

**To: All Members of the Town Council**

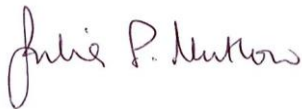
**Meeting of Seaton Town Council  
on Monday, 1<sup>st</sup> July 2024 at 6pm**

**26<sup>th</sup> June 2024**

You are hereby summoned to attend the above meeting to be held on **Monday, 1<sup>st</sup> July 2024 at 6pm or immediately after the conclusion of the Planning Committee, whichever is earliest**, at the Marshlands Centre, Harbour Road, Seaton EX12 2LT.

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

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



**Julia Mutlow**  
Town Clerk

## **AGENDA**

- 24/COU/01 Apologies for absence**  
To receive any apologies for absence.
- 24/COU/02 Declarations of Interest**  
To receive any Members' declarations of interest in respect of items on the agenda
- 24/COU/03 Minutes**  
To approve the minutes of a meeting of Seaton Town Council held on Monday, 3<sup>rd</sup> June 2024
- 24/COU/04 Committee Minutes**  
To note the minutes of the following meetings of the Council's committees:
- **Planning Committee** – 22 April, 13 May & 3 June 2024

**24/COU/05 County Councillor's Report**

To note the report

**24/COU/06 District Councillors' Reports**

To note the reports

**24/COU/06A Public Question Time**

To allow any questions from members of the public

**24/COU/07 Chairman's Report**

To note the report

**24/COU/08 Town Clerk's Report**

To note the report and correspondence log

**24/COU/09 Update on Seaton Tourist Information Centre**

To note an update on enquiries to the tourist information centre and consider the position regarding weekend opening during the summer

**24/COU/10 Community Grants**

To consider the following application for a community grant:

- Seaton & District Youth Group - £8,000 -10,000

**24/COU/11 Playpark inspection reports**

To note the play park inspections

**Confidential Items**

The Chairman will move that in accordance with the Council's Standing Order 1(d) press and public will be excluded from the meeting during the discussion of item 12,13 & 14 on this agenda, as there are matters being discussed which may include commercially sensitive information.

**24/COU/12 Cyber Security**

**24/COU/13 Essential works to playparks**

**24/COU/14 Update on town assets**

**Minutes of the Seaton Town Council ('the Council')  
Meeting  
on Monday, 3 June 2024**

**Present:**

**Chair:** Cllr. A. Singh

**Town**

**Councillors:** K. Beer, E. Bowman, P. Burrows, N. Dyke, M. Hartnell, D. Ledger, J. Russell & C. Wood

**Officers:** Town Clerk

**Public:** 5 members of the public were in attendance

**26. Apologies for absence**

Apologies for absence were received, and reasons accepted, from Cllr. Haggerty. Members also asked that thanks to former Cllr. Karen Brooks be minuted for the time she served on the Council. The Town Clerk confirmed that a letter of thanks had also be sent to her. (proposed Cllr. Singh; seconded Cllr. Beer)

NOTE – Cllr Boehm sent his apologies after the meeting as he was unexpectedly away.

**27. Declarations of Interest**

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

Cllrs. Dyke & Wood declared a personal interest as volunteers at the Gateway Theatre.

**28. Council Minutes**

Members **RESOLVED** to approve the minutes of a meeting of Seaton Town Council held on Monday 13<sup>th</sup> May 2024. (proposed Cllr. Ledger; seconded Cllr. Dyke)

**29. Public Question Time**

Two members of the public spoke regarding the following matters:

- one member of the public wished to raise awareness of issues and stigma surrounding the use of cannabis-based products which were prescribed for medicinal purposes. He highlighted the importance of ensuring that public bodies complied with the relevant legislation concerning equality for all, and ensuring individuals prescribed with such medication were not treated differently. The Town Clerk thanked him for highlighting the issue and

advised the Council that advice was being taken to ensure that the Council was compliant in this regard in terms of its policies and application thereof. The Deputy Clerk had had several conversations with the member of the public who raised the issue and would be speaking to him again the day after the meeting to update him on the latest advice.

- Another member of the public spoke about her ongoing commitment to establish a market in the town. A committee had now been formed and the support of the Council was sought. The Town Clerk explained that the Council had a community grants policy and scheme with details available on the Council's website. A question was raised as to whether the Council could negotiate reduced fees with EDDC for use of Windsor Gardens. Cllr. Ledger, in his capacity as an EDD Councillor agreed that he would ask the question of EDDC officers dealing with this but cautioned that the question had been asked in the past and reduced fees were not possible, as the fee structure was set across the whole district.

