

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

Present:

Chair: Cllr. A. Singh

Town

Councillors: K. Beer, E. Bowman, N. Dyke, D. Haggerty, M. Hartnell, J. Oldfield, J. Rowland, J. Russell & C. Wood

Officers: Town Clerk & Facilities Officer

Public: No members of the public were present.

123. Apologies for absence

Apologies for absence were received, and reasons accepted, from Cllr. Burrows & Cllr. Ledger.

124. Declarations of Interest

Cllrs. Hartnell & Haggerty declared personal interests as East Devon District Councillors (EDDC) and Cllr. Hartnell as a Devon County Councillor (DCC). Cllrs. Dyke and Wood declared a personal interest as volunteers at the Gateway Theatre Company and Cllr. Hartnell declared a personal interest as his son was a volunteer at the Gateway Theatre Company.

125. Council Minutes

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

126. Public Question Time

No members of the public were present.

Confidential Items

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

127. Update on the Town Hall

Members considered a comprehensive report from the Town Clerk, additional statement from the Deputy Clerk which provided further updates and also safety concerns expressed by a member of the public and, in addition to the resolutions already made at the meeting of Council on 2 December which remain valid, Members **RESOLVED** to:

- note the update on actions taken by officers
- note the ongoing risks to the Council
- note that a further statement will be issued by the Council, in accordance with the resolution of 2 December 2024, to update the public, once the results of the electrical installation condition report are available
- authorise the Town Clerk to arrange a meeting early in the New Year with the Gateway Theatre Company to discuss the concerns detailed in the report

(proposed Cllr. Rowland; seconded Cllr. Hartnell)

Meeting closed at 6.30pm

Signed _____

Dated _____



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

Minutes of the Planning Committee Meeting on Monday 18 November 2024

Present:

Chairman: P Burrows

Councillors: K Beer, J Rowland, J Russell & A Singh

Officers: Town Clerk

Public: No members of the public were present

109. Apologies for absence

There were no apologies for absence received.
Cllr Hartnell was absent.

110. Declarations of Interest

There were no declarations of interest.

111. Minutes of the Planning Committee meeting held on Monday 4th November 2024

The Committee **RESOLVED** to agree the minutes of the meeting held on 4th November 2024.
(moved Cllr Beer; seconded Cllr Rowland)

112. 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.

113. 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.

114. Public Question Time

There were no questions raised by members of the public.

Applications for consideration:

115. 24/2327/FUL Mr Allan Davies

18A Durley Road, Seaton EX12 2HW
Proposed single storey rear extension.

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

116. 24/2352/TRE Mr Robert Astin

**Little Withylake, Seaton Down Hill,
Seaton EX12 2JA**
T1, Ash: removed down to ground level.

The Committee **RESOLVED** to propose no objection to the application and would support the recommendations of the East Devon District Council's Arboricultural Officer.
(moved Cllr Burrows; seconded Cllr Singh)

117. 24/2355/TRE Mr Nick Fox

**The Mount, 199 Beer Road, Seaton
EX12 2QB**
T3 - Monterey Cypress: tip reduce all extending limbs by 2-3m to suitable growth points, Maximum Diameter of Cuts 50-75mm. Remove major hazardous deadwood and any split or damaged limbs. Rationale: This fine mature specimen has had multiple limb failures in recent years, the long extending limbs are now dangerously exposed to wind exposure. Tip reducing the limbs is necessary to reduce the leverage and sail to prevent further limb loss. Therefore, these works are proposed as part of the reasonable maintenance and are arboriculturally appropriate.

The Committee **RESOLVED** to propose no objection to the application and would support the recommendations of the East Devon District Council's Arboricultural Officer.
(moved Cllr Burrows; seconded Cllr Singh)

118. Planning Comments

There were no comments for circulation.

119. Tree Preservation Orders

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





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a) 24/0012/TPO – Land To The East Of Barnards Hill Lane and r/o Oaklands Close Seaton

A Tree Preservation Order (TPO) has been made and confirmed in respect of Land To The East Of Barnards Hill Lane and r/o Oaklands Close, Seaton.

b) 24/0013/TPO – Land at 7 Ryalls Court, Seaton

A Tree Preservation Order (TPO) has been made and confirmed in respect of Land at 7 Ryalls Court, Seaton.

120. Appeals

To note appeals lodged to The Planning Inspectorate :

- a) Planning application No. 24/0892/FUL Beachcroft, Burrow Road, Seaton, EX12 2NF. Change of use from ancillary accommodation to holiday let (retrospective)

To note that an appeal has been lodged by the Applicant in respect of the above application. Seaton Town Council objected to the application.

121. Decisions

To note planning decisions made by East Devon District Council:

- a) **24/0387/FUL – White Cross, Colyford Road, Seaton** Demolition of 1no. existing dwelling, construction of 3 no. new dwellings with new access and associated works – **APPROVED** with conditions.
- b) **24/1469/VAR – Tesco Stores Ltd, Swan Road, Seaton** Variation of condition 5 (operating hours) of planning permission 21/2219/VAR (Erection of retail store (5,996 sq m gross) with petrol filling station, other retail units (633 sq m gross) with assorted car parking, pedestrian and vehicular and vehicular access and landscaping) to allow store servicing, deliveries and associated activities from 5am (instead of 7am) Monday to Saturday – **WITHDRAWN**.
- c) **24/2334/DOC – 31 Poplar Tree Drive, Seaton** Discharge of Condition for 20/2104/FUL: Condition 4 (Materials - Cladding) – **DISCHARGE OF CONDITION**.

The meeting closed at 5.48pm.

Signed _____

Dated 2/12/24

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**Minutes of the Planning Committee
Meeting on Monday 2 December 2024**

Present:

Chairman: P Burrows

Councillors: K Beer, M Hartnell J Rowland, J Russell & A Singh

Other Councillors: D Haggerty & J Oldfield

Officers: Town Clerk & Deputy Town Clerk

Public: Seventeen members of the public were present.

122. Apologies for absence

There were no apologies for absence received.

123. Declarations of Interest

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

124. Minutes of the Planning Committee meeting held on Monday 18th November 2024

The Committee **RESOLVED** to agree the minutes of the meeting held on 18th November 2024.

(moved Cllr Beer; seconded Cllr Rowland)

125. 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.

126. 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

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applications in Seaton.

127. Public Question Time

Seven members of the public spoke on planning application 24/2292/MOUT - Land Adjacent to Harepath Road, Seaton and raised the following points:

- Concerns raised relating to the impact on climate change, development of flood routes and potential flooding to nearby housing estates this proposed development will cause.
- Both reports of Devon County Council 'Assessment of flood risk from surface water and ordinary watercourses in Seaton and East Devon District Council's 'Water Cycle Study' are outstanding. No decisions about development in the north of Seaton should be made until these are to hand and carefully considered.
- Impact of the proposed development on local businesses in Seaton and the surrounding area. Damage to the environment and out of keeping with the Area of Outstanding Natural Beauty. This proposed development would draw customers away from the town centre shops. It will have a negative effect on the businesses in the town with some not surviving if this proposed development is given planning permission. Seaton Town Centre is surviving not thriving.
- Impact the large parking area will have on surface water run-off and flooding as the amount of land available to soak up rainwater etc. will be severely reduced. Detrimental impact of the development on wildlife and Seaton Wetlands.
- The claims in the submitted Design & Access Statement that pedestrian and cycle access will improve carbon emissions is rather farfetched. Most people visiting out of town shopping outlets use their own cars to get there. Only a small percentage of local people would consider walking to the proposed retail outlets. Also, many of the residents of Colyford and Seaton are elderly and would not consider walking or cycling to visit the outlets and the public transport links to Seaton are very limited.
- Possibility of anti-social behaviour in the car park at night similar to what has happened at Tesco's car park.
- Due to the number of buses that park along this part of Harepath Road during the day there will be restricted access and vision for vehicles entering and exiting the site which could be dangerous.
- Both stores will be considerably larger than the Aldi store in town.
- The Travel Plan submitted with the application suggests that people wishing to visit the stores could use the tram which travels between Seaton and Colyton, getting off at the Seaton Wetlands stop and taking a fifteen minute walk to the stores. People would not want to walk that far if they are carrying heavy bags of shopping and therefore most people visiting the stores will do so using their car.
- Given it's been twenty years since this site was designated for development

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and Seaton Wetlands, which is in close proximity, has become such an important site for nature and conservation, should the designation of this site be reviewed as there are now Aldi and Tesco food stores in the town.

- The impact the proposed development will have on the wildlife, particularly the dormice and the bats.
- Seaton needs to move forwards. The addition of two new retail outlets on this site will be a bonus to the town, although the design could be more aesthetically pleasing as the proposed site is at one of the gateway entrances to the town.
- It will create some additional jobs but most importantly will mean that many residents who have to travel to Exmouth, Exeter and Taunton to do an M&S food shop will no longer have to do so. Having two well known stores in Seaton will bring more people into the town. It will not affect Abbott's as they cater for a completely different clientele to those who would visit The Range store who currently go out of Seaton to visit their nearest store. Similarly, it will be the same for all the fresh food shops in the town.
- The aesthetics of the proposed two stores is completely out of keeping. Big blue boxes in an area of such beauty is totally unacceptable.

128. Amendment in the order of business

Cllr Burrows proposed and the Planning Committee **RESOLVED** to suspend Standing Orders so that agenda item 10 – Land Adjacent to Harepath Road could be considered next.

(moved Cllr Singh; seconded Cllr Rowland)

Applications for consideration:

129. 24/2292/MOUT

Kilo Properties Ltd

Land Adjacent To Harepath Road, Seaton

Hybrid planning application - full application for the provision of 2no. Class E retail warehouse units with external sales area and EV charging centre with capacity for 8no. spaces together with associated infrastructure onsite, to include landscaping, access, servicing and parking; outline application (with all matters reserved) for the provision of 1no. drive-thru cafe/restaurant.

