

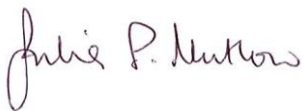
**To: All Members of the Town Council**  
**Meeting of Seaton Town Council**  
**on Monday, 4<sup>th</sup> November 2024 at 6pm**

**29<sup>th</sup> October 2024**

You are hereby summoned to attend the above meeting to be held on **Monday, 4<sup>th</sup> November 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, 7<sup>th</sup> October 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** – 23 September, 7 & 14 October 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

**24/COU/11 Committee Membership**

To appoint a councillor to fill the vacancy on the Planning Committee, following the resignation of Cllr. Bowman from said committee

**24/COU/12 Priorities for Seaton Town Plan**

To consider and agree the updated priorities for the Town Plan and the timeframe for said plan

**24/COU/13 Report on Allotments**

To consider a report on the allotments including proposals for an increase in fees, changes to the Allotment Rules and the re-establishment of an Allotments Committee

**24/COU/14 Playpark inspection reports**

To note the play park inspections

**Confidential Items**

The Chairman will move that in accordance with the Council's Standing Order 1(d) press and public will be excluded from the meeting during the discussion of item 15 on this agenda as there are matters being discussed which may include commercially sensitive information.

**24/COU/15 Town Hall**

**Minutes of the Seaton Town Council ('the Council')  
Meeting  
on Monday, 7 October 2024**

**Present:**

**Chair:** Cllr. A. Singh

**Town**

**Councillors:** K. Beer, E. Bowman, P. Burrows, D. Haggerty, M. Hartnell, D. Ledger, J. Oldfield, J. Rowland & J. Russell

**Officers:** Town Clerk & Deputy Town Clerk

**Public:** 4 members of the public were in attendance

**76. Apologies for absence**

Apologies for absence were received and reasons accepted from Cllrs. Dyke & Wood.

The Chair also welcomed the two newly co-opted Cllrs. Oldfield & Rowland.

**77. 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).

**78. Council Minutes**

Members **RESOLVED** to approve the minutes of a meeting of Seaton Town Council held on Monday, 16 September 2024. (proposed Cllr. Beer; seconded Cllr. Russell)

**79. County Councillor's Report**

Cllr. Hartnell gave a verbal report and highlighted the following:

- the Fisherman's Gap works to install new bus shelter were now underway. Some concerns had been voiced but no new issues had arisen, since the public consultation, that were sufficient to reverse the decision to carry out the works to relocate and replace the bus shelters.
- the new Devon & Torbay Joint Authority was now going ahead, providing a range of powers devolved from central government
- repairs to highways in the county were ongoing with some positive statistics reported in terms of potholes being patched and road repairs generally. Whilst there was still a significant backlog of repairs to be carried out, the additional funding provided has assisted in the process.
- Some of the crossings in the town had been repainted and others were scheduled.

Members noted the report.

#### **80. District Councillors' Reports**

East Devon District Councillors gave verbal reports and highlighted the following:

- Several strategic planning meetings had taken place to discuss and allocate development sites across the towns in East Devon. All previously recorded sites would be taken forward leading to approximately 300 homes in Seaton over the next 20 years. Whilst it was recognised that not all residents were in support of this, all local planning authorities were required to deliver a certain number of new homes and it was likely that the target would be increased by the newly elected government. Once it was known what these new targets would be, if any shortfall was identified, those sites previously identified but not already taken forward would be revisited.
- the works at Seaton Hole would be completed in 2025.
- a review of provision by Leisure East Devon ('LED') was being undertaken, as part of a wider review of all leisure provision across the district.
- EDDC had purchased the lower part of the Seaton Wetlands. This could lead to various opportunities and an options report was being prepared.
- a consultation had been launched to assist in shaping EDDC's anti-poverty policies.
- a briefing has been given to the ward members on the 'no ball games' policy in Seafeld Gardens and an update will be provided to the town council in due course when officers came back with a view.
- the 'Coach Friendly' initiative was moving forward and 6 of the 8 towns had now joined the project.

Members noted the reports.

#### **81. Public Question Time**

The following matters were raised by members of the public:

- a question was raised regarding which applications had been considered and which deferred at the earlier Planning Committee. This was clarified and would be reported in the minutes of the meeting.
- issues were raised regarding a property in the town that was being used as a holiday let, in breach of planning restrictions on the use of the property. The Chair of Planning and ward members said they would raise this matter with EDDC's enforcement officers.
- concerns were raised over various safety issues arising from the way that Sea Hill was being used by drivers. This was noted and, Cllr Hartnell confirmed that he had highlighted the concerns to the DCC highways team.

#### **82. Committee Minutes**

Members **RESOLVED** to note and ratify the minutes of the following meetings of the Council's committees:

- **Planning Committee** –16 September 2024  
(proposed Cllr. Singh; seconded Cllr. Beer)

### **83. Chairman's Report**

Members noted the report.

### **84. Town Clerk's Report**

Members noted the report and correspondence log and **RESOLVED** that:

- Councillor surgeries - officers would assist with scheduling bi-monthly councillor surgeries in different locations in the town. (proposed Cllr. Singh; seconded Cllr. Beer)
- Seafront planter – the Council should work with the principal authorities to arrange the removal of the remainder of the damaged planter as soon as possible. (proposed Cllr. Burrows; seconded Cllr. Bowman)

### **85. Update on Seaton Tourist Information Centre**

Members discussed the report and recommendations and **RESOLVED** to:

- note the report
- open the TIC at weekends during 2025, subject to volunteer availability and rotas prepared by the volunteer co-ordinators
- designate Cllr Rowland, who kindly volunteered, to assist Cllr. Bowman, as a Volunteer Co-ordinator, as Cllr Dyke has stepped down
- ratify the prior agreement to arrange thankyou refreshments at Marshlands for all volunteers who have kindly given up their time to assist in the TIC and at events throughout the year, up to a cost of £100 on 21 October.
- arrange training to reflect all the town's benefits for new and existing volunteers in Spring 2025

(proposed Cllr. Hartnell; seconded Cllr. Singh)

### **86. Committee Membership 2024/25**

Members **RESOLVED** that the following councillors be appointed to the vacancies on the Council's committees:

- Planning Committee – Cllr. Rowland
- Finance & General Purposes Committee – Cllr. Oldfield
- Personnel Committee – Cllrs. Bowman & Rowland

(proposed Cllr. Singh; seconded Cllr. Ledger)

### **87. Priorities for Seaton Town Plan**

Members considered the priorities suggested by Cllr. Rowland and detailed below, and **RESOLVED** that these would be considered in conjunction with the existing town plan and with any other priorities identified by Members and all proposals would form the basis for a working group discussion before final priorities and budgets were set for the new financial year:

1. To work in co-operation with EDDC, DCC and Seaton Chamber to identify potential new regeneration projects for Seaton that could dovetail with priority 2. In addition to continue the regular walk outs with EDDC Streetscene Officers to

emphasis areas that need attention and document these with agreed actions and progress.