### **30. Committee Minutes**

Members received the minutes and **RESOLVED** to note the decisions therein, of the following committee meeting:

- Planning Committee – 22 April 2024  
(proposed Cllr. Singh; seconded Cllr. Beer)

### **31. Update on Tourist Information Centre**

Members noted an update on enquiries to the tourist information centre. Cllr Dyke advised 20 new volunteers had been recruited and also that, due to changed circumstances, as of September, he would have to step down as a volunteer co-ordinator for the tourist information centre but would still volunteer when he could. Cllr Bowman asked whether a QR code could be created linking to the Council's website and placed on a sign on the gate to assist visitors when the centre was closed. The Town Clerk agreed that officers would look into this.

### **32. Outside Bodies**

Members **RESOLVED** to appoint the following representatives to the following outside bodies for the 2024/2025 Municipal Year:

- EDDC's Arts & Culture Forum (next meeting 12 June at 2pm via Zoom) – Cllr Singh as representative and Cllr Boehm as substitute (proposed Cllr. Ledger; seconded Cllr. Beer)
- Coast & Country Project – Cllr Haggerty as representative (proposed Cllr. Dyke; seconded Cllr. Beer)
- Gateway Theatre Company – Cllr Haggerty as representative (proposed Cllr. Dyke; seconded Cllr. Beer)

### **33. Communications with officers**

Members **RESOLVED** to extend for a three-month period, the principle of the following resolution made by Council on 11 March 2024, but replacing Cllr. Haggerty with the newly elected Deputy Chair – Cllr Hartnell:

- *‘all correspondence from all councillors should, in the first instance, be directed to two named councillors, Cllr. Singh & Hartnell – rather than directly to officers.’*

(proposed Cllr. Singh; seconded Cllr. Wood)

#### **34. Play Park Inspection Reports**

Members noted the play park inspections and **RESOLVED** that the Town Maintenance Officer should be expressly thanked for his hard work in maintaining and ensuring the safety of both play parks. (proposed Cllr. Ledger; seconded Cllr. Singh)

Meeting closed at 6.37pm

Signed \_\_\_\_\_

Dated \_\_\_\_\_

DRAFT

**Minutes of the Planning Committee  
Meeting on Monday 13 May 2024**

**Present:**

**Chairman:** P Burrows

**Councillors:** K Beer, E Bowman K Brooks, H Boehm, J Russell & A Singh

**Other Councillors:** D Haggerty

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

**Public:** One member of the public was present

**211. Election of Chairman for the Municipal Year 2024/2025**

This item was deferred to the next meeting scheduled to be held on 3<sup>rd</sup> June 2024.

**212. Election of Vice Chairman for the Municipal Year 2024/2025**

This item was deferred to the next meeting scheduled to be held on 3<sup>rd</sup> June 2024.

**213. Apologies for absence**

There were no apologies for absence received.

**214. Declarations of Interest**

Cllr Burrows declared a personal interest in respect of application 24/0892/FUL Beachcroft, Burrow Road, Seaton EX12 2NF as he has a half share of a property which is at the other end of Burrow Road to Beachcroft.

**215. Minutes of the Planning Committee meeting held on Monday 22<sup>nd</sup> April 2024**

The Committee **RESOLVED** to agree the minutes of the meeting held on 22<sup>nd</sup> April 2024.

(moved Cllr Beer; seconded Cllr Brooks)

**216. 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.





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

### 217. 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.

### 218. Public Question Time

One member of the public spoke on planning application 24/0892/FUL – Beachcroft, Burrow Road, Seaton and raised the following points:

- In the submitted Design and Access Statement reference is made to the East Devon Local Plan 2013-2031, which is a guide that the Planning Committee try to adhere to, but there is no mention of the sections in it that the actual District Councillors put forward as reasons for restricting the use of the property.
- Mention is made in the Design and Access Statement of the East Devon Emerging Local Plan 2020-2040 and other documents which have not been adopted by East Devon District Council.
- This application is increasing the value of Beachcroft whilst at the same time devaluing the value of neighbouring properties.

### Applications for consideration:

|                         |                               |                                                                                                                   |
|-------------------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>219. 24/0621/FUL</b> | <b>Margaret Hookham-Birch</b> | <b>6 Rowan Drive, Seaton EX12 2UH</b><br>Construction of raised decking area and trellis fencing (retrospective). |
|-------------------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------|

Discussion took place around:

- The raised decking area and trellis fencing looks ugly. Having visited a neighbouring property it is easy to see that anyone standing on the decking can see right into the neighbouring properties garden.