Discussion took place around:

- Current East Devon Local Plan states that land east of Harepath Road is allocated

for mixed use employment and recreation uses with the employment element taking up no more than 55% of the site. Policy E9 – Town Centre Vitality and Shopping Areas of the Local Plan says that the establishment of new shops which are outside defined town centres or which would extend the shopping areas will not be permitted if they would harm the convenience, vitality or viability of the town centre.

- This is a reasonable application and will bring people into Seaton. It does not help that many of the Consultees who are professionals and have a wealth of knowledge have not yet submitted a response to the application.
- The proposed application has the potential to create a number of jobs for local people. However, there will be a negative impact on the bat population of the area. The proposed stores will generate a lot of artificial lighting well on into the evening which would have a detrimental affect on the bat population which uses this area as a Foraging Habitat and a Commuting Route on their way to and from Beer Quarry and Caves.
- There is the need to be mindful that this site has been allocated in the current Local Plan and the emerging Local Plan for mixed use employment and recreation uses along with housing.
- The affect this proposed application would have on the vitality and viability of the town centre.

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

- The application is contrary to policy E9 - Town Centre Vitality and Shopping Areas of the current East Devon Local Plan.
- The Planning Committee acknowledge the environmental impact which light pollution from the proposed development will have on the bat population which uses this area and the Seaton Wetlands Nature Reserve as a foraging habitat and a commuting route on their way to and from Beer Quarry and Caves

(moved Cllr Rowland; seconded Cllr Beer)

130. 24/2331/VAR Mr & Mrs Makemson

**Tower House, 8 Ryalls Court, Seaton
EX12 2HJ**

Variation of Condition 2 (approved plans) on Planning Permission 23/0186/FUL (Demolition of existing single storey workshop and conservatory and construction of single storey extension, insertion of new openings, alterations to existing opening and garage and minor internal alterations to main dwellinghouse) Amended design and changes in fenestration.



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

131. 24/2388/LBC Mr & Mrs Makemson

**Tower House, 8 Ryalls Court, Seaton
EX12 2HJ**

Variation of Condition 2 (approved plans)
on Listed Building Consent 23/0187/LBC
(Demolition of existing single storey
workshop and conservatory and
construction of single storey extension,
insertion of new openings, alterations to
existing opening and garage and minor
internal alterations to main dwellinghouse)
Amended design and changes in
fenestration.

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

132. 24/2370/CPE Mrs Rosie Rice

16 Eyewell Green, Seaton EX12 2BW

Certificate of lawfulness for existing single
storey rear extension.

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

133. 24/2393/FUL Mr Matt Tubbs

7 Greenway, Seaton EX12 2SE

Proposed Conversion of existing integral
garage into additional residential
accommodation.

The Committee **RESOLVED** to propose no objection to the application with five votes in
support of it. Cllr Rowland objected to the application.
(moved Cllr Burrows; seconded Cllr Singh)

134. 24/2451/TRE Mrs Helen Klarner

**17 Honey Ditches Drive, Seaton EX12
2NU**

T1: Oak - Fell and treat stump with eco-
plugs. T2: Oak - Fell and treat stump with
eco-plugs. T3: Oak - fell and treat stump
with eco-plugs. The above tree works are
proposed as a remedy to the differential
foundation movement at the insured





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Minutes of the Planning Committee Meeting on Monday 16 December 2024

Present:

Chairman: K Beer

Councillors: J Rowland, J Russell & A Singh

Officers: Town Clerk

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.

138. Apologies for absence

Apologies for absence were received and accepted from Cllr Burrows and Cllr Hartnell

139. Declarations of Interest

There were no declarations of interest.

140. Minutes of the Planning Committee meeting held on Monday 2nd December 2024

The Committee **RESOLVED** to agree the minutes of the meeting held on 2nd December 2024.

(moved Cllr Rowland; seconded Cllr Russell)

141. 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.

142. 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.

143. Public Question Time

There were no questions raised by members of the public.

Applications for consideration:

144. 24/2498/TRE Mr Aplin

**Seaforth Cottage, Old Beer Road,
Seaton EX12 2PZ**

T1 - Yew - reduce western limb where overhanging driveway and courtyard by 3m to secondary growth points. Tip prune remaining canopy to shape accordingly. Maximum diameter of cut 50mm.

The Committee **RESOLVED** to propose no objection to the application and would support the recommendations of the East Devon District Council's Arboricultural Officer. (moved Cllr Singh; seconded Cllr Rowland)

145. 24/1849/FUL Kerri-Ann Betty

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

Amended plans for consultation.
**These amendments relate to
Amended existing and proposed
floor/elevations.**

Discussion took place around:

- There were no issues raised concerning the proposed construction of the single storey rear extension. However, concerns were raised relating to the proposed roof terrace. The courtyard area of the building is a small, enclosed space and the proposed height of the walls for the rear extension and roof terrace will encroach on the amenities of occupiers of adjoining residential properties. The proposed roof terrace will adversely affect the amenity of occupiers of adjoining residential properties due to loss of light, loss of privacy and noise associated with the use of the roof terrace during the day and night.

The Committee **RESOLVED** to object to the amended plans for this application on the grounds of:

- The adverse effect the proposed roof terrace would have on the amenities of occupiers of adjoining residential properties by way of noise and disturbance, overlooking, loss of privacy and overshadowing and the potential for overdevelopment on the rear courtyard area of the property.
- (moved Cllr Beer; seconded Cllr Rowland)

146. 24/2544/DOC W & L South Coast Investments Ltd

Hook & Parrot Inn, East Walk Seaton EX12 2LN

Discharge of Condition for 21/0891/FUL: Condition 3 (CMP), Condition 5 (Storm Drainage), Condition 6 (Archaeology), Condition 7 (Contamination), Condition 9 (Materials)

Discussion took place around:

- Committee welcomed this application but could not believe that approval for the demolition of the existing public house and three residential apartments and construction of a replacement bar/restaurant and nine apartments was given approval in February 2022 which is nearly three years ago.
- One of the conditions attached to the granting of planning permission for application 21/0891/FUL was that the construction working hours shall be 8am to 6pm Monday to Friday and 8am to 1pm on Saturdays, with no working on Sundays or Bank Holidays. In the Construction Management Plan submitted by the applicant for this latest application it now states on Page 4 under Site Hours that construction activities will be carried out Monday to Friday 7.30am to 6.00pm and 7.30am to 1.00pm Saturdays. No work on Sundays or Bank Holidays. Although the Committee welcomed this application and hopes a start on the development is made very soon, they could not support the amended hours for construction working submitted with the current application.

The Committee **RESOLVED** to support the discharge of conditions for this application, but the site construction hours must remain as stated in the granting of planning permission for application 21/0891/FUL which are 8am to 6pm Monday to Friday and 8am to 1pm on Saturdays, with no working on Sundays or Bank Holidays so that the amenity of occupiers of adjoining residential properties re not adversely affected by the construction of this development. Cllr Russell supported the discharge of conditions for the application but did not support the proposal for the construction hours to remain as stated for application 21/0891/FUL rather than those stated for the current application.
(moved Cllr Rowland seconded Cllr Beer)

147. Planning Comments

There were no comments for circulation.

148. Decisions

To note planning decisions made by East Devon District Council:

- a) **24/2176/TRE – Hamilton Lodge, Colyford Road, Seaton T1, Oak : 10-15% crown reduction via thinning. Maximum diameter of cuts, 60-70mm. – REFUSED.** The oak



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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, due to the size of the proposed pruning cuts, 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) **24/2327/FUL – 18A Durley Road, Seaton** Proposed single storey rear extension – **APPROVED** with conditions.
- c) **24/2599/NMA – 1 Greenway, Seaton** Minor amendment for 23/0302/FUL : Proposed external material upgrade – **APPLICATION CLOSED.**

The meeting closed at 5.55pm.

Signed _____

Dated 13/11/25

**Minutes of
Finance & General Purposes Committee Meeting
Monday, 18 November 2024**

Present:

Chairman: Cllr. K. Beer

Councillors: P. Burrows, M. Hartnell, J. Oldfield & A. Singh

In attendance: Town Clerk

Public: None

Others: Cllrs. E. Bowman, D. Ledger, J. Rowland & J. Russell were also in attendance, but not members of the committee.

17. Apologies for absence

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

18. Declarations of Interest

Cllr. Hartnell declared an interest as an East Devon District and Devon County Councillor.

19. Minutes of the previous meeting

Members **RESOLVED** to approve the minutes of the Finance and General Purposes Committee meeting, held on Monday, 21 October 2024.
(moved Cllr. Singh, seconded Cllr. Oldfield)

20. Public Question Time

No members of the public were in attendance.

21. Budget Proposals 2025/26

Members reviewed the draft budget and proposed earmarked and general reserves and, subject to an adjustment to reduce the general reserve and increase an earmarked reserve for staffing to £20,000, by reducing earmarked reserves **RESOLVED** to:



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- recommend to Council approval of the draft budget and precept as per the report
 - authorise the Town Clerk to make the recommended movements from general to earmarked reserves
- (moved Cllr. Hartnell, seconded Cllr. Singh)

Meeting closed at 6.45pm

Chairman: _____

K. Beer

Date: _____

20 / 1 / 25

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	3 February 2025
Item of business	25 COU 08
Details	Chairman’s Report
Purpose of Report	To provide a summary of the Chairman’s engagements since the last meeting of Council
Recommendations	It is RECOMMENDED that Members note the report.

