

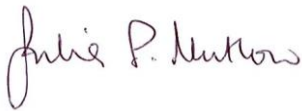
**To: All Members of the Town Council**  
**Meeting of Seaton Town Council**  
**on Monday, 2<sup>nd</sup> December 2024 at 6pm**

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

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

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

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



**Julia Mutlow**  
Town Clerk

## **AGENDA**

- 24/COU/01 Apologies for absence**  
To receive any apologies for absence.
- 24/COU/02 Declarations of Interest**  
To receive any Members' declarations of interest in respect of items on the agenda
- 24/COU/03 Council Minutes**  
To approve the minutes of a meeting of Seaton Town Council held on Monday, 4<sup>th</sup> November 2024
- 24/COU/04 County Councillor's Report**  
To note the report
- 24/COU/05 District Councillors' Reports**

To note the reports

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

To allow any questions or reports from members of the public

**24/COU/07 Committee Minutes**

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

- **Planning Committee** – 4 November 2024
- **Finance & General Purposes Committee** – 21 October 2024

**24/COU/08 Chairman's Report**

To note the report

**24/COU/09 Town Clerk's Report**

To note the report and correspondence log

**24/COU/10 Update on Seaton Tourist Information Centre**

To note an update on enquiries to the tourist information centre

**24/COU/11 Committee Membership**

To appoint a councillor to fill the vacancy on the Planning Committee,

**24/COU/12 Allotments Committee**

To agree terms of reference and appoint four councillors to the new Allotments Committee

**24/COU/13 Community Grants**

To consider the following applications for community grants:

- Seaton Majorettes - £1,000
- Axe Valley & District Heritage Association (Season Museum) - £1,400

**24/COU/14 Budget & Precept 2025-26**

To approve the budget for 2025-26, as recommended by the Finance & General Purposes Committee on 18 November, and to set the precept for 2025-26. **(NOTE: This item is subject to the tax base being available from East Devon District Council at the time of the meeting)**

**24/COU/15 Reviews of H&S policies & Marshlands risk assessment**

To approve the updates to the following policies:

- Health & Safety Policy
- Lone Working Policy

- Marshlands Risk Assessment
- Land & Buildings Policy

**24/COU/16 Playpark inspection reports**  
To note the playpark inspections.

**24/COU/17 Update on the Town Hall**  
To receive an update and to agree such further actions as may be necessary.  
Note- depending on the nature of further information/advice available after the issue of the agenda, this item of business may be moved to the confidential part of the meeting.

**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 18 on this agenda, as there are matters being discussed which may include commercially sensitive information.

**24/COU/18 Update on Marshlands**

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**Minutes of the Seaton Town Council ('the Council')  
Meeting  
on Monday, 4 November 2024**

**Present:**

**Chair:** Cllr. A. Singh

**Town**

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

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

**Public:** None in attendance

**90. Apologies for absence**

No apologies were received.

**91. Declarations of Interest**

Cllrs. Hartnell, Haggerty & Ledger declared a personal interest as East Devon District Councillors (EDDC) and Cllr. Hartnell as a Devon County Councillor (DCC). Cllrs' Dyke & Wood declared personal interests as volunteers at the Gateway Theatre Company who occupied the town hall and Cllr. Hartnell declared a personal interest as his son was a volunteer there. Cllr. Ledger declared a personal interest as he house was located withing close proximity to the allotments.

**92. Council Minutes**

Members **RESOLVED** to approve the minutes of a meeting of Seaton Town Council held on Monday, 7 October 2024. (proposed Cllr. Rowland; seconded Cllr. Haggerty)

Members **RESOLVED** to suspend standing orders to defer the County Councillor's Report to later on the agenda. (proposed Cllr. Beer; seconded Cllr. Haggerty)

**93. District Councillors' Reports**

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

- Coach Friendly – this initiative was progressing well and all towns had now been inspected with discussions underway with all the main Devon attractions.
- West Walk toilets – the works to install the new fully accessible 'Changing Places' toilets would be starting in early December

Members noted the reports.