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

- Overlooking from the raised decking into the neighbouring properties garden.
- The decking adversely affects the amenities of occupiers of adjoining residential properties in so much that they can no longer enjoy using their garden due to being overlooked by people using the decking.

(moved Cllr Burrows; seconded Cllr Beer)

|                         |                         |                                                                                                               |
|-------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------|
| <b>220. 24/0892/FUL</b> | <b>Mr Mathew Swabey</b> | <b>Beachcroft, Burrow Road, Seaton EX12 2NF</b><br>Change of Use from ancillary accommodation to holiday let. |
|-------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------|



Discussion took place around:

- The Planning Committee objected to the last planning application for Beachcroft for the conversion of the attached garage to habitable use as it was felt that the change of use could cause further parking issues in Burrow Road.

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

- The proposed change of use to a holiday let would take up more parking spaces on Burrow Road as there is only enough parking space currently at the property for the occupiers use. It has been noted that parking in Burrow Road has significantly increased lately which would be due to visitors staying at Beachcroft. This is impacting on residents of Burrow Road.
- The planning application submitted in October 2022 made no mention of the possibility that the attached garage could become a holiday let at a later date.
- The impact of the change of use from ancillary accommodation to holiday let on the amenities of occupiers of adjoining residential properties by way of loss of privacy, overlooking and noise.

(moved Cllr Bowman; seconded Cllr Singh)

**221. 24/0164/FUL**

**Simon Barry**

**15 Harepath Road, Seaton  
EX12 2NF**

Planning permission and listed building consent for the demolition of a section of boundary wall, creation of access and parking space, construction of retaining walls and installation of an electric car charging unit to the front, east, elevation.

Amended plans for consultation.

**These amendments relate to: Amended location/block plan.**

The Committee **RESOLVED, with one abstention**, to propose no objection to the amended plans for this application.

(moved Cllr Burrows; seconded Cllr Russell)

**222. 24/0165/LBC**

**Simon Barry**

**15 Harepath Road, Seaton  
EX12 2NF**

Planning permission and listed building consent for the demolition of a section of boundary wall,





creation of access and parking space, construction of retaining walls and installation of an electric car charging unit to the front, east, elevation.

Amended plans for consultation.

**These amendments relate to: Amended location/block plan.**

The Committee **RESOLVED, with one abstention**, to propose no objection to the amended plans for this application.  
(moved Cllr Burrows; seconded Cllr Russell)

**223. 24/0898/TRE**

**Mr Jim Waterson**

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

T1, Macrocarpa; Crown reduce by upto 3m height and reshape leaving a balanced and uniform shape. Crown thin by up to 15%. Remove broken branch stubs back to sound healing points, crossing branches and deadwood down to 50 mm. diameter. T3, Birch; Fell. Reason; Appropriate Arb management.

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 Beer; seconded Cllr Russell)

#### **224. Planning Comments**

Comments to be circulated in respect of applications 24/0621/FUL and 24/0892/FUL.

#### **225. Decisions**

To note planning decisions made by East Devon District Council:

- a) **24/0477/GPD – 19 Axeview Road, Seaton** Construction of a single storey rear extension which would extend beyond the rear wall of the original house by 5m, for which the maximum height would be 2.8m and for which the height of the eaves would be 2.8m – **DECIDED** – Prior approval not required.





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b) **24/0659/FUL – 23 Boswell Way, Seaton** Installation of Velux 'Dormer' roof lights – **APPROVED** standard time limit.

The meeting closed at 6.05pm.

Signed \_\_\_\_\_

Dated \_\_\_\_\_





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## Minutes of the Planning Committee Meeting on Monday 3 June 2024

### Present:

**Chairman:** P Burrows

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

**Officers:** Town Clerk

**Public:** Twenty four members of the public were present

### 1. Election of Chairman for the Municipal Year 2024/2025

The Committee unanimously **ELECTED** Cllr Burrows as Chairman of the Planning Committee for the forthcoming municipal year.  
(moved Cllr Beer; seconded Cllr Singh)

### 2. Election of Vice Chairman for the Municipal Year 2024/2025

The Committee unanimously **ELECTED** Cllr Beer as Vice Chairman of the Planning Committee for the forthcoming municipal year.  
(moved Cllr Singh; seconded Cllr Bowman)

### 3. Apologies for absence

Apologies were received and accepted from Cllr Boehm.

### 4. Declarations of Interest

There were no declarations of interest.