2. To arrange to meet with freeholders / owners of buildings in Seaton that require attention and action e.g. the Lookout on West Walk, Hook & Parrot, empty commercial properties that have remained empty for more than 6 months in order to understand the current situations and determine possible next steps.
3. Consider options for Seaton Museum in view of the current situation .
4. Explore a potential transfer of assets from EDDC to Seaton Town Council e.g. Windsor Gardens, Jubilee Gardens.
5. To consider making an application to SW in Bloom for either 2025 or 2026 after determining what work is required and involving community volunteers where necessary. As a subset of the work required this can dovetail with subjects 1 and 2, but could also cover subjects such flag and bunting displays, painting of railings, benches, beach cleaning, weed and detritus. (proposed Cllr. Rowland; seconded Cllr. Ledger)

#### **88. External Auditor's Report 2023-24**

Members **RESOLVED** to note the completion of the external audit ,with no issues raised for the financial year 2023 – 2024. (proposed Cllr. Beer; seconded Cllr. Singh)

#### **89. Playpark inspection reports**

Members noted the play park inspections

Meeting closed at 7.25pm

Signed \_\_\_\_\_

Dated \_\_\_\_\_



**Minutes of the Planning Committee  
Meeting on Monday 23<sup>rd</sup> September 2024**

**Present:**

**Chairman:** Cllr P Burrows

**Councillors:** J Russell & A Singh

**Public:** No members of the public were present

**64. Apologies for absence**

Apologies for absence were received and accepted from Cllr Beer and Cllr Bowman  
Cllr Hartnell was absent.

**65. Declarations of Interest**

There were no declarations of interest.

**66. Minutes of the Planning Committee meeting held on Monday 16<sup>th</sup> September 2024**

The Committee **RESOLVED** to agree the minutes of the meeting held on 16<sup>th</sup> September 2024.

(moved Cllr Russell; seconded Cllr Singh)

**67. 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.

**68. 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.

**69. Public Question Time**

There were no questions raised by members of the public.

**Applications for consideration:**

**70. 21/1782/MFUL Lyme Bay Leisure Ltd**

**Seaton Heights, Harepath Hill,  
Seaton EX12 2TF**

Amended plans for consultation.

**These amendments relate to  
Beer Q&C SAC HRA Seaton  
Heights May 2024**

**Roosting Bat Mitigation  
(updated), Seaton Heights,  
Seaton in Devon June 2024**

**Bat House Drawing number P233  
Site Plan 18/7/2024**

**Landscape Strategy Drawing  
number 778/01 Rev F**

**Bat emergence surveys, Seaton  
Heights, Seaton in Devon, May /  
June 2021, August 2022 and  
August 2023**

**Biodiversity Net Gain Plan,  
Seaton Heights, Seaton, August  
2024**

**FLOOD RISK ASSESSMENT &  
DRAINAGE STRATEGY 22-267  
Rev 04 23/08/24 (Appendices A,  
B, C, D, E, F)**

The Committee **RESOLVED** to propose no objection to the amended plans for this application and would support the recommendations of any Consultees and Planning Officers at East Devon District Council concerning these amended plans. However, the Committee still object to the application as the reasons for objection based on the occupancy period for the holiday homes of 50 weeks has not changed.  
(moved Cllr Burrows; seconded Cllr Singh)

**71. Planning Comments**

There were no comments for circulation.

**72. Decisions**

To note planning decisions made by East Devon District Council:

- a) **24/1484/TRE – Hamilton Lodge, Colyford Road, Seaton** Oak tree: 2-3m crown reduction – **REFUSED**. The oak tree in the application is easily visible from the public realm and makes a valuable addition to amenity and to the character of



the locality. The proposed pruning of the tree has not been justified in the application and would detract from the appearance of the tree and the amenity it provides. The harm is considered not to be justified and the Council refuses consent for the proposed works.

- b) **24/1276/FUL – 11 Townsend Avenue, Seaton** Roof installation of three dormer windows and solar panelling to south facing elevation – **APPROVED** with conditions.
- c) **24/1327/FUL – Portlight, Bunts Lane, Seaton** Construction of extension to existing garage – **APPROVED** with conditions.

The meeting closed at 5.50pm.

Signed \_\_\_\_\_

Dated \_\_\_\_\_

**Minutes of the Planning Committee  
Meeting on Monday 7<sup>th</sup> October 2024**

**Present:**

**Chairman:** Cllr P Burrows

**Councillors:** K Beer, E Bowman M Hartnell, J Russell & A Singh

**Officers:** Town Clerk

**Public:** Three members of the public were present

**73. Apologies for absence**

There were no apologies for absence received.

**74. Declarations of Interest**

Cllr Hartnell declared a personal interest as a Councillor with Devon County Council (DCC) and East Devon District Council (EDDC).

Cllr Burrows declared a personal interest in respect of application 24/1726/FUL, Flat 4, 2 Major Terrace, Seaton EX12 2RF as he lives in a neighbouring property and application 24/1930/FUL Norcombe Court, Harbour Road, Seaton EX12 2XN as he has a share in a property which is in close proximity to Norcombe Court. Cllr Burrows would leave the room during the discussion and vote on both of these applications.