October has been a quiet month and the Chairman engagements since the 2 December meeting of Council are detailed below:

RECOMMENDATIONS

- 20 December – drew raffle for Seaton Majorettes
- 24 December – drew raffle for Axe Valley Running Club for London Marathon
- 8 January – attended meeting with trustees of the Gateway Theatre Company
- 20 January – attended meeting with Theatres Trust

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

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	3 February 2025
Item of business	25 COU 09
Details	Town Clerk’s Report
Purpose of Report	To provide a summary of the ongoing work and correspondence log of Seaton Town Council
Recommendations	It is RECOMMENDED that Members: <ul style="list-style-type: none"> • note the report

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

Due to the number of officer hours spent remedying the situation at the Town Hall (currently standing at around 400 hours since early November), progress on most other projects has been delayed.

- **Committees and meetings:**
 - **Extraordinary Council Meetings** – 16 December 2024 and 27 January 2025
 - **Planning Committee** – 2 & 16 December 2024 and 13 January 2025
 - **Finance & General Purposes Committee** – 20 January 2025
 - **Meeting with tenants of town hall** – 8 January - meeting to discuss the town hall
- **Town Hall** – the majority of officer time, since early November has been taken up with dealing with the town hall - working with contractors to obtain quotations and arrange works, liaising and meeting with tenants, scheduling essential works and safety inspections, providing community users with access to collect equipment,

dealing with numerous enquiries and providing regular updates to insurers in order to retain the limited cover currently available.

- **Interim audit** – this took place on Monday 2 December and the observations are reports separately
- **Community events consultation** – the report on this has been delayed due to the work being undertaken at the town hall and lack of officer capacity
- **Correspondence and enquiries** - various correspondence and enquiries have been dealt with by officers throughout the month and a summary of correspondence is attached.

RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the report



Correspondence & Complaints Log

Correspondence & Complaints – April 2024

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

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

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

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

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

MAY 2024

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

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

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

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

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

JUNE 2024

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

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

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

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

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

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

JULY 2024

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

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

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

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

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

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

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

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

AUGUST 2024

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

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

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

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

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

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

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

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

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

11.9.2024	New resident about to move to Seaton from Cheshire wanted info on utilities, council tax, and bins etc	Seaton	HJ gave telephone numbers and advice on moving to Seaton	HJ
11.9.2024	Lady wanted a bus pass application form	In the office	HJ gave form and advised where to post	HJ
12.9.2024	Two glamorous American ladies wanted advice on local walks suitable for them. They both have artificial knees	Walks in Seaton	HJ gave advise and maps and walking leaflets	HJ
12.9.2024	Visitor wanted to know what Sidmouth is like	Sidmouth	Gave map and leaflet	JH
12.9.2024	Planning query wanted to view plans	Bunts Lane, Seaton	HJ printed of plans and advised expiry dates and comment procedure etc	HJ
13.9.2024	Where can electric cars be charged?	Electric Charging Points	Given locations in Seaton car parks	TIC Vols
13.9.2024	Wanted to find fossils	Seaton	Advised better in Charmouth and Lyme Regis	TIC Volunteer
16.9.2024	Telephone call from resident who has a car parking permit query	Orchard Car Park	HJ gave tel no for EDDC parking services dept	TIC Volunteer
16.9.2024	Seaton resident telephoned to ask the process for co-opting new councillors	In the office	Jules gave her the relevant details	JM
16.9.2024	Dutch couple wanted to know everything about Seaton	In the office	Spent 20 minutes helping with their enquiries	HJ & PT
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 th 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? As above	Axmouth Bridge 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. (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	HJ and consulted 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 th November and 2 nd 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 Seafield Gardens, the pond under the clock tower and the hedges along Cliff Field gardens need cutting back dramatically	Seafield 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 passed on his request for help to the Devon Carers Community Organisation and also gave him the tel no for Care Direct (DCC)	HJ

NOVEMBER 2024

1.11.2024	FOI request regarding details of expenditure on Christmas lights, decorations and a celebrity to switch them on	Seaton	JPM responded with relevant details	JPM
1.11.2024	PCSO Mike McGauley called into the office for a catch up. He was not aware of the fire in Cliff Field Gardens the night before, because the Fire Brigade reported the incident to EDDC thinking it was their land. The Fire Brigade did not notify the Police	Re: Fire in Cliff Field Gardens	Paul gave PCSO Mike the details about the fire and vandalism and we handed over a wallet also found on a bench in the gardens which may or may not be connected to the crime. PCSO Mike said he would reunite the wallet with the owner who lives in Beer. The fire was reported to 101 online.	HJ & Paul
1.11.2024	Telephone call from Police Sergeant Pete Cox of the dog handling team. He wanted to know who owns the land at the Honiton Showground site because the police force would like to use the land for training police dogs.	Honiton Showground	HJ made a few enquiries and emailed to Sergeant Cox the details for the Honiton Show Secretary and also for the Coombe Estate office, who maybe the landowner. Possibly owned by the Churchill farming family?	HJ
1.11.2024	Verg grumpy resident of Seaton who lives on Harbour Road, telephoned to complain that he could not access the seafront with his wife in a wheelchair because of the road closures outside Fosseyway Court, the barriers for the works erecting the new bus shelters, and the sea wall gates were closed. When he tried to visit our office to complain, our office was closed.	Seafront & Esplanade and Fisherman's Gap	HJ explained the reasons for closures were for temporary works and repairs and the seafront will be accessible again soon. The storm gates were closed to prevent flooding, especially to Harbour Road! HJ explained winter opening hours for the Council offices.	JH
1.11.2024	Seaton Majorettes representative telephoned to ask if they can apply for a community grant.	In the office	HJ spoke to JH who advised yes, they can apply now, as they haven't applied for a grant for over two years	HJ & JH

1.11.2024	Person came into the office to ask for a direct telephone number for the planning dept. at EDDC regarding an application on a property in Sidmouth that he is trying to purchase.	In the office	HJ gave a telephone number for the Planning Team East	HJ
1.11.2024	Resident living next door to the Orchard car park in Seaton telephoned to complain about overgrown ivy taking over her wall and garden gate and it has consumed the man hole cover for her water meter.	Orchard Car Park, Seaton	HJ reported online to Streetscene	TIC Vols HJ
4.11.2024	PC Kennard telephoned to speak to us about the fire in Cliff Field Gardens.	Cliff Field Gardens	Paul updated PC Kennard with the details.	PJ
4.11.2024	Visitor to Seaton wanted me to confirm that the parking bays on the seafront are free during the winter	Parking bays on the seafront	HJ confirmed free parking from 1 st November to 30 th April then charges apply	HJ
4.11.2024	Telephone call from The Donkey Sanctuary enquiring about the availability of the function room	Marshlands Function Room	HJ checked diary and advised accordingly	HJ
4.11.2024	Email from a resident of a sheltered house in Colyton who wants to get in touch with Devon Carers, the charity.	Email	HJ forwarded his email to Devon Carers and let him know that his email has been forwarded so he will get some help. Since had a reply from Devon Carers who will contact him and arrange support.	HJ
4.11.2024	Email from the Sidmouth running club who want to reserve parking spaces on the seafront for the timing van and Marshalls for their Exe to Axe annual running race	Seafront parking bays	HJ sent a link to the Devon County Council trade permit page online	HJ
5.11.2024	Email from resident of Seaton who has noticed there are several street lamps out of action on the Esplanade	Esplanade	HJ emailed Streetscene	HJ

5.11.2024	Email from local person who wants the dog ban lifted from the Seaton Wetlands	Seaton Wetlands	HJ advised this would be very difficult and she would need to lobby her local EDDC Cllrs first and it would be a very lengthy process, something STC cannot help with.	HJ
5.11.2024	Faulty street lamp on the Moridunum reported	Moridunum	HJ emailed EDDC Streetscene	HJ
6.11.2024	Email asking if Seaswift House is still an operating care home?	Seaswift House on Seahill	HJ replied to say no, it closed down at the beginning of the year and is now a house of multiple occupancy accommodating care workers who are employed in Seaton.	HJ
7.11.2024	Resident of Seaton who is blind telephoned to complain about the new bust shelter on the seafront. Its all completely wrong and nothing is right about it at all and its most unsuitable for blind people and the elderly population.	New bus shelter at Fisherman's Gap	HJ explained all bus shelters were project managed by Devon County and the works are complete now so nothing can be changed. The matter is closed.	HJ
7.11.2024	Email from resident of Uplyme who wanted to register on our allotment waiting list	Allotments	HJ replied to say sorry but we only take applications from Seaton residents with an EX12 postcode	HJ
7.11.2024	Little Gems Fruit & Veg shop in Cross Street asking if there will be Xmas lights in that part of town?	Cross Street	HJ said unfortunately not this year because couldn't track landlords of buildings to get permission to put up light fixings so not this year but hopefully festoon lights next year	JH
7.11.2024	Random email from a conveyancing firm who wanted planning information for a property in Seaton, Looe, Cornwall	Seaton in Cornwall	HJ replied recommending that she contact Cornwall Council and forwarded a link to their website	HJ
8.11.2024	Email from Seaton resident who had responded to Jo's community events consultation. She was suggesting that Seaton holds a "Burning clocks" event on the seafront where paper lanterns are set on fire. Apparently, this event happens on 21 st December every year in Brighton, in protest against the	Seaton beach.	HJ replied to say thank you for the suggestion	HJ

	commercialism of Christmas and capitalism			
8.11.2024	Email from resident complaining there are not seats in the new bus shelter	New bus shelter at Fisherman's Gap	HJ explained that DCC may fit seats as part of the finishing process	HJ
8.11.2024	Email from resident of Sea Hill complaining about bar car parking on the road and speeding traffic plus cars driving the wrong way around the roundabout at Fisherman's Gap	Sea Hill	JM replied to say traffic offences are a police matter and to report to them. To complain about the parking bays he needs to report online to DCC Highways	JM
8.11.2024	Email from resident asking what is happening with the Hook & Parrott Inn on the seafront?	Hook & Parrot on seafront	HJ explained recently sold and new planning applications submitted and a road closure order for works to start on 20 th January 2025	HJ
10.11.2024	Email from random person looking for the political party affiliation (or independent status) of the councillors elected to Seaton Town Council in May 2015, as the "Declaration of Result of Poll" fails to specify the political makeup of the elected members.	By email	Not replied yet	HJ
10.11.2024	Resident of Colyton wants to go onto our allotment waiting list	Allotments	Doesn't reside in Seaton so cannot be added to the list	HJ
11.11.2024	Phone call from a resident who is registered blind. He is not happy with the new bus shelter on the seafront, everything is wrong with it and nothing is right with it at all and its most unsuitable for blind people	New bus shelter on the seafront	HJ explained nothing can be done as the shelter has been installed and the project is now completed.	HJ
12.11.2024	Wanted to renew their bus pass	In the office	Gave an application form to complete and send to Devon County Council	HJ