### 5. Minutes of the Planning Committee meeting held on Monday 13<sup>th</sup> May 2024

The Committee **RESOLVED** to agree the minutes of the meeting held on 13<sup>th</sup> May 2024.  
(moved Cllr Beer; seconded Cllr Bowman)

### 6. 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.

## 7. 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.

## 8. Public Question Time

Two members of the public spoke on agenda item 13 the **East Devon Local Plan Further Consultation** and raised the following points on:

### **New Housing and Mixed Use Site Allocations for Seaton.**

#### **Land adjacent to Axe View Road, Axe View Road, Seaton for residential use:**

- When it rains the water from the proposed allocation site runs down Axe View Road like a river. One property in Axe View Road was so badly flooded in 2021 caused by water running down the road that they had to move into temporary accommodation whilst the damage was repaired. If the field is built upon which soaks up the majority of rain water where will it go? Will it end up running down the road and flooding properties? Any construction work on this site will cause mud, debris and water to drain down Axe View Road.
- The thought that this site may be built upon is causing stress to the residents of Axe View Road. There will be a significant increase in traffic from the proposed 39 new dwellings which will use Axe View Road. Currently, it is a quiet cul de sac but this will change if this proposal goes ahead.
- The cul de sac ends with a Devon bank. This is surely protected under The Hedgerows Regulations 1997. This bank is full of wildlife and has an Ash tree which is actually in the bank.
- As there is the Roman Villa in the next field, surely there must be Roman ruins in that field.
- Recent purchasers of property in Axe View Road were informed that no building work would be undertaken in this field due to it being part of the Green Wedge.

#### **Green Wedge between Seaton and Colyford**

- Potential impact of development on the Green Wedge between Seaton and Colyford on the Seaton Wetlands. Bats travelling to and from Beer Caves use a Bat Corridor that goes across this green wedge. The Wetlands are a huge asset to Seaton and should be preserved for the future.
- The coalesce between Seaton and Colyford should not be allowed to happen and their separation must be preserved.
- The infrastructure is not in place to support an increase in the population of



Seaton e.g. Doctors and Dentists.

- Development on this site has been refused three times. One of the applications was taken to appeal and was dismissed for good reasons. There is enough housing in Seaton and only brown field sites should be considered to be built on.

The Chairman, Cllr Burrows, proposed that as there was another council meeting immediately after this meeting formulating a response to the East Devon Local Plan Further Consultation should be deferred to the next planning meeting on 17 June so that all Councillors could have their views considered and a detailed response made to the consultation.

**Applications for consideration:**

**9. 24/0642/FUL                      Alan Elmes                      Marrick, Bunts Lane,  
Seaton EX12 2HT**  
Construction of extension to garage.

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

**10. 24/0925/FUL                      Mr Martin Christopher                      4 Hillymead, Seaton EX12  
2LF**  
Removal of rear conservatory to be replaced with rear single storey extension and enlarged raised decking area.

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

**11. 24/0948/FUL                      Mr Chris Price                      61 Wychall Park, Seaton  
EX12 2EL**  
Removal of existing garage and construction of new single storey extension on west elevation.

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



## 12. Planning Comments

There were no comments for circulation.

## 13. East Devon Local Plan Further Consultation

This item was deferred to the next meeting scheduled to be held on 17<sup>th</sup> June 2024.

## 14. Decisions

To note planning decisions made by East Devon District Council:

- a) **24/0675/FUL – 11 Townsend Avenue, Seaton** Conversion of semi-detached dwelling to 2no flats and a three en-suite bedroom HMO. Roof installation of three dormer windows, and solar panelling to south facing elevation – **REFUSED**.
- b) **22/1846/FUL – Land Off Gosling Walk, Harepath Road, Seaton** Construction of 4 no. dwellings – **APPROVED** with conditions
- c) **24/0521/FUL – Bay View, Highcliffe Close, Seaton** Rear & front extensions, proposed first floor addition and general re-modelling of facades. (Revisions to the existing approval 21/1826/FUL) – **REFUSED**.
- d) **24/0122/FUL – 3 Upper Churston Rise, Seaton** Demolish existing conservatory and replace with new single storey extension, convert the existing garage to form usable space – **APPROVED** standard time limit.
- e) **24/0511/FUL – 1 The Burrow, Seaton** Commercial Mechanical Extraction Unit - retrospective – **APPROVED** retrospective (conditions).

The meeting closed at 6.08pm.