**75. Minutes of the Planning Committee meeting held on Monday 7<sup>th</sup> October 2024**

The Committee **RESOLVED** to agree the minutes of the meeting held on 7<sup>th</sup> October 2024.

(moved Cllr Russell; seconded Cllr Singh)

**76. 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.

**77. 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.

#### **78. Public Question Time**

There were no questions raised by members of the public.

#### **Applications for consideration:**

Due to East Devon District Councils' Planning system being unavailable on Saturday, Sunday and Monday Members of the Planning Committee were unable to access the plans and documents for planning applications 24/1849/FUL - 30 & 32 Queen Street, Seaton, 24/1786/FUL - Flat 4, 2 Major Terrace, Seaton and 24/1930/FUL - Norcombe Court, Harbour Road, Seaton. The Committee resolved to defer these applications to the next planning meeting scheduled to take place on Monday 14<sup>th</sup> October commencing at 5.45pm at Marshlands Centre, Harbour Road, Seaton.  
(moved Cllr Burrows; seconded Cllr Singh)

#### **79. 24/1849/FUL Kerri-Ann Betty**

#### **30 & 32 Queen Street, Seaton EX12 2RB**

Proposed demolition of existing upvc conservatory and construction of single storey rear extension with roof terrace above.

The above application was deferred and will be on the agenda for the 14<sup>th</sup> October Planning Committee Meeting.

#### **80. 24/1713/FUL Mr Chris Legg**

#### **7 Swan Road, Seaton EX12 2US**

Construction of garden studio  
(Retrospective).

Discussion took place around:

- The garden studio takes up much of the garden and is the height of the boundary fence of the neighbouring property.
- It is out of keeping with the rest of the streetscene.
- It is affecting the amenities of occupiers of adjoining residential properties.
- The garden studio is currently being used as a wood crafting workshop which makes wood products for sale. The noise from the studio is unacceptable and goes on long into the evenings and sometimes at weekends as well. This is affecting the amenities of residents of neighbouring properties and is unacceptable within the midst of a residential housing estate.



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

- The noise from the studio is unacceptable and goes on long into the evenings and sometimes at the weekends. This is unacceptable within the midst of a residential housing estate.
- The noise generated from the studio is affecting the amenities of residents of neighbouring properties.
- It is out of keeping with the rest of the streetscene as the studio takes up most of the garden and is the height of the boundary fence of the neighbouring property.

(moved Cllr Burrows; seconded Cllr Hartnell)

**81. 24/1831/VAR Mr S Wilkins**

**Hook & Parrot Inn, East Walk,  
Seaton EX12 2LN**

Variation of Condition 2 (Approved Plans) on Planning Permission 21/0891/FUL (Demolition of existing public house and 3 residential apartments and construction of replacement bar/restaurant and 9 apartments) for amended design.

The Committee **RESOLVED** to propose no objection to the application.  
(moved Cllr Burrows; seconded Cllr Bowman)

**82. 24/1726/FUL Mr & Mrs Timothy &  
Alma Williams**

**Flat 4, 2 Major Terrace, Seaton  
EX12 2RF**

Replace existing windows for similar style uPVC double glazing windows.

The above application was deferred and will be on the agenda for the 14<sup>th</sup> October Planning Committee Meeting.

**83. 24/1930/FUL**

**Norcombe Court, Harbour Road  
Seaton EX12 2XN**

Replacement of Juliet Balconies and Entrance Canopy.

The above application was deferred and will be on the agenda for the 14<sup>th</sup> October Planning Committee Meeting.

**84. Planning Comments**

Comments to be circulated in respect of application 24/1713/FUL.



**85. Notification of Tree Works considered an exemption to TPO 97/0020/TPO**

To note Tree Works considered an exemption to TPO 97/0020TPO at Sevenoaks,  
Harepth Road, Seaton EX12 2TA

The works are:

**Removal of windblown material and make safe bough damage.**

The meeting closed at 5.56pm.

Signed 13/Bees

Dated 14/10/2024

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## **Minutes of the Planning Committee Meeting on Monday 14 October 2024**

### **Present:**

**Chairman:** K Beer

**Councillors:** E Bowman, J Russell & A Singh

**Public:** No members of the public were present

As apologies for absence were received from the Chairman, Cllr P Burrows, the Vice Chairman, Cllr K Beer, took the chair and opened the meeting.

### **86. Apologies for absence**

Apologies for absence were received and accepted from Cllr Burrows, Cllr Hartnell and Cllr Rowland.

### **87. Declarations of Interest**

There were no declarations of interest .

### **88. Minutes of the Planning Committee meeting held on Monday 7<sup>th</sup> October 2024**

The Committee **RESOLVED** to agree the minutes of the meeting held on 7<sup>th</sup> October 2024.

(moved Cllr Singh; seconded Cllr Bowman)

### **89. 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.

### **90. 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.

## 91. Public Question Time

There were no questions raised by members of the public.

## Applications for consideration:

### 92. 24/1849/FUL      Kerri-Ann Betty

#### **30 & 32 Queen Street, Seaton EX12 2RB**

Proposed demolition of existing upvc conservatory and construction of single storey rear extension with roof terrace above.

The Committee **RESOLVED** to propose no objection to the application.  
(moved Cllr Beer; seconded Cllr Singh)

### 93. 24/1726/FUL      Mr & Mrs Timothy & Alma Williams

#### **Flat 4, 2 Major Terrace, Seaton EX12 2RF**

Replace existing windows for similar style uPVC double glazing windows.

The Committee **RESOLVED** to propose no objection to the application.  
(moved Cllr Bowman; seconded Cllr Russell)

### 94. 24/1930/FUL

#### **Norcombe Court, Harbour Road Seaton EX12 2XN**

Replacement of Juliet Balconies and Entrance Canopy.

The Committee **RESOLVED** to propose no objection to the application.  
(moved Cllr Russell; seconded Cllr Singh)

## 95. Planning Comments

There were no comments for circulation.

## 96. Decisions

To note planning decisions made by East Devon District Council:

- a) **24/0005/EIA – Seaton Beach, The Esplanade, Seaton** Screening opinion for Seaton Hole Coastal Protection Scheme – no consultations were requested from Seaton Town Council for this application.