13.11.2024	Couple came into the office wanting to know the variety of the tree growing in the next door neighbour's garden on the seafront	Whitecliff Flats next door	No one in the office could say what variety the shrub was	HJ
13.11.2024	Email from resident of East Devon who wants to set up a Sauna Hut on Seaton Beach throughout the summer	Seaton Beach	HJ gave her details for EDDC beach concessions and a link to the application form	HJ
13.11.2024	Is there a 2A bus service in Axminster	Axminster	Could not find any timetables	HJ
13.11.2024	FOT request regarding the political affiliations of STC councillor's elected in 2015	Seaton	JPM responded confirming that the Council did not hold this information	JPM
14.11.2024	Wanted timetables for any buses running on a Sunday	In the office	HJ explained only the Stagecoach 9 and 9A runs on a Sunday	HJ
14.11.2024	Email from a lady who wants to set up a mobile beach sauna on the Esplanade or Fisherman's Gap on Seaton seafront	Esplanade & Fisherman's Gap	HJ replied to say she needs permission from EDDC and emailed links to the relevant departments	HJ
18.11.2024	Wanted a street map of Crediton	Crediton	HJ advised her to contact Mid Devon District Council as they may have something, as nothing was available online.	HJ
18.11.2024	Sarah Jackson from Axminster Town Council telephoned to ask about our allotment fees & plot sizes	Axminster Town Council	HJ gave Sarah the information she wanted. They are going to raise their allotment fees too.	HJ
19.11.2024	Local ballerina teacher wants to promote her classes and can we hold her leaflets here	In the office	HJ took leaflets	HJ
19.11.2024	Local resident complaining there are at least five street lights out of order on the seafront, both sides of the	Seafront and Esplanade	HJ said would report to DCC and EDDC	HJ

	Esplanade which is very dangerous as it is very dark at night			
20.11.2024	Phone call and email planning objection to application at 30 to 32 Queen Street	Queen Street	Forwarded to Planning Committee Cllrs	HJ
20.11.2024	Lady wanted directions to the Ledger Scaffolding company office	Seaton Down Road	HJ showed location on Google maps	HJ
20.11.2024	Resident wants salt & grit bin topped up on corner of Churston Rise	Churston Rise	HJ took note and will arrange for replenishment	HJ
22.11.2024	Email from a resident asking if it's possible to refill the yellow grit box situated at the junction of Durley drive / Westacres outside no 2 Westacres as it is now empty.	Westacres & Durley Drive	HJ took note and will arrange for replenishment	HJ
25.11.2024	Phone call from visitor wanting advice and recommendations on local accommodation	Seaton	HJ gave suggestions and emailed local accommodation list	HJ
25.11.2024	Email from local resident who was complaining about the overgrown and sagging hedges on the cliff side of Cliff Field Gardens. Now blocking the concrete footpath	Cliff Field Gardens	HJ replied to say she had reported to EDDC who manage that side of the gardens	HJ
25.11.2024	Email from local resident who wanted to do some busking in the Square in Seaton	The Square	HJ researched both EDDC and DCC websites and could not find any info on busking. Recommended she telephones EDDC for advice	HJ
26.11.2024	Email from a resident of Court Lane who is complaining about a local landscaping company using the road for loading and unloading garden machinery & equipment and for blocking residents access and parking on double yellow lines. He has contacted both EDDC & DCC who say it is a police matter	Court Lane, Seaton.	HJ advised she will notify the local neighbourhood policing team and see if they can patrol and enforce parking penalties	HJ

26.11.2024	Phone call from a lady who lives in Anglesey. She is clearing out a late relative's belongings and found old photos of Seaton in Devon. Do we want them?	Old Seaton	HJ said yes please and thank you for calling and offering them to us.	HJ
27.11.2024	Telephone call from a resident of Westcliffe Terrace complaining about other residents cutting down the pampas grass that is growing from the EDDC green space next door	Cliff Field Gardens green space by footpath and steps	HJ said she would contact EDDC Streetscene and let them know what is happening.	HJ
28.11.2024	Email from a firm of Solicitors called Roach Planning, who want to know when our planning committee meetings are held and deadline for submitting agenda items	In the office	HJ replied explaining process with EDDC and our fortnightly planning committee meetings. Agendas are published on the Wednesday before the Monday meeting.	HJ
30.11.2024	Email from company called Butlers Grove asking if we would be interested in selling their gifts in our TIC shop	The TIC	HJ replied to say thanks but no thanks as we only sell maps and tide books, not edible produce or souvenirs	HJ

DECEMBER 2024

02.12.2024	Complaint about planning application for retail outlets off Harepath Road. The application was supposed to have been validated on 21/11/24 but there was no notification on the EDDC email of key applications received. Also last advertised in the press on 4 December 2024. However, the council has arranged a planning meeting on 2 December to discuss this application. She thought	Hybrid planning application with Baker Estates Green Wedge – Land adjacent to Harepath Road, retail outlets and car parking	HJ referred to the Planning Committee Secretary for advice on how to reply. Town clerk replied accordingly, the dates are correct and STC was right to hold the meeting on 2 nd December	HJ & JM
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	<p>planning applications had to be advertised 5 days before they could be put before the council. Therefore this application should not be discussed until after the date of the press release so that any concerned residents could have their voice heard.</p>			
2.12.2024	<p>Local resident came in to report an incident of harassment and intimidation in the Jurassic Long Stay car park last Friday evening. Is there CCTV?</p>	<p>Jurassic Park long stay car park</p>	<p>JH emailed EDDC who confirmed no CCTV in that car park. JH also emailed local police neighborhood team to let them know the incident was reported to the council. JH advised the person to report online to 101</p>	<p>JH</p>
3.12.2024	<p>Lady came into the office to report a deep pot hole / sink hole at Fisherman's Gap on the Esplanade. She fell into it and has damaged her ankle, head and ribs. She wants it repaired ASAP so that no elderly people become victim to it</p>	<p>Fisherman's Gap on the Esplanade</p>	<p>HJ reported to EDDC Streetscene urgently</p>	<p>HJ</p>
3.12.2024	<p>Email from an overseas person living in Washington, USA, who is a family historian. He has been researching the surname STARR in the parish of Seaton. Recently, he was referred to one of the Blue Plaques in Seaton. It turned out to be one of the only links between the STARR surname and the property which he has been able to locate. He hopes to learn more about this specific plaque which is located on The Manor House in Fore Street</p>	<p>The Manor House, Blue Plaque Scheme, Fore Street</p>		<p>HJ</p>

3.12.2024	JKS Flooring asked for a maintenance access temporary permit for a job they are doing in Fore Street, fitting new carpets.	Fore Street	HJ gave temporary permit	HJ
3.12.2024	Someone phoned to ask when the Gateway Theatre will be open again?	Gateway Theatre	HJ passed to JM	HJ & JM
4.12.2024	Residents of Durley Road came in to report several street lamps are staying on all night and causing light pollution	Durley Road	HJ reported online to DCC who replied saying recent repairs have been made & the timers have not yet been reset & synchronized with the main system but should be done soon then the timings will go back to off at 00.30hrs and back on at 06.00hrs	HJ
4.12.2024	Seaton Christadelphians want to make two room bookings in 2025	Function Room	HJ took bookings and wrote in new diary	HJ
4.12.2024	Local resident came into the office asking for her international pension form to be signed as evidence that she is still alive.	In the office	HJ signed and stamped the pension form.	HJ
5.12.2024	Seaton Music Society phoned wanting to know when The Gateway Theatre will be open again as they have a whole schedule of recitals booked in there	The Gateway Theatre	HJ passed to JM	HJ & JM
6.12.2024	Email received concerning the Central Seaton Store, 26, Fore street who for a long time now have had a cabinet full of disposable vapes by their front door. The stand has no doors on it and the vapes are easy to take from said stand, easy temptation for children and adults alike.	Central Stores on Fore Street, Seaton	HJ replied to advise they contact EDDC licensing and also Trading Standards, and gave links to websites and email addresses	HJ