Signed \_\_\_\_\_

Dated \_\_\_\_\_

| <b>SEATON TOWN COUNCIL<br/>(‘the Council’)</b> |                                                                                             |
|------------------------------------------------|---------------------------------------------------------------------------------------------|
| <b>Date of report</b>                          | <b>1 July 2024</b>                                                                          |
| <b>Item of business</b>                        | <b>24 COU 07</b>                                                                            |
| <b>Details</b>                                 | <b>Chairman’s Report</b>                                                                    |
| <b>Purpose of Report</b>                       | <b>To provide a summary of the Chairman’s engagements since the last meeting of Council</b> |
| <b>Recommendations</b>                         | It is <b>RECOMMENDED</b> that Members note the report.                                      |

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

- Attended the raising of the flag to mark the international commemoration of the 80<sup>th</sup> Anniversary of D-Day, and read the proclamation in Windsor Gardens
- Arranged for piper to play at the ceremony in Windsor Gardens on the evening of the D-Day commemoration
- Visited Seaton Museum’s D-Day Exhibition
- Attended evening ceremony for D-Day did a Reading well attended event. Thanks should be noted to the Royal British Legion (Seaton Branch) for organising the day’s events
- Attended D-Day ceremony and service in Beer where I met with and chatted to Private Joe Randall; his regiment constructed the first airfield for Normandy under heavy fire. He landed on the beaches with equipment. I also met:
  - Mr Robin Barlow – Deputy Lieutenant
  - Rear Admiral Chris Snow – President of RBL Devon County
  - The Hon Caroline Fowle - President of RBL Beer Branch
  - The Rev Justin Montague – Chairman of RBL Beer Branch
  - Ms Emma Cox Membership Council – RBL National
- Attended Beer Parish Council Meeting
- Attended Seaton Summer Celebration 2024

## **RECOMMENDATIONS**

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



| <b>SEATON TOWN COUNCIL<br/>(‘the Council’)</b> |                                                                                                            |
|------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <b>Date of report</b>                          | <b>13 May 2024</b>                                                                                         |
| <b>Item of business</b>                        | <b>24 COU 08</b>                                                                                           |
| <b>Details</b>                                 | <b>Town Clerk’s Report</b>                                                                                 |
| <b>Purpose of Report</b>                       | <b>To provide a summary of the ongoing work of Seaton Town Council</b>                                     |
| <b>Recommendations</b>                         | It is <b>RECOMMENDED</b> that Members: <ul style="list-style-type: none"> <li>• note the report</li> </ul> |

## 1. Introduction

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

## 2. Summary of matters to note

- **Committees:**
  - **Planning Committee** – 13 May and 3 & 17 June 2024
  - **Personnel Committee** – 3 June 2024
- **Year End 2023-24** - the Annual Governance and Accounting Statements (AGAR) and associated documentation has been submitted to PKF Littlejohn, the external auditor, and notice of exercise of public rights published.
- **Work experience** – two local students have spent the week with officers undertaking work experience in all aspects of town council work
- **Allotments** – all but 3 of the 109 annual invoices have now been paid and a letter sent to all allotment holders inviting them to a meeting on September to discuss a potential increase in fees and any other allotment related matters. A further inspection was carried out by the Town Clerk and Administration Officer in mid-June and final warnings/termination letters sent as appropriate. A further inspection is planned for late July.

- **Underfleet Playpark** – as a result of the recommendations in the annual RoSPA report, quotations have been sought for essential repairs to the Titan equipment and this is the subject of a separate agenda report.
- **Christmas Lights** – following previous meetings, an alternative possible scheme for Christmas lights has been prepared by the external lighting contractor. A banner licence has been obtained from DCC for the principle of attaching Christmas lights to buildings and hanging them across the public highway. Officers met the Chamber in early June and are awaiting the list of building owners and consents that the Chamber have agreed to secure. This is essential to enable the lights to be erected.
- **Correspondence and enquiries** - various correspondence and enquiries have been dealt with by officers including liaison with DCC, EDDC and other partners and a summary of correspondence is attached.
- **Seaton Summer Celebration 2024** – despite the poor weather the event was well attended and initial feedback is once again very positive. A report detailing a full evaluation of this year’s event, together with recommendations for future events, will be brought to Members at the September meeting.
- **EDDC** – officers have met with officers from EDDC to receive updates on various projects in the town.
- **Bus Shelters** – DCC have confirmed that the relocation of a new bus shelter at Fisherman’s Gap has been rescheduled and will now be replaced in October.
- **D-Day Commemoration** – officers and councillors attended the D-Day commemoration in the town and assisted the RBL with the use of the beacon, the hire of Windsor Gardens, the publicity of the event and a grant towards the cost of the event. Additionally, a grant of £250 was awarded to the Gateway for their D-Day event.
- **Marshlands:**  
The following works have been undertaken:
  - the first-floor refurbishment works are ongoing, officers undertaking as much of the decorative work as possible to keep costs as low as possible.
    - the carpets in the front two first floor rooms have now been laid.
    - electrical sockets and lights have been added and replaced in rear offices
    - rear office has been replastered
    - rear small office has now been decorated
    - quotations have been obtained for kitchenette and kitchen fitters approached for prices for installation
  - discussions are ongoing with potential tenants and further site visits have been undertaken by the interested parties and their professional consultants. Members will be kept updated.