#### **94. County Councillor's Report**

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

- Cycling & Walking Infrastructure Plan – the consultation on this plan was open until the end of November on the DCC website. There was a requirement for local authorities to produce such strategies which would then improve their ability to bid for fund improvements to routes. In Devon, ten routes had been identified for improvement including a 23km route from Beer to Uplyme, encompassing Seaton & Axminster.
- Recycling and waste – Devon has retained its position as second highest recycling county in the country and in fact increased recycling to 54.5% of waste. Also the amount of waste going to landfill has reduced from 3.4 to 1.3%.
- Snow Warden Scheme – a reminder to town and parish councils of the scheme and that salt could be ordered from DCC – up to 5 tonnes per council in 25kg bags.
- Highways – the drainage and resurfacing works to Harepath Hill had now been completed. As regards Harepath Road, this would be repatched, as there were insufficient funds in the budget to fully resurface it. Depending on the success or otherwise of the patches, if necessary, a bid would be put forward for complete resurface in future years.
- Parking -concerns had been raised about parking on the corner near Jubilee Lodge. Cllr Hartnell had met with highways officers who had confirmed that this part of the road was not public highway but possibly owned by Aldi. The resident who raised concerns had written to Aldi.
- Civil enforcement – parking wardens had recently visiting the town early on a Sunday morning and several fixed penalties had been issued, including five on Harbour Road. Further visits would be taking place.
- Road crossings - several crossings in the town had been repainted and others were scheduled, including a 'No Entry' sign at the bottom of Sea Hill following concerns raised at the last town council meeting.

Members noted the report.

#### **95. Public Question Time**

None.

#### **96. Committee Minutes**

Members noted the minutes of the following meetings of the Council's committees:

- **Planning Committee** – 23 September, 7 & 14 October 2024

#### **97. Chairman's Report**

Members noted the report.

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

Members noted the report and correspondence log and, in particular noted the expenditure that had been authorised under the Council's scheme of delegations to carry out essential repairs to the lift at Marshlands and the advice from Devon County Council that it would not be possible to include banner fixings on the replacement lighting columns that were being installed in the town due to the coastal location.

**99. Update on Seaton Tourist Information Centre**

Members noted the update on enquiries to the tourist information centre.

**100. Committee Membership**

Noone was appointed to fill the vacancy on the Planning Committee, following the resignation of Cllr. Bowman from said committee, so this would appear as a standing item on future agendas until a councillor was able to fill the vacancy.

**101. Priorities for Seaton Town Plan 2025/26 onwards**

Members **RESOLVED** to:

- approve, in principle, the updated priorities as follows, subject to the final budget being agreed:

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

	<ul style="list-style-type: none"> <li>• Review of leases – Council land and buildings</li> </ul>
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- authorise the town clerk to update the town plan to include these priorities once finalised, after the budget  
(proposed Cllr. Ledger; seconded Cllr. Haggerty)

### 102. Report on Allotments

Members **RESOLVED** to:

- increase allotment fees from 30p to 60p per square metre, with the possibility of adding future annual increases in line with the retail price index, if so permitted
- note that the invoices will be issued in the Autumn of each year, therefore the new fees would take effect from 1 December 2025, to provide the requisite 12 months notice
- authorise the Town Clerk to review the Allotment Rules and make amendments to permit two bonfires per month on specified days and between specified hours and any such other amendments as she considers appropriate to ensure their fitness for purpose
- approve the establishment of an Allotments Committee, with terms of reference and membership being brought to the next meeting of the Council, for approval

(proposed Cllr. Ledger; seconded Cllr. Haggerty)

### 103. Playpark inspection reports

Members noted the play park inspections.

### Confidential Items

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

### 104. Town Hall

Members discussed in some detail concerns regarding outstanding works and actions required to ensure the town hall was safe and in compliance with the Council's policy of insurance and **RESOLVED** to:

- authorise the Town Clerk to convene a meeting of the trustees and the manager of the Gateway Theatre, the trustees and the curator of Seaton Museum and nominated town councillors and officers, as a matter of urgency, in order to facilitate a transparent discussion, with a view to addressing outstanding essential actions at the town hall and agreeing who would be responsible for which action and a timeframe



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www.seaton.gov.uk  
Town Mayor: Cllr Amrik Singh  
Town Clerk: Julia Mutlow

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- where reasonably practicable, to implement and/or arrange for the implementation of all outstanding actions within a month of this resolution
- agree that the temporary closure of the building may be necessary whilst works are undertaken to ensure the safety of all users

(proposed Cllr. Hartnell; seconded Cllr. Ledger)

Meeting closed at 7.29pm

Signed \_\_\_\_\_

Dated \_\_\_\_\_





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**Minutes of the Planning Committee  
Meeting on Monday 4 November 2024**

**Present:**

**Chairman:** P Burrows

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

**Officers:** Town Clerk

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

**97. Apologies for absence**

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

**98. Declarations of Interest**

There were no declarations of interest.

**99. Minutes of the Planning Committee meeting held on Monday 14<sup>th</sup> October 2024**

The Committee **RESOLVED** to agree the minutes of the meeting held on 14<sup>th</sup> October 2024.

(moved Cllr Beer; seconded Cllr Singh)

**100. 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.

**101. 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.

**102. Public Question Time**

There were no questions raised by members of the public.