6.12.2024	Allotment holder on plot 46b emailed to say she shed next door on plot 46a has blown over in the storm and there appears to be damage	Allotments	HJ replied to say thank you and then notified the tenant of plot 46a who had already been up to the allotments and cleared away the rubbish and debris	HJ
10.12.2024	E Card Xmas card received from Chard Town Council & Mayor	Email	HJ circulated to all Cllrs and colleagues	HJ
10.12.2024	Gateway customer wanting refund for several tickets she had purchase for her daughter's birthday outing to watch The Beauty & The Beast	The Gateway Theatre	HJ emailed Ali and Rachel Webber who responded to say they will sort this out	HJ
10.12.2024	Council tax query	In the office.	HJ referred to EDDC and gave tel no.	HJ
11.12.2024	Primary School children and guardian who were participating in a beach run, wanted to use our toilets	In the office.	JM took them all downstairs to use the male and female toilets	JH
11.12.2024	Someone wanted contact details for the EDDC electoral role dept	In the office	JH gave details for EDDC democratic services dept.	JH
11.12.2024	Seaton WI wanted to book a craft fair at Marshlands for November 2025	Function Room	HJ took booking and emailed form	HJ
11.12.2024	Local walker wants the dog control stencils re-sprayed on the Esplanade as fading and worn away	Esplanade	HJ emailed Streetscene asking them to re-paint the dog control stencils	HJ
11.12.224	The Practice Manager at Seaton & Colyton Medical Practice wants to discuss with a Councillor details of an application by Jhoots Pharmacy to relocate their pharmacy licence from their building at Seaton & Colyton Medical Practice at 148 Harepath Road to the Spar shop further down Harepath Road. This would be detrimental to their pharmacy building next door as they won't be able to get another pharmacy license if JHoots obtain one for the Spar shop.	Seaton & Colyton Medical Practice	HJ forwarded to the three EDDC Cllrs and the Town Clerk. Following discussions with Cllr Jack Rowland, who has extensive experience with health matters in Seaton, Cllr Rowland recommended STC responds quickly before the 45 day deadline. Cllr Rowland continues to liaise with both GP practices.	HJ JM Cllr Jack Rowland

11.12.2024	Resident of Whitecross Gardens emailed to complain about Colyford Road still being closed after the deadline of 6 th December, over running by a week	Colyford Road	HJ gave contact details for Wales & West Utilities as they are the contractors responsible for the road closures. If he wants to complain then this has to be to DCC Highways.	HJ
12.12.2024	Email from a resident who has lived in Seaton for the last 8 years having retired from a 30-year career in L.A Social Care spanning a variety of roles. He would like to be involved in promoting the welfare of the town and its diverse citizens and interests by making himself available to the Council with respect to the knowledge, experience, values and skills he has accrued.	Email received	HJ replied to him with a variety of information about becoming a Seaton Town Councillor and a District Councillor and sent links to various information on line	HJ
12.12.224	BBC Devon emailed asking for Christmas lights photos to be sent to them for a social media campaign they are doing of different lights in the towns across the Southwest	Email received	HJ forwarded to several people including The Chamber asking them to contribute by sending Xmas lights photos to BBC Devon.	HJ
15.12.2024	Email from someone who wants to trade at our Artisan Markets in Seaton	Email received	HJ explained STC no longer hosts the Artisan Markets but referred her to The Chamber so she can join their markets in Windsor Gardens	HJ
16.12.2024	A resident of Seaton who uses a mobility scooter would like the railings removed from the footpath/cycle path where it goes past the Pumping Station (by the Borrow Pit) She cannot manoeuvre her scooter around them.	New cycle/footpath by Borrow Pit on the Wetlands	HJ and the footpath coordinator contacted Devon County Council who have said they plan to remove the railings by the end of this year	HJ

16.12.2024	Email from Devon County Lighting who have received a report of street lights on all day & night in Valley View Close, Seaton. Devon County Council records suggest that these lights are under the ownership of a residents association (as neither the roads nor lights have been adopted by DCC) but the member of public who has made this report believes there is no residents association maintaining these lights.	Valley View Close	HJ looked up planning records and this development was built between 1968 and 1972 but could not find evidence of any resident's association. HJ suggested he contacts the Land Registry to reveal ownership of Valley Close. Possibly EDDC?	HJ
16.12.2024	Woodbury Parish Council want to know who supplied our new bus shelter on the seafront, with the living roof.	New bus shelter on the seafront	HJ advised Fernbank Advertising are the company that have worked with DCC regarding the bus shelter.	HJ
17.12.2024	Resident wanted to know the rubbish and recycling collection times over the festive period	In the office	HJ looked up dates on the EDDC website and printed off a list of collection dates for him	HJ
17.12.2024	Resident wanted help with the pickup stops for the Stagecoach 9A on the A3052	In the office	HJ gave advice on where the stops are on the A3052	HJ
17.12.2024	Seaton carer wanted to order five free Rudolph Xmas meals for her clients	Telephone	HJ passed onto Sharon Thorne the coordinator	HJ
19.12.2024	Husband looking for his wife's lost red scarf	Marshlands	HJ and person looked everywhere but no sign of the lost scarf	HJ
20.12.2024	Office closes for Christmas and the New Year, to re-open on Monday 6th January 2025			

JANUARY 2025

				Officer
Office closed from Friday 20 th December for Christmas and the New Year, re-opening on Monday 6 th January 2025				
29.12.2024	Telephone message from the Tramway asking why the Underfleet long stay car park is still locked at 10am?	Underfleet car park	EDDC in charge of locking up and unlocking this car park	HJ
3.1.2025	Circus group want to visit Seaton with their small, all human circus "Circus Montini for a week or two in July/August this year and wondered what grounds in Seaton may be suitable/available, and who owns them. The area they require is approximately the size of half a football pitch to accommodate everything. They are self-sufficient, however, access to a water point/hydrant is always bonus. Please can we suggest anywhere?	Open spaces in Seaton	HJ replied to offer Cliff Field Gardens and sent the Land & Buildings Hire policy and booking form. They replied to say they will do a site visit to see if the area would be suitable. HJ advised they need to contact EDDC for other areas in Seaton including the beach, or to contact the cricket club and the football club to use their open spaces	HJ
3.1.2025	Email from South West Water Pennon Group who want to hire a large room for a road show in Seaton mid February	Marshlands function room	HJ gave hourly rate and details and asked for suggested dates they are looking at	HJ
6.1.2025	Lady came into the office to ask where would be the best place to donate woollen blankets?	In the office	HJ gave her the Restore community handbook and suggested she contact them for guidance	HJ
6.1.2025	Car parking permit query	Telephone	HJ referred to the EDDC website	HJ

6.1.205	Resident wanted their international pension form signed as proof they are still alive and eligible to claim	In the office	HJ signed and stamped the form	JH
8.1.25	Resident at 65 Harbour Road emailed complaining about noise and idling engines and diesel pollution coming from the AVMT bus depot on Harbour Road. He has lived there for 2 years and is autistic and he can't put up with it for much longer	65 Harbour Road & AVMT Bus Depot	HJ forwarded email to the Environmental Health team at EDDC and replied to the resident accordingly.	HJ
10.1.2025	17-year-old emailed asking for any job opportunities at STC	Email	HJ replied to say nothing at the moment but she should contact EDDC as they may have opportunities there	HJ
14.1.2025	Resident called asking about his recycling collection dates	Telephone	HJ looked up on the EDDC website and gave him the information he wanted	HJ
14.1.2025	Resident of Durley Road emailed to say the street lights have still not been fixed and are staying on all night	Durley Road	HJ followed up initial report with DCC	HJ
14.1.2025	Enquiry about the Artisan Markets	Email	HJ replied to say STC no longer organizes the Artisan Markets but they should contact The Chamber instead	HJ
15.1.2025	Email from Minehead Town Council asking us where the new bus shelter on the seafront came from	New bus shelter on the seafront	HJ replied to say it came from Fernbank Advertising and was installed by the district and county council	HJ
15.1.2025	Resident of Sea Hill reports the lights on the clock in Jubilee Gardens have been out for the past month	Jubilee Gardens	HJ reported to Streetscene at EDDC.	HJ
16.1.2026	Both neighbourhood police PCs called into the office to speak to Phil about the damage to the picnic area at the top of Seaton Down Hill	Seaton Down Hill picnic area	They have an idea who the offending drivers might be so everyone to keep vigilant and they will patrol the area on a more regular basis	HJ & PT

20.1.2025	Resident of Clapps Lane in Seaton was asking about who owns Clapps Lane because one resident keeps putting signs up saying "No Parking" including a big sign in a bucket of sand in the middle of the road.	Clapps Lane	HJ looked at Parishes online and on the Devon County interactive map which confirmed Devon County Council Highways own Clapps Lane, therefore no one has the right to put "No Parking" signs up and also he is blocking the highway with the sand bucket. Advised she can report the issue online	HJ
20.1.2025	Person on Allotment waiting list was chasing up his position because he is very desperate to have an allotment	Allotments	HJ told him he is number 6 on the list so will probably get an allotment within a few months	HJ
21.1.2025	Resident came in to have her international pension form signed by STC as proof she is still alive	In the office	HJ stamped and signed the form	JH
22.01.2025	Member of the public reported the lamppost in Windsor Gardens is not working	Windsor Gardens	HJ reported to EDDC	JH
18.01.2025	Email from someone asking why the storm barriers are always blocking the sea front even when the sea is calm? This is really inaccessible for people with mobility issues to not be able to access the esplanade. Today, 18th Jan, the sea is flat and has been for hours. It's lunchtime and people want to walk onto the front, why are the barriers up?!	Sea wall and the storm barriers on the seafront	HJ replied to say the sea wall and storm gates are owned and managed by the Environment Agency who are the sole key holders. STC, EDDC and DCC have no say in when the gates are open or closed.	HJ
24.01.2025	Email asking about busking in the town. Is this allowed and does she need to complete a form, apply for a licence or get permissions?	Busking in Seaton	HJ replied to say doesn't need permission unless collecting for charity then will need a license from EDDC. Can busk on DCC owned land as long as she is not causing an obstruction or a nuisance	HJ
24.01.2025	Complaint from a resident of Manor Gardens - adjacent to	Manor Gardens and Clapps	HJ forwarded to Cllr Marcus Hartnell and	HJ

	<p>Clapps Lane (Footpath 3) in Seaton who is very concerned that there is a constant problem of cars being parked on the footpath. Her main concern is one of Highway safety as cars parked in this area obscure vision of pedestrians or traffic on driving out of Manor Gardens/Clapps Lane onto the main Colyford Road. She is also concerned as this is a footpath which could shortly experience much heavier pedestrian traffic as it will become an entrance to the Seaton Wetlands.</p> <p>Is there anything the Public Rights of Way Dept can do (either directly or via DCC) to warn these motorists of the dangers and illegality of parking in this area, please?</p>	Lane	reported parking issue online to Devon County Council on the public rights of way report an obstruction portal.	
27.01.2025	Resident of Scalwell Lane reporting blocked drains	Scalwell Lane	JH gave telephone number for DCC to report to them	JH
28.01.2025	Person wanting to know where they are on the allotments waiting list?	Allotments	Told now at number 6 on list so might get an allotment this year	HJ



Julia Mutlow
Town Clerk
Seaton Town Council
Marshlands Centre
Harbour Road
Seaton
Devon
EX12 2LT

19th December 2024

Dear Julia,

Interim Internal Audit

An audit was carried out by Kevin Rose on Monday 2 December 2024. This was the interim internal audit, part of the annual internal audit coverage of the Council. Prior to the audit a 'Pre-Audit' was carried out remotely which tested items which are required to be published on the Council's website.