- quotations are still being sought regarding the cost of preventing and repairing damage from water ingress in the Town Clerk's office and the bay windows on the seafront

## **RECOMMENDATIONS**

It is **RECOMMENDED** that Members:

- note the report



# **Correspondence & Complaints Log**

## Correspondence & Complaints – April 2024

| Date              | Details                                                                                                            | Location (if applicable)                    | Action taken                                                                                           | Officer |
|-------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------|---------|
| <b>APRIL 2024</b> |                                                                                                                    |                                             |                                                                                                        |         |
| Date              | Details                                                                                                            | Location (if applicable)                    | Action taken                                                                                           | Officer |
|                   |                                                                                                                    |                                             |                                                                                                        |         |
| 2.4.2.2024        | New business setting up in Seaton and owner wants temporary accomm.                                                | Accommodation in Seaton or surrounding area | HJ emailed accommodation list                                                                          | HJ      |
| 2.4.2024          | Member of the public reported the life ring at Seaton Hole has become dislodged from its bracket                   | Seaton Hole                                 | HJ reported to EDDC                                                                                    | HJ      |
| 2.4.2.2024        | Allotment holder reported two sheds damaged in storms                                                              | Allotments                                  | HJ contacted plot holders of damaged sheds to advise                                                   | HJ      |
| 2.4.2024          | Room hire enquiry at Marshlands                                                                                    | Marshlands function room                    | HJ advised availability and rates                                                                      | HJ      |
| 2.4.2024          | Telephone call from customer of Seaton Tesco wanting to make a complaint but can't get hold 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      |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                            |                                                                                                          |    |
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|           | 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:<br>Does The Hook & Parrott property come under your jurisdiction?<br>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.<br><br>What must tourists, who know nothing of the Hook & Parrot story, think of this appalling sight!<br><br>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 |

|            |                                                                                                                 |                       |                                                                 |               |
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|            | 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            |

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|            |                                                                                                   |                                |                                                                                                      |          |
| 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 |



|            |                                                                                                                                                 |               |                                    |          |
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| 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       |

|           |                                                                                                                                                                            |                          |                                                                                                                              |              |
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| 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           |

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| 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            |

|            |                                                                                                                 |                             |                                                                                                                                                          |         |
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| 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 |

|            |                                                                                                   |                            |                                                                            |         |
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| 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      |

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| 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      |

|            |                                                                                                       |                                 |                                                                                                                                                                           |           |
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|            | 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 |
|           |                                                                                                       |                |                                                      |    |

| <b>SEATON TOWN COUNCIL<br/>(‘the Council’)</b> |                                                                      |
|------------------------------------------------|----------------------------------------------------------------------|
| <b>Date of report</b>                          | <b>1 July 2024</b>                                                   |
| <b>Item of business</b>                        | <b>24 COU 09</b>                                                     |
| <b>Details</b>                                 | <b>Report on Tourist Information Centre (‘TIC’)</b>                  |
| <b>Purpose of Report</b>                       | <b>To provide an update on tourist information enquiries</b>         |
| <b>Power/Authority</b>                         | <b>Local Government Act 1972, s144 – power to encourage visitors</b> |
| <b>Recommendations</b>                         | It is <b>RECOMMENDED</b> that Members note the update.               |

## 1. Background

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

## 2. Summary of enquiries

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

| Month                                       | Visits     |            | Telephone  |            | Total STC/TIC Enquiries |
|---------------------------------------------|------------|------------|------------|------------|-------------------------|
|                                             | STC/TIC    |            | STC/TIC    |            |                         |
| <b>2021/22 (May-Oct)<br/>(Harbour Road)</b> | 187        |            | 117        |            | <b>304</b>              |
|                                             | <b>STC</b> | <b>TIC</b> | <b>STC</b> | <b>TIC</b> |                         |
| <b>2022/23</b>                              | 825        | 2007       | 687        | 100        | <b>3619</b>             |