The meeting closed at 5.51pm.

Signed \_\_\_\_\_

Dated \_\_\_\_\_

DRAFT

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>4 November 2024</b>
<b>Item of business</b>	<b>24 COU 08</b>
<b>Details</b>	<b>Chairman’s Report</b>
<b>Purpose of Report</b>	<b>To provide a summary of the Chairman’s engagements since the last meeting of Council</b>
<b>Recommendations</b>	It is <b>RECOMMENDED</b> that Members note the report.

October has been a quiet month and the Chairman engagements since the October meeting of Council are detailed below:

- 30 October 2024 - Axe Valley Heritage Association AGM

## **RECOMMENDATIONS**

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

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>4 November 2024</b>
<b>Item of business</b>	<b>24 COU 09</b>
<b>Details</b>	<b>Town Clerk’s Report</b>
<b>Purpose of Report</b>	<b>To provide a summary of the ongoing work and correspondence log of Seaton Town Council</b>
<b>Recommendations</b>	It is <b>RECOMMENDED</b> that Members: <ul style="list-style-type: none"> <li>• note the report</li> <li>• note the expenditure to carry out essential works to the lift</li> </ul>

## 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:**
  - **Planning Committee** – 14 October 2024
  - **Finance & General Purposes Committee** – 21 October 2024
  - **Informal meeting** - 21 October 2024 – to discuss the Council’s priorities for 2024-25 to assist in the budget setting process
- **Councillor surgeries** – the Deputy Clerk is in the process of drafting a schedule for councillor surgeries to take place in November this year and January, March, May and July next year. The initial aim is to try to take the surgeries to locations frequented by local residents rather than expecting residents to come to the surgeries and as such, requests have been made as follows:
  - for a town council stand at the Christmas market in Windsor Gardens on 30<sup>th</sup> November
  - for a town council stand in the foyer of Tesco supermarket in May 2025



- for a town council stand at the Natural Seaton Festival in July 2025

Research is also being conducted into the viability of a surgery at Marshlands in collaboration with other community organisations and/or to integrate a councillor surgery into the format of the annual town meeting. Members will be updated by email in due course once responses have been received and offered the opportunity to choose which surgeries they would like to assist with.

- **Insurance** – officers met with a broker from Clear Councils, as requested by Members at the 2024 renewal, to seek a quotation for the Council's renewal in 2025. This is awaited and will be brought to Members nearer the renewal date.
- **Community events consultation** – this has now been launched and, so far 131 responses have been received. The closing date is 15<sup>th</sup> November. Please can Members continue to share the link to this survey and encourage residents to participate.
- **Christmas Lights** – due to the hard work of the Facilities Officer, working with the Council's approved contractor, the infrastructure and lights have now been installed in readiness for the Christmas lights event at the end of November. The Christmas trees will be in situ by 11 November.
- **Correspondence and enquiries** - various correspondence and enquiries have been dealt with by officers throughout the month and a summary of correspondence is attached.
- **Beach School** – this is taking place during October half term, led by Crazy Crabs.
- **Marshlands** – the carpets have now been laid and the first floor works completed. The lease is being drafted and it is hoped that this will be completed and the tenant in a position to take up occupation in January. A new door will be required to the slope from the car park and this is currently being researched by the Facilities Officer.
- **Marshlands lift** - this was recently serviced and an engineer's report supplied which required certain measures to be undertaken to ensure the safety of the lift and accessibility. As such work has been undertaken to the buffers and also an auto dialler system commissioned. This was approved under the financial regulations and scheme of delegations to the Town Clerk in consultation with the Chair, Deputy Chair and Chair of F&GPC as it was considered essential for users of the lift and the cost of £2,974 is now reported to Council in line with the financial regulations
- **Training** – the Town Maintenance Officer has undertaken the required two day update and exam to ensure his ongoing compliance and ability to carry out playpark inspections. The course raised several issues as to the ever-increasing safety requirements relating to the management of playparks and, as such the Facilities Officer is also going to undertake the relevant training course to provide additional back up in ensuring the safety of the play parks.

## **RECOMMENDATIONS**

It is **RECOMMENDED** that Members:

- note the report
- note the expenditure to carry out essential works to the lift



# **Correspondence & Complaints Log**

## Correspondence & Complaints – April 2024

Date	Details	Location (if applicable)	Action taken	Officer
<b>APRIL 2024</b>				
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 or 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	<p>Email from Seaton resident: Does The Hook &amp; 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.</p> <p>What must tourists, who know nothing of the Hook &amp; Parrot story, think of this appalling sight!</p> <p>With the new Discovery Centre partly open and the work on the disgusting seafront flats progressing (very slowly)</p>	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 Fosseway Court development and how long it will take to finish	Fosseway 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 volunteer
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 Fosseway Court	Fosseway 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 Fosseway 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
<b>JUNE 2024</b>				
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 eviction 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 Fosseway Court development	Fosseway 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 Fosseway Court	Fosseway 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 Fosseway Court development	Fosseway 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 <sup>st</sup> 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 <sup>st</sup> 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 <sup>th</sup> 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	<b>Three</b> 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 <sup>th</sup> 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
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 Path passport stamping	In the office	HJ stamped and signed both passports	HJ

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 severe 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 failing to supply him with money.	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

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
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

## OCTOBER 2024

Date	Details	Location (if applicable)	Action taken	Officer
				TIC Vols
1.10.2024	Email from a visitor to Seaton asking where the Wave sculpture came from and who made it.	Wave Sculpture at Fisherman's Gap	HJ tried to find out the answers but was unsuccessful	HJ
				TIC Vols
2.10.2024	Email from visitor to the Seaton Wetlands, she wants the dog ban signs removed because it spoils the ambience of the wetlands	Seaton Wetlands	HJ forwarded to Countryside team at EDDC	HJ
2.10.2024	Resident of Fore Street wanted to renew her resident access permit for the pedestrian area	Fore Street	HJ renewed with new car registration and updated spreadsheet	HJ