The audit was undertaken using the standard IAC Audit Checklist, that we use for all Local Councils, which has 207 items. A total of 89 items were tested during this audit, including items that were examined and tested as part of the pre-audit process. A balance of 118 items remain to be tested.

The following 'Internal Control Objectives' of the Annual Internal Audit Report (part of the AGAR) were checked and confirmed as being Not Applicable to your Council for this financial year.

- Exemption from External Audit (Box K)
- the Transparency Code (for Smaller Authorities) (Box L)
- Trust Funds (Box O)

Areas subject to audit were;

- the Accounting system and records (Box A)
- the Payment system (Box B)
- Risk and insurance (Box C)
- Budget and precept setting and monitoring (Box D)
- Income billing, collection and VAT (Box E)
- Petty cash (Box F)
- Bank reconciliations (Box I)
- Accounting Statements (Box J)
- the Transparency Code (for Smaller Authorities) (Box L)

Of the 84 applicable items tested a Positive response was obtained in respect of 83 tests. There was 1 Negative response identified and 3 Observations were made, details of which are set out in the attached Interim Internal Audit Observations.

Summary of tests undertaken during this audit

Positive response	83
Negative response	1
Not Applicable to your Council	5
Total tests carried out	<u>89</u>

I am pleased to advise that no 'Non-Compliances' were identified at this stage that would give rise to a negative response on the statutory Annual Internal Audit Report.

I would like to express my thanks for the assistance and hospitality provided to me during my audit.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'K. Rose'.

Kevin Rose ACMA
Director

Interim audit summary Seaton Town Council

(shaded Internal Control Objectives are not applicable to your Council)



Audit 1 Date 2 December 2024

Internal Control Objective		N/A	Tested	Positive	Negative	Observations	Non Compliance
Box A	Appropriate accounting records have been properly kept throughout the financial year.	-	6	6	-	-	
Box B	This authority complied with its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	3	17	14	-	-	
Box C	This authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	1	8	7	-	1	
Box D	The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	1	14	13	-	-	
Box E	Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	-	13	12	1	1	
Box F	Petty cash payments were properly supported by receipts, all petty cash expenditure was approved and VAT appropriately accounted for.	-	9	9	-	-	
Box G	Salaries to employees and allowances to members were paid in accordance with this authority's approvals, and PAYE and NI requirements were properly applied.	-	-	-	-	-	
Box H	Asset and investments registers were complete and accurate and properly maintained.	-	-	-	-	-	
Box I	Periodic bank account reconciliations were properly carried out during the year.	-	7	7	-	-	
Box J	Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, supported by an adequate audit trail from underlying records and where appropriate debtors and creditors were properly recorded.	-	2	2	-	-	
Box K	If the authority certified itself as exempt from a limited assurance review in 2023/24, it met the exemption criteria and correctly declared itself exempt. (If the authority had a limited assurance review of its 2023/24 AGAR tick "not covered")	-	-	-	-	-	
Box L	The authority published the required information on a website/webpage up to date at the time of the internal audit in accordance with the relevant legislation.	-	1	1	-	1	
Box M	The authority, during the previous year (2023/24) correctly provided for the period for the exercise of public rights as required by the Accounts and Audit Regulations (evidenced by the notice published on the website and/or authority approved minutes confirming the dates set).	-	5	5	-	-	
Box N	The authority has complied with the publication requirements for 2023/24 AGAR (see AGAR Page 1 Guidance Notes).	-	7	7	-	-	
Box O	(For local councils only) Trust funds (including charitable) – The council met its responsibilities as a trustee	-	-	-	-	-	
Totals		5	89	83	1	3	-

**Seaton Town Council
Financial Year 2024-25**



IAC Audit and Consultancy Ltd

Audit date: 2 December 2024

Visit 1 Internal Audit Observations

C This authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.

No.	Audit Test	Response	Observation	Recommendation	Priority	Comments
1	The Council, meeting as a whole, has reviewed the effectiveness of its internal control system as required by Regulation 6 of the Accounts and Audit Regulations 2015	Yes	<i>The Council reviewed the Internal Controls Policy at a meeting held on 13th May 2024. This was recorded as a review of policy, not as a review of effectiveness of controls.</i>	<p>The Council to note the requirement of Regulation 6 of the Accounts and Audit Regulations to "...conduct a review of the effectiveness of the system of internal control.."</p> <p>Minutes should specifically record that the Council has reviewed, and confirmed, whether controls are effective. (This could be done after receipt of the year end Internal Audit report).</p>	High	This is noted and will be addressed at the next meeting of council in February.

E *Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.*

No.	Audit Test	Response	Observation	Recommendation	Priority	Comments
1	If the Council receives income under leases, are the lease agreements current?	No	<p><i>The Council is landlord of a lease on the Town Hall. It is understood that this is a long lease that should be registered with the Land Registry but that it has not been.</i></p> <p><i>As at the date of the audit visit it was understood that the Council had taken occupation of the building due to the tenant failing to properly undertake the risk management checks required for compliance with insurance requirements.</i></p> <p><i>It is unclear what the status now is of the lease.</i></p>	The Council should undertake a formal review of the legal status of the lease of the Town Hall. As part of this review the Council should also consider the risks, including financial, associated with the ownership and management of the Town Hall.	High	This is a live issue - legal advice has been taken and regular risk reports are being taken to council as the situation evolves (most recently on 16 December 2024). A meeting with the tenant is being arranged for early in the New Year and the Council's insurers are being updated on a frequent basis.

L *The authority published the required information on a website/webpage up to date at the time of the internal audit in accordance with the relevant legislation.*

No.	Audit Test	Response	Observation	Recommendation	Priority	Comments
1	The Council has complied with the publication requirements of the ICO Model Publication Scheme for Parish Councils. (This includes a requirement to publish the Annual Internal Audit Report).	Yes	<i>The Council has a publication scheme in place, however this is an old version. The current version requires, amongst other items, publication of items of expenditure over £100 and the Internal Audit report.</i>	The Council to review and update its publication scheme and publish information in accordance with the ICO Model Publication Scheme (version 3). Although this is not a requirement under the Accounts and Audit Regulations 2015, the Council should note that it is a statutory requirement under the Freedom of Information Act.	Advisory	This is noted and will be addressed by the Town Clerk.

<p>e SEATON TOWN COUNCIL (‘the Council’)</p>	
Date of report	3 February 2025
Item of business	25 COU 13
Details	Report on effectiveness of Council’s Statement of Internal Controls
Purpose of Report	To adopt the updated Statement of Internal Controls and review its effectiveness
Power/authority	Local Audit & Accountability Act 2014 & Seaton Town Council Financial Regulations
Recommendations	<p>It is RECOMMENDED that Members:</p> <ul style="list-style-type: none"> • adopt the updated Statement of Internal Controls, including any further amendments they consider necessary, having reviewed its effectiveness

1. Background

As part of the Council’s duty to ensure good governance, sound financial management and ensuring risks are properly identified and managed. To assist in this process the Council has adopted a Statement of Controls (‘the Statement’) (Appendix 1) which sets out the process in place to ensure the Council operates lawfully, manages risks appropriately and safeguards public funds. The Statement is reviewed annually.

2. Effectiveness of the Council’s Statement of Internal Controls

As identified by the internal auditor in the recent interim audit, the Council should assess the effectiveness of the system at least annually. Officers have updated the Statement, which was last reviewed in May 2024 and recommend that the Council considers the Statement and whether it could be amended further to improve its effectiveness.

In light of the significant risks which have been identified during the financial year 2024/25 relating to one of the Council’s buildings, the Council can assess, in a practical

situation, how the system worked. Issues were identified and immediate action taken to remedy the situation using the scheme of delegations with regular reports to Council.

3. Conclusion

Recommendations

It is **RECOMMENDED** that Members:

- adopt the updated Statement of Internal Controls, including any further amendments they consider necessary, having reviewed its effectiveness



Seaton Town Council Constitution

Chapter 31 Statement of Internal Controls

Marshlands Centre, Harbour Road, Seaton EX12 2LT

01297 21388

townclerk@seaton.gov.uk

STATEMENT OF INTERNAL CONTROL

1. Scope of Responsibility

Seaton Town Council ('the Council') is a local authority funded predominantly by public money, via the precept. It is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and that public money is safeguarded, properly accounted for, and used economically, efficiently and effectively. In discharging this overall responsibility, the Council is also responsible for ensuring that there is a sound system of internal control which facilitates the effective exercise of the Council's functions and which includes arrangements for the management of risk. The Council is required, by regulation 6.1 of the Accounts and Audit Regulations 2015, to review each financial year the effectiveness of its system of financial control.

2. The Purpose of the System of Internal Control

The system of internal control is designed to manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the Council's policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically. The system of internal control has been in place at the Council for the year ending 31 March 2025 and accords with proper practises.