**Applications for consideration:**

**103. 24/2176/TRE The Occupier**

**Hamilton Lodge, Colyford Road,  
Seaton EX12 2SN**

T1, Oak: 10-15% crown reduction  
via thinning. Maximum diameter of  
cuts, 60-70mm.

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

**104. Planning Comments**

There were no comments for circulation.

**105. Tree Preservation Orders**

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

**a) 24/0011/TPO – Land at Tower House, 8 Ryalls Court, Seaton**

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

**b) 24/0048/TPO – Land at 3 Durley Road, Seaton**

A Tree Preservation Order (TPO) has been made and confirmed in respect of Land at 3 Durley Road, Seaton.

**106. Appeals**

To note appeals lodged to The Planning Inspectorate :

**a) Planning application No. 24/0165/LBC. 15 Harepath Road, Seaton, EX12 2RP.**

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.

To note that an appeal has been lodged by the Applicant in respect of the above application. Seaton Town Council objected to the application but proposed no objection to the amended plans for the application.

**b) Planning application No. 24/0164/FUL. 15 Harepath Road, Seaton, EX12 2RP.**

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.

To note that an appeal has been lodged by the Applicant in respect of the above application. Seaton Town Council objected to the application but proposed no objection to the amended plans for the application.

#### 107. Appeal Decisions

To note appeal decisions made by The Planning Inspectorate:

- a) **23/2167/FUL – Tanyards Court, Beer Road, Seaton** Erection of seagull netting on roof of Tanyard's Court [Retrospective] – **APPEAL DISMISSED**.
- b) **22/2582/FUL – Barnards (Land Adjoining), Harepath Hill, Seaton** Erection of one dwelling and associated works – **APPEAL ALLOWED** with conditions.

#### 108. Decisions

To note planning decisions made by East Devon District Council:

- a) **24/1948/DOC – Portlight, Bunts Lane, Seaton** Discharge of Condition for 24/1327/FUL: Condition 3 (Tree Protection).
- b) **24/1303/DOC – 191 Beer Road, Seaton** Discharge of Conditions for 23/1355/FUL: Condition 3 (habitats licence), Condition 5 (materials and finishes).
- c) **24/1713/FUL – 7 Swan Road, Seaton** Construction of garden studio (Retrospective) – **APPROVED** with conditions.

Condition 4 states: **'The building hereby permitted shall not be occupied at any time other than for purposes ancillary to the residential use of the dwelling known as 7 Swan Road, Seaton'**.

(Reason - The building is unsuitable for independent residential occupation due to its relationship with adjacent dwellings and/or it is an unsustainable location where a separate unit of accommodation would not be adequately served by a range of services and facilities such that it would not comply with the requirements of Policy D1 – Design and Local Distinctiveness and Strategy 3 - Sustainable Development of the Adopted East Devon Local Plan 2013-2031.)

- d) **24/1410/CPE – Willoughby House, Fore Street, Seaton** Certificate of existing lawful development to confirm that the development as approved under application 23/0578/VAR has commenced within the time period for commencement as specified in condition 1 of that permission – **CPE Approved**.
- e) **24/1930FUL – Norcombe Court, Harbour Road, Seaton** Replacement of Juliet



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Balconies and Entrance Canopy – **APPROVED** standard time limit.

- f) **22/1478/FUL – Axe Valley Mini Travel, 26 Harbour Road, Seaton** Demolition of existing STC store and Bus Garage on site to be replaced by 7 residential units, 198 square metres of commercial floorspace (Use Class E) and landscaped gardens and private parking – **APPROVED** with conditions.

The meeting closed at 5.49pm.

Signed \_\_\_\_\_

Dated \_\_\_\_\_

**Minutes of  
Finance & General Purposes Committee Meeting  
Monday, 21 October 2024**

**Present:**

**Chairman:** Cllr. M. Hartnell

**Councillors:** P. Burrows, J. Oldfield & A. Singh

**In attendance:** Town Clerk, Deputy Town Clerk & Facilities Officer.

**Public:** None

**Others:** Cllrs. J. Rowland & J. Russell were also in attendance, but not members of the committee.

In the absence of the Chairman and vice Chairman of the committee, Cllr. Hartnell was duly elected to chair the meeting. (moved Cllr. Singh, seconded Cllr. Burrows)

**10. Apologies for absence**

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

**11. Declarations of Interest**

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

**12. Minutes of the previous meeting**

Members **RESOLVED** to approve the minutes of the Finance and General Purposes Committee meeting, held on Monday, 8 July 2024.  
(moved Cllr. Burrows, seconded Cllr. Singh)

**13. Public Question Time**

No members of the public were in attendance.