2.10.2024	Cyclist came in to say the Union Jack flag in Windsor Gardens is upside down, can it be corrected please	Windsor Gardens	Jo took message and passed onto RBL	JH
2.10.2024	Lady wanted advice on social care and finances	In the office	HJ gave details and telephone number for Devon County Council Care Direct agency	HJ
3.10.2024	Function room hire enquiry	Marshlands	HJ gave a tour of the facilities and quoted hourly rate etc	HJ
3.10.2024	Local person wanted a selection of leaflets for new neighbours about to move in next door	In the office	HJ helped to select relevant leaflets and booklets for new comer to Seaton	HJ
3.10.2024	Person wanted recycling bins	Telephone call	Jo gave EDDC telephone number	JH
3.10.2024	Visitor with a rude attitude came in to buy postcards and was very critical of our selection!	In the office	She purchased some postcards anyway	HJ
3.10.2024	Really nice couple from Chichester asking lots of questions about the geology of the area	Jurassic Coast & Seaton	HJ gave info and advised best place to go for fossil hunting	HJ
4.10.2024	Email from resident complaining about the number of school coaches parked along Harepath Road and lorries too	Harepath Road	HJ responded to say she needs to report to Devon County Council but they probably won't react because the coaches are parked up legally as no yellow lines or pedestrian crossing or restrictions	HJ
7.10.202	Email from a lady who had fallen over on the beach matting as it was hidden underneath pebbles from the storms	Beach matting on East Walk end	Referred to Peter Blythe who said the matting is going to be removed ASAP	HJ
7.10.2024	Nice German couple wanted maps and towns and cities to visit	In the Office	HJ gave literature and advice	HJ
7.10.2024	Resident had trouble opening our meeting agendas	In the office	HJ showed her how to find them on our website & printed the planning agenda	HJ
8.10.2024	Visitors wanted things to do at this time of the year	In the office	HJ gave some helpful suggestions	HJ

8.10.2024	Phone call from blind resident of Seaton complaining about poor consultation on the new bus shelters on the seafront and blind and disabled people weren't considered	New bus shelters on seafront	JH advised he take up the matter with DCC	JH
8.10.2024	Phone call from a lady who's friend has been temporarily housed in Seaton from a women's refuge and she needs furniture etc	Seaton	HJ advised she contact Re-Store and to come into the office for local information and guidance on living in Seaton	HJ
9.10.2024	Email from resident who uses the Wetlands with his elderly mother in a mobility scooter. He was complaining about the double barrier down by the waterworks at the entrance to the marshlands. This barrier makes it impossible for mobility vehicles to navigate around.	Seaton Wetlands	HJ emailed Marcus for advice who told HJ that after a Devon County Council recent visit to inspect the new footpath and cycle way, there are plans to remove these barriers by the end of the year. HJ informed resident of the outcome	HJ
10.10.2024	Email from resident of Looe in Cornwall reporting an accident he had with a broken fence and loose wire on the beach near the coastal sea defense. He emailed Seaton	Looe & Seaton in Cornwall	HJ advised he had reported to the wrong Seaton and suggested he emailed Cornwall Unitary Council, their public rights of way department and coastal sea defenses dept.	HJ
10.10.2024	Phone call from resident who has just moved the area and wants to go onto the allotment waiting list	Seaton	HJ added name to waiting list	HJ
11.10.2024	Email from a dental practice in Turkey who wants to work in partnership with us	Turkey	HJ deleted email	HJ
10.10.2024	Phone call from lady who wants to organize a Christmas party for the Filipino community in Seaton	Marshlands	Gave details on the function room etc. at Marshlands	HJ

14.10.2024	Resident writing to complain about the loose gravel/tarmac on the pavements around Primrose Way, Buttercup Close and Celandine Close. It is unstable to walk on and Friday afternoon an elderly gentleman fell and cut himself badly on the corner of Celandine Close. Plus there are brambles and overgrown public hedges which need trimming as they catch pedestrians on a regular basis. And there are many potholes in the local area which can damage vehicles. Please could the council address these issues.	Primrose Way, Celandine Close and Buttercup Close	HJ reported the trip hazards online to DCC and also forwarded email to Cllr Marcus Hartnell for his traffic group meetings	HJ
14.10.2024	Local artist wants to pain the benches around town and near to the bus shelters	Townsend Road and Harepath Road		HJ
14.10.2024	Email from elderly residents who want to dispose of a microwave oven	Seaton	HJ advised they call the recycling team at EDDC and ask them to collect the item (Item collected on 24 <sup>th</sup> October)	HJ
15.10.2024	Sri Lankan couple want to erect a permanent gazebo in the car park behind their rented house on Harbour Road. To use as an outdoor eating area for guests	Harbour Road	HJ advised they contact EDDC to check if this would be ok	HJ
16.10.2024	Email from resident who uses Cliff Field Gardens complaining the hedge needs gutting back at the end of the path near the gate	Cliff Field Gardens	HJ will report to John Widger and the EDDC Streetscene team in case it's the other side of CFG. Emailed Luke Morgan	HJ
16.10.2024	Email received, What is the name of the silver-leaved shrub growing on the road bridge crossing the river Axe in Seaton?	Axmouth Bridge	Asked for a photo to identify and suggested he download an App on his phone that will tell him what variety the plant is.	HJ and consulted