3. The Internal Control Environment

The Council

- The Council has adopted Financial Regulations which set parameters for the Council's financial operations.
- The Council has elected a Chairman who is responsible for the efficient running of meetings and for ensuring that all Council decisions are lawful, and in accordance with its Standing Orders.
- The Council meets at least ten times per year to monitor and review its obligations, aims and objectives, and receive reports from the Town Clerk/Responsible Financial Officer, committees and members of the Council.
- The Council has appointed committees who monitor progress against objectives
- The Finance and General Purposes Committee monitors financial systems and procedures, budgetary control and regularly reviews financial matters.
- The Council met in December 2024 and approved the budget and precept for the following year 2025/26.
- The Council carries out regular reviews of its internal controls, systems and procedures.
- Payroll is processed by the East Devon District Council as external payroll provider using payroll software and checked by the Responsible Finance Officer.
- Day to day banking services are provided by Lloyds Bank.

- Interest/income generating deposits are held with Lloyds Bank and the Public Sector Deposit Fund managed by CCLA.
- The Council uses a computerised accounting system Rialtas Omega to complete the management accounts and financial returns for the Council.

Town Clerk/Responsible Financial Officer

The Council has appointed a Town Clerk who acts as the Council's advisor and manager and also as the Responsible Financial Officer providing advice on finance-related issues and governance and who is responsible for the administration of the Council's finances.

The Town Clerk is responsible for advising on the day-to-day compliance with laws and regulations that the Council is subject to and for managing risks. The Town Clerk also provides advice to ensure the Council's procedures, control systems and policies are adhered to.

Payments

All expenditure (the incurring of costs) must be authorised by the Council, or by a committee having delegated authority, or (in accordance with the Financial Regulations) by other delegated authority.

All payments from the Council's banks accounts are only to be made with dual authorisation, either by two signatures on cheques, or by dual authorisation of online payments.

All payments are reported to the Council. The RFO is responsible for checking the legality of each payment and that payments are within the powers of the Council prior to presentation to the Council.

Risk Assessments/Risk Management

The Council carries out regular risk assessments in respect of actions and regularly reviews its systems and controls. The insurance cover is regularly reviewed to ensure the correct level of cover has been provided.

Internal Auditor

The Council has appointed IAC Audit and Consultancy Ltd, as Independent Internal Auditor who reports to the Council on the adequacy of:

- records
- procedures
- systems of internal control
- regulations
- risk management
- governance processes

The effectiveness of internal audit is reviewed twice yearly by the Council and any observations made by the auditor, as to how systems may be improved, are implemented.

External Auditor

The Council's external auditors (PKF Littlejohn), appointed by SAAA Ltd submit an annual certificate of audit which is presented to the Council.

Professional Advice

Additionally, the Council seeks and receives appropriate property, legal, insurance, VAT, personnel/human resources and health & safety advice, as appropriate, to manage risk.

4. Review of Effectiveness

The Council has responsibility for conducting an annual review of the effectiveness of the system of internal control. The review of the effectiveness of the system of internal control is informed by:

- The work of officers reporting to the Council and its committees
- The Town Clerk/Responsible Finance Officer to the Council who is responsible for the development and maintenance of the internal control environment and managing risk.
- The Independent Internal Auditor who reviews the Council's system of internal control and reports to the Council, twice yearly.
- The Council's External Auditor who makes a final check using the Annual Return, a form completed and signed by the Responsible Financial Officer, the Chairman, the Town Clerk and the Internal Auditor. An Audit Certificate is issued.
- The number of significant issues that are raised during the year.

5. Significant Internal Control Issues

Whilst no significant internal control issues were identified during the year the Council strives for the continuous improvement of the system it has adopted at all times.

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	3 February 2025
Item of business	25 COU 15
Details	A report on proposed events to be supported by Seaton Town Council in 2025/2026
Purpose of Report	<p>To seek approval to:</p> <ul style="list-style-type: none"> • work with the Royal British Legion, East Devon District Council and the local community to deliver activities to commemorate the 80th anniversary of VE Day • work with Christians Together In Seaton to support the delivery of children’s activity, by CTIS, in the Underfleet Play Park on Sunday 8th June
Power/authority	<p>Local Government Act 1972, s144 – power to encourage tourism</p> <p>Local Government Act 1972, s145 – power to provide entertainment</p> <p>Local Government Act 1972, s137 - power to spend money, subject to a statutory limit, on purposes for the direct benefit of its area, or part of its area, or all or some of its inhabitants.</p>
Recommendations	<p>It is RECOMMENDED that Members:</p> <ul style="list-style-type: none"> • delegate to the Town Clerk the authority to take such action and allocate such expenditure, within a budget of £500, as she considers necessary to deliver the proposed commemorative activities for the 80th anniversary of VE Day and to make such adjustments to the schedule as become necessary

	<ul style="list-style-type: none">• delegate to the Town Clerk, the authority to allocate officer time as she considers necessary to support the delivery of a children's event by CTIS
--	---

1. Introduction

At a Council meeting held on 16th September, Members considered the proposal of working with the Royal British Legion (RBL), East Devon District Council (EDDC) and the local community to produce a poppy net to be displayed in Windsor Gardens to commemorate Remembrance Day. At this meeting, Members resolved:

- to approve the principle of working with the RBL and other stakeholders to deliver this initiative subject to the RBL's ability to procure a camouflage net and the relevant permissions being obtained for its display
- approve the allocation of a small budget of £500 to assist with the associated costs of this initiative and to delegate to the Town Clerk the authority to take such action and allocate such expenditure, within said budget, as she considers necessary to deliver the initiative as detailed in this report, and to make such adjustments as might become necessary

Due to time constraints, the poppy net proposal to commemorate Remembrance Day did not take place and therefore the budget remains unspent.

This report seeks to provide Members with information regarding planned events for 2025 and 2026 for which support from the Council has been sought.

2. Planned events for 2025/2026

2.1 80th anniversary of VE Day May 2025

The following is proposed:

Event: **80th VE Day Anniversary**

Date: **Thursday 8th May 2025**

Time: **9am – 4pm**

Venue: **Windsor Gardens and United Reform Church Hall**

Proposed budget: **£500**

Summary: working collaboratively with the RBL, Axe Valley Heritage Association (AVHA), EDDC, United Reform Church (URC) and other local stakeholders, to deliver free and inclusive activities to commemorate the 80th anniversary of VE day.

Activities: following initial discussions with the RBL secretary and the AVHA curator of Seaton Museum, the following suggestions have been made:

- Raising of the VE Day flag and delivery of the proclamation at 9am in Windsor Gardens. EDDC have already agreed to waive the hire fee for the gardens subject to receipt of land hire application form and associated risk assessments and public liability insurance.
- Use of the URC hall between 10am and 4pm to host a Museum led exhibition focussing on evacuees, the camp in Seaton, the troops, end of war celebrations and hidden voices during the war. The hall has been provisionally booked.
- Provision of singing entertainment in the URC – a local singer has already agreed to deliver wartime themed songs.
- Children’s bunting decorating activity with the involvement of the local primary school and preschools. The bunting would be used to decorate the hall. Additional bunting would be procured to decorate Windsor Gardens
- Local community groups to provide, tea, coffee and cake
- Seaton Chamber to be approached and asked to coordinate with local businesses to arrange war themed decorated shop fronts
- 80 wooden soldiers to be produced by the RBL and placed in the gardens next to the war memorial
- Coordination of local church bell ringing at 6.30pm in line with RBL national guidance
- Beacon lighting ceremony and reading of the Tribute at 9.30pm in Windsor Gardens.

A small community group meeting has been scheduled for 11th February to discuss the event in more detail and to ascertain what, if any, other commemorative activities are being planned. The role of the Council would be one of support with officers assisting with the administrative tasks associated with land hire and health and safety compliance, coordination of activities, purchasing of VE flags and other resources, advertising and promotion and financial assistance with the associated costs of the event.

2.2 Christians Together In Seaton Children' Event June 2025

The following is proposed:

Event: **Children's Party in the Park event to be delivered by Christians Together In Seaton (CTIS)**

Date: **Sunday 8th June 2025, 2pm – 5pm**

Venue: **Underfleet Play Park**

Proposed budget: **£0**

Summary: Officers have been approached by CTIS with a request for support for this event in the form of:

- Permission to use the Underfleet Play Park – the Deputy Clerk has confirmed that the Council is the leaseholder of this site and as such, permission will need to be sought from EDDC, subject to Members' approval
- Provision of gazebos
- Potential sponsorship to assist with the costs of the hire of a bouncy castle or slide, music provision and printing of leaflets – the Deputy Clerk has confirmed that CTIS is welcome to apply for a community grant to assist with these costs.
- Advice and guidance regarding insurance, security, licences and health and safety – the Deputy Clerk has confirmed this can be provided along with support with promotion of the event, subject to Members' approval.

CTIS intend to meet to discuss the event in more detail on 1st February and will communicate a decision on whether they intend to progress with the delivery of this event shortly thereafter.

RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- delegate to the Town Clerk the authority to take such action and allocate such expenditure, within a budget of £500, as she considers necessary to deliver the proposed commemorative activities for the 80th anniversary of VE Day and to make such adjustments to the schedule as become necessary
- delegate to the Town Clerk, the authority to allocate officer time as she considers necessary to support the delivery of a children's event by CTIS

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	3 February 2025
Item of business	25 COU 17
Details	Report on Locality Budget Grant & Proposed Expenditure
Purpose of Report	To seek authority for expenditure to prevent it being reclaimed
Power/authority	<p>Public Health Act 1875, s.165 – power to provide and maintain land for public recreation</p> <p>Local Government Act 1972, s111 – power to do anything that will facilitate, be conducive to or incidental to the discharge of its power of functions</p>
Recommendations	<p>It is RECOMMENDED that Members approve the use of the Locality Budget grant to:</p> <ul style="list-style-type: none"> • purchase of five benches, as detailed in the report • purchase of two notice boards, as detailed in the report

1. Introduction

In November, the Council submitted an application to Devon County Council (‘DCC’) for a grant from the Locality Budget of £6,725, which was supported by Cllr Hartnell in his role as a county councillor.