**14. Payments, receipts and unpaid invoices**

In line with the Council's Financial Regulations, Members reviewed and **RESOLVED** to ratify the receipts and payments made as of 30 September 2024. Additionally, they **RESOLVED** to write off the following unpaid invoices:

- 1617 - £41.43
- 1495 - £48.00

(moved Cllr. Burrows, seconded Cllr. Hartnell)



**15. Reconciliations**

Members **RESOLVED** to note and approve the following reconciliations as of 30 September 2024:

- Treasurers Account – Lloyds
- 32 Day Deposit Account – Lloyds
- Public Sector Deposit Fund – CCLA
- petty cash


(moved Cllr. Hartnell, seconded Cllr. Singh)

**16. Budgetary Report – Q2 2024-25**

Member reviewed the Council's budgetary position and earmarked reserves as at 30 September 2024 and **RESOLVED** to:

- note the actual financial position, as against budget, as of 30 September 2024
- note the material variances
- agree the following virement between budget codes - £4,000 from 170/4880 (planting & watering) to 120/4190 (IT support & software)
- note the movements from earmarked reserves
- authorise the Town Clerk to make such ongoing transfers from the Public Sector Deposit Fund to the Treasurer's Account at Lloyds as are necessary to ensure the balance in the Treasurer's Account is sufficient to cover 3 months average expenditure
- (moved Cllr. Hartnell, seconded Cllr. Singh)

Meeting closed at 5.55pm

Chairman: \_\_\_\_\_ 

Date: \_\_\_\_\_ 18.11.2024

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>2 December 2024</b>
<b>Item of business</b>	<b>24 COU 08</b>
<b>Details</b>	<b>Chairman’s Report</b>
<b>Purpose of Report</b>	<b>To provide a summary of the Chairman’s engagements since the last meeting of Council</b>
<b>Recommendations</b>	It is <b>RECOMMENDED</b> that Members note the report.

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

- 10 November 2024 – Seaton Remembrance Sunday – reading at St. Gregory’s
- 11 November 2024 – Armistice Day – reading at Windsor Gardens
- 11 November 2024 – meeting with tenants of the Town Hall
- 22 November 2024 – East Devon Talking Magazine – Christmas message to visually impaired residents of East Devon

## **RECOMMENDATIONS**

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

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>2 December 2024</b>
<b>Item of business</b>	<b>24 COU 09</b>
<b>Details</b>	<b>Town Clerk’s Report</b>
<b>Purpose of Report</b>	<b>To provide a summary of the ongoing work and correspondence log of Seaton Town Council</b>
<b>Recommendations</b>	It is <b>RECOMMENDED</b> that Members: <ul style="list-style-type: none"> <li>• note the report</li> </ul>

## 1. Introduction

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

## 2. Summary of matters to note

- **Committees and meetings:**
  - **Planning Committee** – 4 & 18 November 2024
  - **Finance & General Purposes Committee** – 18 November 2024
  - **Meeting with tenants of town hall** – informal meeting to discuss the town hall and agree actions
- **Community events consultation** – this has now closed with approximately 170 responses received. A report will be brought to Members in February.
- **Interim audit** – all records have been prepared and this will take place on Monday 2 December.
- **Christmas Lights** – due to the hard work of the Facilities Officer, working with the Council’s approved contractor, the infrastructure and lights have now been installed and Christmas trees in situ.
- **Budget 2025/26** – the draft budget has now been prepared and agreed by F&GPC for final approval by Council at this meeting



- **Correspondence and enquiries** - various correspondence and enquiries have been dealt with by officers throughout the month and a summary of correspondence is attached.
- **Marshlands** –the lease is being drafted and it is hoped that this will be completed and the tenant in a position to take up occupation in January. A new door will be required to the slope from the car park and this is currently being researched by the Facilities Officer. H&S policies have been reviewed and form a separate item on the agenda.
- **Town Hall** – much of officer time has been taken up this month liaising with tenants, devising an action plan of essential works and actions and meeting with trades of site to carry out inspections and provide quotations. Alongside this enquiries have been made of the Council’s insurers as to outstanding risk.