	As above	Axmouth Bridge	(Update: 21.10.2024 plant has been identified as It is Shrubby Orache, <i>Atriplex halimus</i> . Also known as: Tree Purslane, Mediterranean Saltbush, Sea Orache, Silvery Orache	John Widger and EDDC Horticultural Team
16.10.2024	Letter received in post from visitor complaining about unsafe beach matting on beach. Her daughter slipped over on the pebbles which were hiding the matting, following a recent storm	Matting on East beach	Jo replied to explain storm damage hence pebbles covering the beach matting and the health and safety protocols and maintenance procedures.	JH
17.10.2024	Email from Chideock Parish Clerk asking who we use to inspect our playparks and can they hire from us?	Chideock Parish	HJ replied to say Phil does weekly inspections and RoSPA do the annual ones and recommended they contact RoSPA for help with weekly inspections.	HJ
17.10.2024	Email from NHS looking for a suitable venue to administer flu and covid vaccinations in Seaton	Seaton area	HJ replied with details for Marshlands, The Gateway and the United Reformed Church	HJ
24.10.2024	NHS mentioned above emailed to confirm booking of Marshlands as a vaccination centre in Nov & Dec 24	Marshlands	HJ sorted paperwork etc and confirmed two bookings for 18 <sup>th</sup> November and 2 <sup>nd</sup> December as vaccination clinics	HJ
21.10.2024	Person on allotment waiting list asked for an update with their position	Allotments	HJ gave update and he is now number 10 on the list which is good	HJ
21.10.2024	Visitors wanting advice on wild swimming in the area	Seaton	Jo advised they look online for local groups and gave advice on swimming in the sea	JH
21.10.2024	A visitor from Cheltenham was staying in Seaton and wants to move to East Devon. He asked what it's like living in Seaton as he may move here.	Seaton	Jo and Hester gave him general information on the local area	JH & HJ
22.10.2024	Couple wanted to renew their bus passes	In the office	HJ gave them both a form	HJ

23.10.2024	Lady recently moved to Seaton wanted to set up her council tax	In the office	HJ advised she contact EDDC	HJ
24.10.2024	Person wanted to know how to get involved in the handling, maintenance, storage and erection of the beach huts in Seaton/	Seaton beach huts	HJ advised he contact EDDC as they can help	HJ
24.10.2024	Sri Lankan father wanted to enroll his child into Axe Valley Academy	Axe Valley school	HJ printed off the DCC application forms and advised him to ask the school to help him complete the form	HJ
24.10.2024	Couple who were both deaf, wanted to go fossil hunting.	Fossils in the area	HJ advised Charmouth and showed details on the internet and also gave maps and leaflets	HJ
24.10.2024	Resident complaining about poor state of Seafeld Gardens, the pond under the clock tower and the hedges along Cliff Field gardens need cutting back dramatically	Seafeld Gardens and Cliff Field Gardens	HJ advised she would send an email to the EDDC Streetscene team	HJ
24.10.2024	Elderly residents wanted help to have an old, broken microwave oven taken away for them	Seaton	HJ liaised with Neil at EDDC who went to the address and picked up the microwave oven and took it back to the depot for disposal by the EDDC recycling team	HJ
27.10.2024	Email from elderly carer living in sheltered accommodation in Colyton, wants help & community support	Colyton	HJ replied to say she has pass on his request for help to the Devon Carers Community Organisation and also gave him the tel no for Care Direct (DCC)	HJ

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>4 November 2024</b>
<b>Item of business</b>	<b>24 COU 10</b>
<b>Details</b>	<b>Report on Tourist Information Centre (‘TIC’)</b>
<b>Purpose of Report</b>	<b>To provide an update on tourist information enquiries</b>
<b>Power/Authority</b>	<b>Local Government Act 1972, s144 – power to encourage visitors</b>
<b>Recommendations</b>	It is <b>RECOMMENDED</b> that Members: <ul style="list-style-type: none"> <li>• note the update</li> </ul>

## 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
<b>2023/24</b>	849	2,263	634	183	3,193	763	<b>3,929</b>
<b>2024/25</b>							
	STC	TIC	STC	TIC	Weekdays	Weekends	Total
<b>April</b>	90	52	39	10	125	66	191
<b>May</b>	48	347	47	11	267	186	453
<b>June</b>	59	374	57	7	288	209	497
<b>July</b>	41	308	43	17	262	147	409
<b>August</b>	52	336	37	25	327	123	450
<b>September</b>	25	255	43	8	234	97	331
<b>October (to 25<sup>th</sup>)</b>	40	55	24	2	121	-	121
<b>November</b>							
<b>December</b>							
<b>January</b>							
<b>February</b>							
<b>March</b>							
<b>2024/25 TOTAL</b>	313	1,669	264	78	1,624	828	<b>2,452</b>

### 3. Opening hours

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

### 4. RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the update

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>4 November 2024</b>
<b>Item of business</b>	<b>24 COU 12</b>
<b>Details</b>	<b>Report on Seaton Town Council’s priorities 2025 onwards</b>
<b>Purpose of Report</b>	<b>To resolve to formally adopt the priorities discussed at the recent meeting of councillors held on 21 September</b>
<b>Power/authority</b>	<b>Localism Act 2011, ss 1-8 – general power of competence</b>
<b>Town Plan Objective</b>	To update the existing town plan
<b>Recommendations</b>	<p>It is <b>RECOMMENDED</b> that Members:</p> <ul style="list-style-type: none"> <li>• agree the priorities as set out in this report, subject to any such additions/deletions as they consider appropriate</li> <li>• authorise the town clerk to update the town plan to reflect the updated priorities</li> <li>• agree the time frame for the updated town plan</li> </ul>

## **1. Background/Introduction**

Members will be familiar with the town plan which was initially adopted by Council in 2021 and formed the basis of a 5-year plan including various priorities that the Council aimed to achieve during that period. The priorities arose from the results of a community consultation. This was repeated in 2023 along with a specific youth consultation and further data is currently being collected by way of a consultation specifically relating to events in the town.

## **2. Current Position**

As many of the priorities set out in the plan are either underway or completed, Members met informally on 21 October to discuss new priorities for 2025-26 onwards.





Three broad areas were agreed with examples of projects/work under each and these are listed below for consideration and formal approval by Council to be included in an updated town plan.

	Priority	Examples of projects
1.	<b>Community engagement</b>	<ul style="list-style-type: none"> <li>councillor surgeries</li> <li>events</li> <li>more consultations</li> <li>youth project with CGS</li> </ul>
2.	<b>Town appearance &amp; promotion</b>	<ul style="list-style-type: none"> <li>Christmas lights</li> <li>floral displays – ensuring their future</li> <li>working towards SW in Bloom</li> <li>walkabouts with Streetscene</li> <li>improved signage</li> <li>working with Seaton Chamber and businesses to encourage improvements to buildings</li> <li>town promotion</li> </ul>
3.	<b>Assets &amp; operations</b>	<ul style="list-style-type: none"> <li>Marshlands</li> <li>Town Hall</li> <li>Cliff Field Gardens</li> <li>Seaton Down Hill</li> <li>Play parks – Underfleet &amp; Elizabeth Road</li> <li>Allotments</li> <li>Street furniture</li> <li>Review of leases – Council land and buildings</li> </ul>

However, if agreed, it should be noted that the town plan is a living document that can be reviewed and amended/ updated at any time as different projects progress.