The original proposal was to use the grant to improve community open spaces in Seaton including Cliff Field Gardens, and potentially the seafront. Approximate costs available at that time included demolition and removal of existing flowerbeds (£6,000), and planters and benches across the town for the enjoyment of residents and visitors (£10,000). Benches were to be replaced in metal to avoid vandalism. These works and street furniture would enhance open spaces in the town increasing community cohesion in outdoor spaces.

The Council was notified that the application had been successful in mid-January and the monies have to be spent by the 31 March 2025 or returned to DCC.

2. Current position

Since making the application, EDDC have confirmed that they are responsible for the demolition and/or replacement of the brick planter adjacent to the seawall. Furthermore, EDDC have indicated that, in the shorter term they do not wish to place permanent structures such as planters at Fisherman's Gap, whilst the best use of that space (which is owned by EDDC) is decided. Therefore, it would not be prudent or possible to spend money on demolition of the wall or alternative planters prior to the end of this financial year.

Therefore, in order to ensure that the funding is not lost to the town, the proposal for expenditure has been adjusted slightly to include not only benches but noticeboards.

The benches have been researched by the Facilities and Maintenance Officers and those detailed below are considered to be the best fit for Cliff Field Gardens – in terms of size and durability - to replace existing benches which have reached the end of their useful life.

Additionally, for some time, the noticeboards at Marshlands and the allotments have required replacement. The Marshlands noticeboard is well utilised to publicise events and activities within the community by many local groups thereby increasing awareness of these events for those residents who do not use social media. The allotment site is a very popular service offered by the Council, with over 105 plots and a long waiting list, enhancing wellbeing of the allotment tenants and their families. Additionally, a group of allotment holders have formed to assist with the management of the site and the noticeboard will be a useful additional to inform all allotment holders of what is going on at the site in terms of works or how it can be improved.

It is therefore proposed that the balance of the grant is used to replace the old and rotten noticeboards with solid new ones that should last for many years to come.

3. Details of proposal for Locality Fund expenditure

3.1 Cliff Field Garden Benches

<https://www.neptunestreetfurniture.co.uk/avenue-range>

1 x Avenue seat with cast iron seat ends and metal slats. All powder coated to green or black as standard.

1500mm - Cost £950 + VAT

Fixing kit per bench to concrete: £10 + VAT

Delivery cost to UK mainland would be £70 + VAT

Total cost for 5 benches = £4,870 + VAT

Current production time is approximately 4-5 weeks from approval.



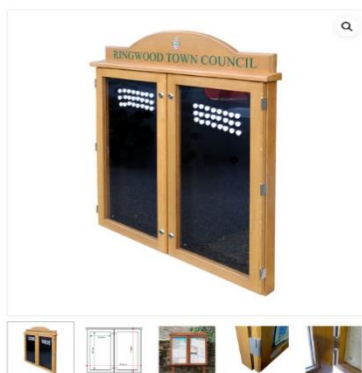
3.2 Seaton Town Council Noticeboard

<https://www.greenbarnes.co.uk/shop/external-noticeboards/oak-noticeboards/2-bay-6-x-a4-oak-noticeboard-ref-d6a4p-o/>

2-bay, 6 x A4 oak noticeboard (Ref: D6A4P/O)

£1,497.82 + VAT and delivery

2-bay, 6 x A4, external, lockable oak notice board, portrait format, glazed. Can be wall, post or railing mounted. Overall dimensions 1130mm wide x 1064mm high (without header). Display dimensions 420mm wide x 891mm high per bay. Display capacity 6 x A4 sheets in portrait orientation per bay.



These boards offer a traditional appearance and intelligent design, with the best of both traditional and modern materials. Solid oak frames are combined with back panels fabricated

from Tricoya®, a man-made acetylated wood panel material with durability and stability far exceeding that of any form of plywood.

Standard specification include:

- Solid oak frames and Tricoya® back panels
- Microporous wood stain finish
- 4mm toughened safety glass
- Integral weatherseal and ventilation
- Nickel-plated brass or stainless-steel hinges
- Lockable (glazed bays)
- Sundeala pinboard

Incorporated into all glazed, oak boards are concealed vents top and bottom, designed to maximise airflow and thus minimise condensation, whilst hinges and locks are carefully chosen for longevity and ease of maintenance. Offered with a huge range of options including toughened glass or polycarbonate glazing, a choice of 7 different display surfaces and a wide variety of finishes, headers and accessories, Greenbarnes oak noticeboards can be easily tailored to meet client's exact requirements and are designed to give a long, trouble-free life.

3.3 Allotment Noticeboard

3-bay, 4 x A4 man-made timber noticeboard, 2-bays glazed (Ref: PTN2G)

From: £1,232.49 + VAT

3-bay, 4 x A4, external, man-made timber noticeboard, portrait format, 2 bays glazed. Can be wall, post or railing-mounted. Overall dimensions 1880mm wide x 848mm high (without header). Display dimensions mm 453wide x 682mm high (glazed bays), 555mm wide x 682mm high (unglazed bays). Display capacity 4 x A4 sheets in portrait orientation per bay.



This board is popular as it combines glazed, lockable space to accommodate up to 8 sheets of A4 or 2 x A2 posters with space for more permanent information in the (usually but not necessarily), central, unglazed area. It does this in one, very neat and compact board which enjoys conventional looks but requires none of the maintenance of a conventional timber board.

4. Conclusion

The cost of purchased 5 benches and two noticeboards as proposed would be:

5 x Benches including fixings and delivery - £4,870

1 x STC Noticeboard - £1,479.82

1 x Allotment Noticeboard - £1,232.49

Total £7,582.31

5. Recommendations

It is **RECOMMENDED** that Members approve the use of the Locality Budget grant to:

- purchase of five benches, as detailed in the report
- purchase of two notice boards, as detailed in the report



COMMUNITY GRANT SCHEME

Two applications have been received, a brief summary of which is provided below for your consideration:

Name	Amount Sought	Detail	Comments
Project Food	£432.00	To assist with premises costs	Project Food were previously awarded a grant in September 2022 for £1000 for which £496 was allocated towards expenditure for premises and transport. The organisation has been advised that the community grant policy states that grants should not be used to cover day to day running costs. The premises costs relate to the hire of Marshlands function room.
Sustainable Project Live	£1000.00	To assist with the costs associated with the purchase of view and recording equipment for Seaton's new radio station – SPL Radio	Seaton's new radio station will launch mid March 2025 funding for which has been secured from Creative East Devon Fund via the UK Shared Prosperity Fund. This comprehensive grant application clearly details the overall aim and objectives, the evidence for these outcomes and the potential benefits of the project. The project will support local music talent, engage young people in cultural and creative activities and promote community cohesion by creating opportunities for collaboration and community engagement. Environmental and financial sustainability of the project is fully detailed. Promotion for this project has already begun on social media and has already attracted huge interest. As the company has only just started trading, full accounts are not yet available.

OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil TuckleyDATE: 21st January 2025Time Finished: 11.45am

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.	Medium
FOOTBALL GOAL	Worn & puddled playing surface.	Monitor make good.	Medium
GAMES AREA (MUGA)	Rusty bottom bar	Monitor/make good. Get quotes. (Harcombe?)	Medium
MULTIPLAY	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.	Monitor/repair & replace. Get quotes from contractor.	Medium
TODDLER 1 BAY-2 SEAT	Rubber crumb wear and shrinkage	Monitor/repair & replace. Get quotes from contractor.	Low
JUNIOR 1 BAY 2 SEAT	'D' shackle and chain link notching. Rubber crumb shrinkage and wear.	Monitor/repair & replace. Get quotes from contractor.	Low
SWING NET	Rubber crumb shrinkage and wear. Wrong seat height - See RoSPA. Change height?	Monitor/repair & replace. Get quotes from contractor. Adjust heights	Medium
SLIDE		Monitor	Low
FENCE		Monitor	Low
WOODEN GUARDS	REMOVED		Low
PATH		Monitor	Low
TREES	Get new tree survey done.	Monitor	Low

UNDERFLEET

OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil Tuckley

DATE: 21st January 2025

Time Finished 11.00am

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CYCLE STAND		Monitor	Low
GOAL NET X2 POSTS	Worn uneven, waterlogged & puddled playing surface.	Monitor.	Low
CYCLOPS (SPIN NET)	Bottom coupling links are notching.	Continue to monitor	Medium
TITAN (ROTARY)	Bottom chainlink notching.	Continue to Monitor.	Low
SPIDERS WEB		Monitor	Low
CLIMBING WALL		Monitor	Low
DINO (ZIP WIRE)	Puddled, waterlogged, uneven ground and matting, wood delamination, chain notching, tyre stop is cracking up.	Monitor all issues.	Medium
NEXUS VIPER (ROPE SWING)	Tape added to rope end. D shackles are notching.	Monitor all issues.	Medium
WILLY JEEP	General rust & flaking/peeling paint.	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.	Monitor wear to added tape on rope. Checked today, added tape. Monitor	Low
CIRCUS TRAMPOLINE	Worn and saturated ground. 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 surface? Get Quotes?	Monitor all issues, get quote to repair/replace. Change surface? Get quotes and advice.	Medium
UNIMINI KERRA (TODDLER UNIT)	Flaking paint and some rust	Monitor	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	Surface worn/uneven/puddled.	Monitor/re-surface? Get quotes?	Low
TREES	See tree survey?	Monitor	Low