## **RECOMMENDATIONS**

It is **RECOMMENDED** that Members:

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



# **Correspondence & Complaints Log**

## Correspondence & Complaints – April 2024

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

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

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

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

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

## MAY 2024

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

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



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

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

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

## JUNE 2024

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

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

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

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

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

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

## JULY 2024

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



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

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

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

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

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

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

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

## AUGUST 2024

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

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



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

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

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

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

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

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

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

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

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



24.9.2024	Coach company telephoned asking for advice on parking a coach in Beer	Beer	HJ emailed maps and instructions for driving and parking a coach into Beer	HJ
26.9.2024	Email from lady who is asking for community support and charitable help to support her elderly mother-in-law receiving cancer treatment and living on her own in Seaton	Seaton	HJ email Re-Store community handbook and gave out two contacts that might be able to assist.	HJ
26.9.2024	Phone call from a resident who wants advice about removing a redundant seagull nest on their roof	Seaton	HJ advised they call EDDC Environmental Health for professional advice	HJ
27.9.2024	Wanted help with getting a train to Weymouth from Seaton	Weymouth	Gave itinerary from Honiton or Axminster to Salisbury then change	TIC Vol
28.9.2024	Asking questions about seafront and the developments	Seaton seafront	Explained about the Fosseyway Court refurb and the Hook & Parrott	TIC Vol
28.9.2024	Email from someone who is selling her late father's flat by auction and wants someone to draw up floor plans	Seaton	HJ gave details for NDM Architects in Seaton	HJ

## OCTOBER 2024

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

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

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

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

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

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

## NOVEMBER 2024

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

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



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

	commercialism of Christmas and capitalism			
8.11.2024	Email from resident complaining there are not seats in the new bus shelter	New bus shelter at Fisherman's Gap	HJ explained that DCC may fit seats as part of the finishing process	HJ
8.11.2024	Email from resident of Sea Hill complaining about bar car parking on the road and speeding traffic plus cars driving the wrong way around the roundabout at Fisherman's Gap	Sea Hill	JM replied to say traffic offences are a police matter and to report to them. To complain about the parking bays he needs to report online to DCC Highways	JM
8.11.2024	Email from resident asking what is happening with the Hook & Parrott Inn on the seafront?	Hook & Parrot on seafront	HJ explained recently sold and new planning applications submitted and a road closure order for works to start on 20 <sup>th</sup> January 2025	HJ
10.11.2024	Email from random person looking for the political party affiliation (or independent status) of the councillors elected to Seaton Town Council in May 2015, as the "Declaration of Result of Poll" fails to specify the political makeup of the elected members.	By email	Not replied yet	HJ
10.11.2024	Resident of Colyton wants to go onto our allotment waiting list	Allotments	Doesn't reside in Seaton so cannot be added to the list	HJ
11.11.2024	Phone call from a resident who is registered blind. He is not happy with the new bus shelter on the seafront, everything is wrong with it and nothing is right with it at all and its most unsuitable for blind people	New bus shelter on the seafront	HJ explained nothing can be done as the shelter has been installed and the project is now completed.	HJ
12.11.2024	Wanted to renew their bus pass	In the office	Gave an application form to complete and send to Devon County Council	HJ
13.11.2024	Couple came into the office wanting to know the variety of the tree growing in the next door neighbour's garden on the seafront	Whitecliff Flats next door	No one in the office could say what variety the shrub was	HJ

13.11.2024	Email from resident of East Devon who wants to set up a Sauna Hut on Seaton Beach throughout the summer	Seaton Beach	HJ gave her details for EDDC beach concessions and a link to the application form	HJ
13.11.2024	Is there a 2A bus service in Axminster	Axminster	Could not find any timetables	HJ
13.11.2024	FOT request regarding the political affiliations of STC councillors elected in 2015	Seaton	JPM responded confirming that the Council did not hold this information	JPM
14.11.2024	Wanted timetables for any buses running on a Sunday	In the office	HJ explained only the Stagecoach 9 and 9A runs on a Sunday	HJ
14.11.2024	Email from a lady who wants to set up a mobile beach sauna on the Esplanade or Fisherman's Gap on Seaton seafront	Esplanade & Fisherman's Gap	HJ replied to say she needs permission from EDDC and emailed links to the relevant departments	HJ
18.11.2024	Wanted a street map of Crediton	Crediton	HJ advised her to contact Mid Devon District Council as they may have something, as nothing was available online.	HJ
18.11.2024	Sarah Jackson from Axminster Town Council telephoned to ask about our allotment fees & plot sizes	Axminster Town Council	HJ gave Sarah the information she wanted. They are going to raise their allotment fees too.	HJ
19.11.2024	Local ballerina teacher wants to promote her classes and can we hold her leaflets here	In the office	HJ took leaflets	HJ
19.11.2024	Local resident complaining there are at least five street lights out of order on the seafront, both sides of the Esplanade which is very dangerous as it is very dark at night	Seafront and Esplanade	HJ said would report to DCC and EDDC	HJ
20.11.2024	Phone call and email planning objection to application at 30 to 32 Queen Street	Queen Street	Forwarded to Planning Committee Cllrs	HJ