### 3. Summary and conclusions

Members are asked to consider the list as discussed at the recent meeting and make any such deletions or additions as they consider fit and authorise the town clerk to



update the existing town plan to reflect the updated priorities and decide over what time period the plan should be extended, beyond the current end date in 2026

## **RECOMMENDATIONS**

It is **RECOMMENDED** that Members:

- agree the priorities as set out in this report, subject to any such additions/deletions as they consider appropriate
- authorise the town clerk to update the town plan to reflect the updated priorities
- agree the time frame for the updated town plan



<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>4 November 2024</b>
<b>Item of business</b>	<b>24 COU 13</b>
<b>Details</b>	<b>Report on Seaton Town Council’s Allotments</b>
<b>Purpose of Report</b>	<b>To consider the management, rules and fees relating to the allotments</b>
<b>Power/authority</b>	<b>Small Holding and Allotments Act 1908, ss 23, 25 – power to provide land for allotments and to enter into allotment tenancies</b>
<b>Recommendations</b>	<p>It is <b>RECOMMENDED</b> that Members:</p> <ul style="list-style-type: none"> <li>• increase allotment fees to 60p per square metre or any greater figure that they consider appropriate</li> <li>• note that the invoices will be issued in the Autumn of each year, therefore the new fees would take effect from 1 December 2024</li> <li>• authorise the Town Clerk to review the Allotment Rules and make amendments to permit two bonfires per month on specified days and between specified hours and any such other amendments as she considers appropriate to ensure their fitness for purpose</li> <li>• approve the establishment of an Allotments Committee, with terms of reference and membership being brought to the next meeting of the Council, for approval</li> </ul>

## 1. Introduction

Seaton Town Council has one allotment site on Barnards Hill Lane, comprising 110 plots of varying sizes. These are managed by the Council, with the intention that the cost of maintaining the site is covered by the fees paid by tenants. At the end of each financial year a statement of accounts is produced and any excess funds placed in an earmarked reserve for future maintenance costs. As at the end of the 2023-24



financial year, the earmarked reserve had diminished to just £25, as various repairs to bridges and tracks and maintenance of trees had been undertaken in the preceding two years.

Fees are calculated according to the size of the plot and charged at 30p per square metre. The fees are invoiced in April each year and generate an annual income of approximately £3,000; water rates are divided by the number of tenants and invoiced at the same time.

Each tenant agrees to abide by a document called the 'Non- Statutory Allotment Rules' which is reviewed annually by the Council and sets out how tenants should use the site.

## **2. Current Position**

During and since the pandemic, allotments have become increasingly popular. As such, for the most part, all plots are occupied, with a waiting list of approximately 50. From time to time, plots are relinquished, and occasionally tenancies are terminated by the Council for breaches of the Allotment Rules and the plots are re-let as soon as possible.

As reserves were getting low, and the Council was mindful that further maintenance works would be required over the next couple of years, a meeting was called on 10 September, to which all tenants were invited to discuss a potential increase in fees and matters pertaining generally to the site. The meeting was attended by officers, councillors and 36 allotment holders.

## **3. Tenants' Meeting**

At the meeting on 10 September there was a helpful exchange of views between tenants and the Council. Various matters were discussed and a summary of these are detailed below:

- Fees – officers outlined their concerns over the diminishing level of reserves, as against the increasing costs of maintenance and repairs to the allotments and, in particular, highlighted some of the costly jobs that were likely to be required over coming years including works to the tracks and drainage at the site. Currently there was barely any contingency to cover such works. An informal show of hands was taken as to tenants' thoughts on doubling or even tripling the fees and the majority of those present accepted that an increase was inevitable. Additionally, the point was made that, if fees were increased, then those tenants



who were struggling to maintain and manage their plots effectively, may think twice about paying the annual renewal fee and instead relinquish their plots.

- Payment date – in accordance with the Allotment Rule, tenants must be given 12 months' notice of any increase in rent. Additionally, it would be administratively easier to issue invoices at the end of the growing season when the water rates were known, and the invoices would not coincide with the new financial year in April. It was therefore suggested that the invoicing changed to November or December.
- Management of site – the site was currently managed by the Council's staff. However, it was acknowledged that, with so many plots and other assets and responsibilities and such a small team that there was only not unlimited time available to devote to said management. Officers advised that in some places sites were managed by an allotment association comprising entirely of tenants which is something that could be considered in due course if there was a will to do so.
- Tenants' group – at the meeting, tenants indicated a willingness to get together an informal group to help officers by advising when there were matters that may need addressing and also assisting tenants who may need a little extra help from time to time. They could also bring suggestions to the Council for consideration where the allotment rules might be amended to improve use of the site. It was agreed that tenants would discuss this amongst themselves and advise the office who would be part of that group, so that a group email could be established. At the date of writing, to officers' knowledge, no such group has yet been established.
- Allotment Rules (in particular bonfires) – one of the rules that was problematic was the fact that bonfires were only permitted between specified hours on the first Saturday of each month. This was to enable tenants to burn waste, whilst ensuring the amenity of local residents was not adversely affected. However, if the weather was poor on that date, it meant that waste could not be burned until the next month. As such it was requested that the rules be updated to allow bonfires on two days a month.
- Untidy plots – one of the main concerns raised was that, in some cases, tenants believed that not all plots were as well maintained as they should be and wanted tenants to be evicted more quickly in these circumstances. Whilst sympathy was expressed with their position, officers advised that this was not always as straightforward as it seemed. For example, sometimes, when an inspection identified that a plot did not appear to have been cultivated as well as it might and the tenant was contacted, it became apparent that they had been ill or in hospital or facing circumstances specific to them that had made it difficult. Such situations



had to be handled sensitively. It was also so the case that allotment inspections did not take place as frequently as the Council may wish, due to the lack of staff capacity and the many responsibilities being undertaken.