|                | STC | TIC   | STC | TIC | Weekdays | Weekends | Total        |
|----------------|-----|-------|-----|-----|----------|----------|--------------|
| <b>2023/24</b> | 849 | 2,263 | 634 | 183 | 3,193    | 763      | <b>3,929</b> |

| 2024/25                     |     |     |     |     |            |            |             |
|-----------------------------|-----|-----|-----|-----|------------|------------|-------------|
|                             | STC | TIC | STC | TIC | Weekdays   | Weekends   | Total       |
| April                       | 90  | 52  | 39  | 10  | 125        | 66         | 191         |
| May                         | 48  | 347 | 47  | 11  | 243        | 186        | 453         |
| June (to 23 <sup>rd</sup> ) | 45  | 306 | 48  | 4   | 236        | 173        | 409         |
| July                        |     |     |     |     |            |            |             |
| August                      |     |     |     |     |            |            |             |
| September                   |     |     |     |     |            |            |             |
| October                     |     |     |     |     |            |            |             |
| November                    |     |     |     |     |            |            |             |
| December                    |     |     |     |     |            |            |             |
| January                     |     |     |     |     |            |            |             |
| February                    |     |     |     |     |            |            |             |
| March                       |     |     |     |     |            |            |             |
| <b>2024/25<br/>TOTAL</b>    |     |     |     |     | <b>604</b> | <b>425</b> | <b>1053</b> |

### 3. Opening hours

Weekday opening hours are 9am to 1pm from Monday to Thursday and also on Fridays, when staffing capacity permits.

Weekend opening is staffed by volunteers between 10am and 2pm from Easter to October, where possible.

### 4. RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the update



## COMMUNITY GRANT SCHEME

One application has been received, a brief summary of which is provided below for your consideration:

| <b>Name</b>                   | <b>Amount Sought</b>         | <b>Detail</b>                                                                                                              | <b>Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seaton & District Youth Group | £8,000.00<br>-<br>£10,000.00 | To assist with the costs of establishing a creative youth group for those living within the Seaton, Beer and Axmouth area. | <p>This is a new unincorporated voluntary community group and therefore there are no accounts or bank statements available. A bank account has been opened and holds £1000 to kickstart the project. This amount has been provided by VOYC and SPACE.</p> <p>The amount requested is above the maximum amount of £1000 that is normally approved. Applications have been made to the National Lottery Awards for All for up to £20K and to VOYC for a further £4K, the outcome of which is to be confirmed.</p> <p>The £2,500 subsidy from EDDC is what is hoped for in terms of premises rental costs once premises are secured for the group.</p> <p>£2500 of the grant sought will be allocated to assist with one-off costs for capital equipment. Other costs are associated with employee costs and premises costs. Members are asked to note that the community grant policy states that grants cannot be used to pay for staffing or other day to day running costs of a group or organisation</p> |

|  |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | <p>The grant application states that future funds will be raised through volunteer activities and crowd funding. Additionally if precepts could be raised by £5 per household per annum this would assist in enabling the group to achieve success.</p> <p>It is anticipated that between 20 and 40 young people will benefit from this initiative, it is expected the majority of these will come from the Seaton area with others residing in Beer and Axmouth.</p> |
|--|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

ELIZABETH ROAD PLAY AREA

OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil Tuckley

DATE: 17th June 2024

Time Finished: 14.00hrs

| EQUIPMENT     | HAZARD                                                         | RECOMMENDED ACTION                                              |
|---------------|----------------------------------------------------------------|-----------------------------------------------------------------|
| CAROUSEL DISH | Gets hot in strong sunshine. Rubber crumb is lifting in places | Check written warning in hot weather, re-written today. Monitor |
| ROUNABOUT     | Gap re: Rospa report, too large.                               | Monitor                                                         |
| FOOTBALL GOAL | Worn playing surface.                                          | Monitor                                                         |
| GAMES AREA    | No Hazard                                                      | Monitor                                                         |
| MULTIPLAY     | Hole in matting. Chainlink notching                            | Monitor all issues.                                             |
| TODDLER MULTI | No Hazard                                                      | Monitor                                                         |
| PICNIC TABLES | No Hazard                                                      | Monitor                                                         |
| BENCHES       | Some decay and cracks                                          | Monitor                                                         |
| GATES X 3     | No Hazard                                                      | Monitor                                                         |