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

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>2 December 2024</b>
<b>Item of business</b>	<b>24 COU 10</b>
<b>Details</b>	<b>Report on Tourist Information Centre (‘TIC’)</b>
<b>Purpose of Report</b>	<b>To provide an update on tourist information enquiries</b>
<b>Power/Authority</b>	<b>Local Government Act 1972, s144 – power to encourage visitors</b>
<b>Recommendations</b>	It is <b>RECOMMENDED</b> that Members: <ul style="list-style-type: none"> <li>• note the update</li> </ul>

## 1. Background

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

## 2. Summary of enquiries

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

Month	Visits		Telephone		Total STC/TIC Enquiries
	STC/TIC		STC/TIC		
<b>2021/22 (May-Oct) (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>
<b>2024/25</b>							
	STC	TIC	STC	TIC	Weekdays	Weekends	Total
<b>April</b>	90	52	39	10	125	66	191
<b>May</b>	48	347	47	11	267	186	453
<b>June</b>	59	374	57	7	288	209	497
<b>July</b>	41	308	43	17	262	147	409
<b>August</b>	52	336	37	25	327	123	450
<b>September</b>	25	255	43	8	234	97	331
<b>October</b>	44	58	30	2	134	-	134
<b>November (to 22 Nov)</b>	23	19	23	1	63		63
<b>December</b>							
<b>January</b>							
<b>February</b>							
<b>March</b>							
<b>2024/25 TOTAL</b>	<b>313</b>	<b>1,669</b>	<b>264</b>	<b>78</b>	<b>1,701</b>	<b>828</b>	<b>2,529</b>

### 3. Opening hours

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

### 4. RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the update



## COMMUNITY GRANT SCHEME

Two applications have 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 Majorettes	£1000.00	To assist with the purchase of new Majorette outfits	High cost of outfits due to the fact that outfits needs to be sourced from outside the UK. Outfits are required every 2 years to replace those outgrown by current majorettes and are required for carnival and event performances.
Axe Valley Heritage Museum	£1400.00	To assist with the costs of upgrading the Museum's lighting	This comprehensive grant application clearly details the direction of travel for the Museum following the appointment of a new curator. The current lighting in the Museum is outdated and costly to run. Furthermore, it is damaging some of the collection exhibits, as confirmed by the Conservation Development Officer. This grant will assist with the costs to replace the existing fluorescent /UV lighting with LED lighting. The latter is not only more cost efficient to run but would also reduce the Museum's carbon footprint. Council officers have been liaising closely with the curator to offer wider support in terms of securing contractor quotes, signposting to volunteer and fundraising support. Whilst the amount sought is more than the maximum of £1000, there is capacity within the community grants budget to grant an exception should

			Members wish to do so. The Health and Safety policy submitted with this application was ratified by the Trustees in September 2024.
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<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>2 December 2024</b>
<b>Item of business</b>	<b>24 COU 14</b>
<b>Details</b>	<b>Report on proposed budget and precept for Seaton Town Council 2025-26</b>
<b>Purpose of Report</b>	<b>To consider and approve the draft budget, as recommended by the Finance &amp; General Purposes Committee on 18 November 2024</b>
<b>Power/authority</b>	<b>Local Audit &amp; Accountability Act 2014 &amp; Seaton Town Council Financial Regulations</b>
<b>Recommendations</b>	<p>It is <b>RECOMMENDED</b> that Members:</p> <ul style="list-style-type: none"> <li>• approve the proposed budget for 2025-26, as recommended by the Finance &amp; General Purposes Committee</li> <li>• approve the precept for 2025-26</li> </ul>

## 1. Summary

The Council’s Finance & General Purposes Committee met on 18 November 2024 and considered at length a draft budget for 2025-26. The proposal presented to the November meeting (V.1) has now been updated with the adjustments agreed at said meeting. The updated budget spreadsheet is referenced DRAFT Budget 2025-26 V.2 – 2 December 2024.

The tax base for 2024-25 – which is the figure by which the net budget is divided to provide the Band D precept rate – was 3,278. At the time of writing, the tax base for 2025-26 has yet to be confirmed by East Devon District Council

However, working on the assumption that the tax base is unlikely to change significantly, the draft budget (V2), as proposed and attached as Appendix 1, would lead to an increase in the precept of £31,905 or £9.73 per year/19 p per week per Band D property (7.34%), assuming that the tax base remains relatively static. If the draft budget is

approved the final Band D increase will, of course, be subject to marginal change depending on the final 2025-26 tax base.