- Allotments Committee – prior to Covid there had been an Allotments Committee that met twice a year, where all tenants were invited and any issues arising could be discussed. It was suggested that tenants' would welcome the re-establishment of such a committee.

#### **4. Summary and conclusions**

At the conclusion of the meeting, tenants were advised that a report would be brought to council in November with recommendations, as it was ultimately the responsibility of councillors to make decisions relation to the allotments, and tenants would have the opportunity to attend and make representations in the public section of the meeting if they wished to do so.

#### **5. Recommendations**

It is **RECOMMENDED** that Members resolve to:

- increase allotment fees to 60p per square metre or any greater figure that they consider appropriate
- note that the invoices will be issued in the Autumn of each year, therefore the new fees would take effect from 1 December 2024
- authorise the Town Clerk to review the Allotment Rules and make amendments to permit two bonfires per month on specified days and between specified hours and any such other amendments as she considers appropriate to ensure their fitness for purpose
- approve the establishment of an Allotments Committee, with terms of reference and membership being brought to the next meeting of the Council, for approval



## ELIZABETH ROAD PLAY AREA

## OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil TuckleyDATE: 21st October 2024Time Finished: 12.10pm

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CAROUSEL DISH	Rubber crumb shrinkage and wear	Monitor. Repair/replace. Get quotes.	Low
ROUNDAABOUT	Gap re: Rospa report, too large. Holes in worn rubber crumb. Slight rust.	Monitor all issues. Repair/replace - get quotes. Paint.	Medium
FOOTBALL GOAL	Worn & puddled playing surface.	Monitor make good.	Medium
GAMES AREA (MUGA)	Rusty bottom bar	Monitor/make good. Get quotes.	Medium
MULTIPLAY	Hole in matting, some corrosion. Chainlink notching	Monitor all issues/make good.	Medium
TODDLER MULTI		Monitor	Low
PICNIC TABLES		Monitor	Low
BENCHES	Some decay and cracks	Monitor	Low
GATES X 3		Monitor	Low
ROCKING HORSE	Rubber crumb shrinkage and wear. Crack in seat.	Monitor. Repair/replace. Get quotes. Monitor/repair/replace seat	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
SPINNING UNIT (TITAN)	Rubber crumb shrinkage and wear. Some noise	Monitor/repair & replace. Get quotes from contractor. Moving parts greased today.	Medium
TODDLER 1 BAY-2 SEAT	Rubber crumb wear and shrinkage	Monitor/repair & replace. Get quotes from contractor. Moving parts greased today.	Low
JUNIOR 1 BAY 2 SEAT	'D' shackle and chain link notching. Rubber crumb shrinkage and wear.	Monitor/repair & replace. Get quotes from contractor. Moving parts greased today.	Low
SWING NET	Rubber crumb shrinkage and wear. Wrong seat height - See RoSPA. Change height?	Monitor/repair & replace. Get quotes from contractor. Moving parts greased today.	Medium
SLIDE		Monitor	Low
FENCE		Monitor	Low
WOODEN GUARDS	REMOVED		Low
PATH		Monitor	Low
TREES	See tree survey? Branches of Ash tree hanging over Pink Hippos. Oak has lost bark/rot	Monitor. Cut back? Get quotes?	Low



**UNDERFLEET****OPERATIONAL INSPECTION SHEET**INSPECTED BY: Phil TuckleyDATE: 21st October 2024Time Finished 11.11am

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CYCLE STAND		Monitor	Low
GOAL NET X2 POSTS	Worn uneven & waterlogged playing surface. Tatty football nets.	Monitor & make good all issues. New nets ordered.	Low
CYCLOPS (SPIN NET)	Bottom coupling links are notching.	Continue to monitor	Medium
TITAN (ROTARY)	Some chain wear. Some noise	Monitor. Moving parts greased today.	Low
SPIDERS WEB		Monitor	Low
CLIMBING WALL		Monitor	Low
DINO (ZIP WIRE)	Puddled uneven ground and matting, wear on platform, wood delamination, chain notching, tyre stop is cracking up.	Monitor all issues.	Medium
NEXUS VIPER (ROPE SWING)	Waterlogged and uneven ground and matting, tape added to rope end. D shackles are notching.	Monitor all issues. Moving parts greased today	Medium
WILLY JEEP	General rust & flaking/peeling paint. Rusty springs	Monitor /paint	Low
GAPING GHYLL	Cracks in timber.	Monitor	Low
LOPING BALANCE WEAVE	Cracks in timber.	Monitor	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
WALK/STRETCH POSTS	Some cracking in wooden posts. Worn and missing Astro Turf	Monitor	Low
NET TUNNEL	Some cracking in wooden posts, worn astro turf	Monitor	Low
6M NET PYRAMID	Wear to 3rd rope from the top. Loose tile.	Monitor wear to added tape on rope. Checked today, added tape. Tile glued today. Monitor	Low
CIRCUS TRAMPOLINE	Worn and waterlogged ground. Pit full of water. Monitor	Monitor	Low
LANDSCAPE TUNNEL	Astro Turf is worn where it meets with the path & wood is degrading. Protective fall surface see RoSPA report? Change surafce? Get Quotes?	Monitor all issues, get quote to repair/replace. Change surface - get quotes and advice.	Medium
UNIMINI KERRA (TODDLER UNIT)	Floor and cage currently removed.	Parts are on order	Low
LILLIE BASKET (SWING BASKET)		Monitor	Low
ROTY INCLUSIVE ROUNDABOUT		Monitor	Low
BENCH ON MOUND		Monitor	Low
2.4 SLEEPER BENCH X 3		Monitor	Low
DINSOSAUR RIBCAGE WALKWAY ARCH		Monitor	Low
GATES X 2		Monitor	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
FENCE		Monitor	Low
BOULDER SEATS	Located too close to cycle rack.	Move boulders? To picnic area?	Low
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?	Low
TREES	See tree survey?	Lots of broken branches on ground, cleared away today. Monitor	Low