMINI KERRA (TODDLER UNIT)	Floor and cage currently removed.	Parts are on order
LILLIE BASKET (SWING BASKET)		Monitor
ROTY INCLUSIVE ROUNDABOUT		Monitor
BENCH ON MOUND		Monitor
2.4 SLEEPER BENCH X 3		Monitor

EQUIPMENT	HAZARD	RECOMMENDED ACTION
DINOSAUR RIBCAGE WALKWAY ARCH		Monitor
GATES X 2		Monitor
FENCE		Monitor
BOULDER SEATS		Monitor
PATH	Generally worn in places especially at base of landscape tunnel and around cast iron features. Puddles and no top layer left.	Monitor/re-surface? Get quotes?
TREES	See tree survey?	Lots of broken branches on ground, cleared away today. Monitor