## **2. Recommendations**

It is **RECOMMENDED** that Members:

- approve the proposed budget for 2025-26, as recommended by the Finance & General Purposes Committee
- approve the precept for 2025-26



# Seaton Town Council Constitution

## Chapter 14 Health & Safety Policy

Marshlands Centre, Harbour Road, Seaton EX12 2LT

01297 21388

[townclerk@seaton.gov.uk](mailto:townclerk@seaton.gov.uk)

## Health & Safety Policy Statement

Seaton Town Council (‘the Council’) recognises that it has statutory obligations under the Health and Safety Acts to provide and maintain safe and healthy working conditions, equipment and systems of work for all its employees, contractors, tenants, hirers and members of the public. It is our policy to provide information, instruction, training and supervision as needed for this purpose.

The Council also accepts the responsibility of the Health and Safety of other people who may be affected by its activities and actively seeks support from all employees, whatever their status, in the promotion of strategies and procedures to achieve the objectives of this Health & Safety Policy (‘the Policy’).

Accordingly, it will, so far as is reasonable and practicable, take steps to meet this responsibility paying particular attention to the provision and maintenance of:

- a) Plant, equipment and systems of work that are safe.
- b) Safe arrangements for the use, handling, storage and transport of articles and substances.
- c) Sufficient information, instruction, training and supervision as is necessary to ensure the health and safety at work of all employees.
- d) Safe places of work and safe access to them. Safe public areas where these are under Council control.
- e) A safe and healthy working and operating environment.
- f) Adequate facilities for welfare at work.

All employees and members of the public are reminded of their duty to take reasonable care for the safety of themselves and others who may be affected by their acts or omissions and to co-operate with others who may be affected by their acts or omissions and to co-operate with council staff to secure compliance with statutory duties placed upon them. This is in addition to the responsibility of the council and its managers/ supervisors for ensuring generally safe conditions of work. You must not do anything that could threaten the health or safety of yourself, fellow employees, customers or members of the public. (Health & Safety Act 1974 and the Management of Health and Safety at Work Regulations 1999)

The arrangements for the implementation of this Policy are set out in Sections 2 and 3 and this information can also be found in the Staff Handbook.

The Policy will be kept up to date as required and, as a minimum.

**A copy of this policy is issued to all employees and councillors.**

## Section 2

### Day to Day Health and Safety Responsibilities

#### The Council

- Should maintain an effective programme to ensure that all workplace hazards are systematically identified, and appropriate measures introduced to control these hazards. Risk assessments are to be undertaken where necessary and to take account of changes within the workplace.
- Should ensure all employees have the opportunity to participate in the development of good working practices, have all relevant documentation relating to Health and Safety available, receive training where relevant and are provided with the necessary information to undertake their duties safely.
- Should ensure all necessary personal protective equipment is provided to employees, that they are trained in its use and proper maintenance and storage.
- Should encourage all staff to set a high standard of health and safety management.
- Should insist that all contractors hold public liability insurance for a minimum of £5 million.

#### Employees

- Should take responsibility for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- Should co-operate with the Council to achieve a healthy and safe workplace and report any health and safety problems that arise which they are unable to resolve themselves.
- Should carry out their duties in a way that does not adversely affect their own health and safety and that of others and to ensure that personal protective equipment is used at all times if required.
- Should not misuse any equipment provided in the interests of health and safety and their welfare.
- Should undertake any training and/or instructions in health and safety related subjects to ensure that they are competent to carry out their health and safety responsibilities.

## Section 3

### Arrangements for Health and Safety Systems and Procedures

#### General Safety and Conduct of Employees

- Employees are reminded of their moral and legal responsibility for conducting themselves in such a manner in their work so as not to expose themselves or others to risk. To this end the Policy is a document that must be read, understood and implemented by all employees.
- A declaration by the employee must be signed when the Policy has been read and understood.
- Employees must not promote or participate in any action that may result in accident or injury.

#### Accidents

- All injuries, no matter how small, must be recorded, including injuries to staff, sub-contractors, visitors and members of the public. Some may need to be reported to the Health and Safety Executive.
- An accident is defined as “an unplanned event with the potential to cause damage to property or injury to people”. There is no such thing as a minor accident. An object falling from height that does not result in damage or injury is still an accident and would need to be recorded as a ‘near miss’. It is essential that all accidents are recorded, especially those involving injuries.
- All accidents and near misses will be recorded in an accident book. The Town Clerk will ensure that suitable investigations are undertaken and reports made, where relevant.
- Some accidents must be reported to HSE under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). These are generally major incidents, a full list is attached to this policy. Failure to report is an offence.

#### First Aid

- In the event of a person being hurt, the first responsibility is to ensure that any necessary first aid is promptly administered to the injury.
- First Aiders are only expected to administer help and assistance to a level which they feel comfortable and confident with.
- The first aid box is sited in the kitchen at the Marshlands Centre.
- A first aid box is sited in the Council’s vehicle.
- The Council’s trained first aiders are:
  - Deputy Clerk
  - TIC and Administration Officer
  - Facilities and Projects Officer
  - Town Maintenance Officer

This training was completed on 24<sup>th</sup> January 2024 and is valid for a period of 3 years.