| EQUIPMENT             | HAZARD                                                                | RECOMMENDED ACTION  |
|-----------------------|-----------------------------------------------------------------------|---------------------|
| ROCKING HORSE         | Gap underneath too large Re: Rospa report                             | Monitor             |
| SPINNING UNIT (TITAN) | Rubber crumb shrinkage and wear                                       | Monitor             |
| TODDLER 1 BAY-2 SEAT  | Rubber crumb wear and shrinkage                                       | Monitor             |
| JUNIOR 1 BAY 2 SEAT   | 'D' shackle and chain link notching. Rubber crumb shrinkage and wear. | Monitor all issues. |
| SWING NET             | 'D' shackle and chain link notching. Rubber crumb shrinkage and wear. | Monitor all issues. |
| SLIDE                 | Hole in rubber matting                                                | Monitor             |
| FENCE                 | No Hazard                                                             | Monitor             |
| WOODEN GUARDS         | REMOVED                                                               |                     |
| PATH                  | No Hazard                                                             | Monitor             |
| TREES                 | New tree survey booked for 25th June 2024                             | Monitor             |



# UNDERFLEET

# OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil Tuckley

DATE: 17th June 2024

Time Finished 15.30hrs

| EQUIPMENT                | HAZARD                                                                                               | RECOMMENDED ACTION                                                   |
|--------------------------|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| CYCLE STAND              | No Hazard                                                                                            | Monitor                                                              |
| GOAL NET X2 POSTS        | Worn uneven playing surface. Tatty football nets & broken cable ties.                                | Cable ties replaced today. Monitor all issues.                       |
| CYCLOPS (SPIN NET)       | Bottom coupling links are notching                                                                   | Continue to monitor                                                  |
| TITAN (ROTARY)           | Uneven ground & holes in matting, trip hazard                                                        | Monitor. Paul getting quotes for repair and new surface/ground works |
| SPIDERS WEB              | No Hazard                                                                                            | Monitor                                                              |
| CLIMBING WALL            | No Hazard                                                                                            | Monitor                                                              |
| DINO (ZIP WIRE)          | Uneven ground and matting, wear on platform, delamination, chain notching, tyre stop is cracking up. | Monitor all issues.                                                  |
| NEXUS VIPER (ROPE SWING) | Uneven ground and matting, tape added to rope end                                                    | Monitor                                                              |
| WILLY JEEP               | General rust & flaking/peeling paint                                                                 | Monitor                                                              |

| EQUIPMENT                    | HAZARD                                                          | RECOMMENDED ACTION                                                                                        |
|------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| GAPING GHYLL                 | Cracked wood                                                    | Monitor                                                                                                   |
| LOPING BALANCE WEAVE         | Some cracking in wooden posts                                   | Monitor                                                                                                   |
| WALK/STRETCH POSTS           | Some cracking in wooden posts. Worn and missing Astro Turf      | Monitor                                                                                                   |
| NET TUNNEL                   | Some cracking in wooden posts                                   | Monitor                                                                                                   |
| 6M NET PYRAMID               | Wear to 3rd rope from the top. Check rope tensions?             | Monitor wear to added tape on rope. Checked today, added more tape today. Find manufacturers instructions |
| CIRCUS TRAMPOLINE            | Worn Ground                                                     | Monitor                                                                                                   |
| LANDSCAPE TUNNEL             | Astro Turf is worn and puddles/hole where it meet with the path | Monitor. Quotes for repair/replacement. Fill when gravel arrives                                          |
| UNIMINI KERRA (TODDLER UNIT) | No Hazard                                                       | Monitor                                                                                                   |
| LILLIE BASKET (SWING BASKET) | No Hazard                                                       | Monitor                                                                                                   |
| ROTY INCLUSIVE ROUNDABOUT    | No Hazard                                                       | Monitor                                                                                                   |

| EQUIPMENT                      | HAZARD                                                                                        | RECOMMENDED ACTION                                                                  |
|--------------------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| BENCH ON MOUND                 | No Hazard                                                                                     | Monitor                                                                             |
| 2.4 SLEEPER BENCH X 3          | No Hazard                                                                                     | Monitor                                                                             |
| DINSOSAUR RIBCAGE WALKWAY ARCH | No Hazard                                                                                     | Monitor                                                                             |
| GATES X 2                      | No Hazard                                                                                     | Monitor                                                                             |
| FENCE                          | No Hazard                                                                                     | Monitor                                                                             |
| BOULDER SEATS                  | No Hazard                                                                                     | Monitor                                                                             |
| PATH                           | Generally worn in places especially at base of landscape tunnel and around cast iron features | Monitor. Order self amalgamating gravel binding, repair patches when gravel arrives |
| TREES                          | New tree survey booked in.                                                                    | Monitor                                                                             |