#### Staff Training

- All staff will be given training relating to evacuation procedures, accident procedures and availability of first aid. Other training will be carried out as the need arises and records kept.

## Fire Safety

- Fire procedures are displayed adjacent to each call point. Fire evacuation drills to be carried out annually in liaison with the tenants of Marshlands. The assembly point is the front of the Council Offices. All hirers of the function room or tenants are responsible for fire procedures during the period of their letting. These are outlined on the booking form and in their lease agreements.
- The fire alarm system to be tested weekly and checked annually as directed by the fire safety contractor.
- The emergency lighting to be tested monthly and checked annually as directed by the fire safety contractor.
- All fire extinguishers to be checked annually by the fire safety contractor.
- Fire Alarm system to be checked annually by the fire safety contractor.
- All checks to be recorded in the 'Fire Log Book' which is sited on the Health and Safety noticeboard at the Marshlands Centre.
- The Town Clerk is ultimately responsible and will oversee that fire requirements are adhered to but will delegate some duties to the administration staff who are the nominated fire wardens.
- The nominated fire wardens will ensure that all people leave the building directly and immediately in the event of an evacuation and congregate at the designated assembly point. They will account for any missing persons and liaise with the fire service in the event of a fire. **The nominated fire wardens are the Deputy Clerk and Facilities and Projects Officer.**
- All staff are expected to assess risks on a day to day basis and to carry out housekeeping checks to identify any potential fire hazards.

## Electrical Safety

- A programme of inspection of portable electrical equipment will be undertaken.
- All employees to visually inspect work equipment noting any hazards.
- A PAT test of electrical equipment to be done annually by a competent person. The results to be recorded and all equipment to be marked at the plug noting the date for retest. Any equipment failing this test will be removed.
- An electrical installation condition inspection to be carried out every 5 years to ensure suitability and as part of the fire safety management systems.
- Tenants are required to provide evidence that their PAT testing has been carried as required.
- **Employees are not permitted to use personal electrical equipment unless it is brand new or has been PAT tested.**

## Visual Display Units (VDUs)

- All employees covered by the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended) are to be provided with the Health and Safety Executive information and training booklet "Working with VDUs" about the correct use of computers, the positioning of desk, chair, monitor etc.
- All employees to ensure that the workspace and equipment meets their requirements and to inform the Town Clerk of any reasonable adjustments or additional equipment that are required.

- All employees to be encouraged to take regular breaks, every 40-50 minutes to enable the body to recover from the fatigue of holding a static position.
- All employees to be made aware that their employer will provide an eye test should it be required and will cover the cost of any prescription lenses required specifically for DSE use.

### **Lifting and Handling**

- The Council does not expect staff to lift and carry heavy weights and when required, both external contractors and the appropriate equipment will be sourced for this purpose.
- The Council will issue all staff with manual handling guidance issued by the Health and Safety Executive.
- All staff to complete mandatory online manual handling training

### **Driving at Work**

- The Council will take all reasonable steps to manage the health and safety of those staff who need to drive as part of their role. Driving at work is defined as any journey where the Council picks up the cost by way of mileage expenses, a car allowance or a council owned vehicle. This does not cover travelling to and from work.
- Where a Council owned vehicle is used, staff must report any suspected mechanical defects and not drive the vehicle until these have been investigated.
- If an employee uses their own vehicle, they are required to maintain it in a roadworthy condition. They must also ensure they have the appropriate business use insurance cover and a current MOT certificate, if applicable.
- It is offence to use handheld mobile phones and PDAs whilst driving.
- Any road accidents whilst travelling on business must be reported to the Town Clerk.

### **Control of Substances Hazardous To Health (COSHH)**

- COSHH Regulations 2002 require employers to control substances that can harm workers' health.
- Hazardous substances used by council staff and cleaning contractors are to be stored in a designated, locked COSHH cupboard.
- Reasonable caution is applied to all other hazardous substances i.e. washing up liquid and anti-bacterial solutions.

### **Risk Assessments**

- The Town Clerk is responsible for overseeing that suitable risk assessments are undertaken where necessary.
- The purpose of the risk assessments will be to identify the existing measures required to reduce risk and to assess whether any additional measures are necessary.
- Any findings to be reported to the Council. Actions required to remove/control risks to be approved by the Council.
- A risk assessment of the Council offices / Marshlands Centre to be carried out and reviewed annually.



- Should any member of staff notify the Council of pregnancy, a risk assessment will be carried out on her work role according to the requirements of the management of Health and Safety at Work Regulations 1999.

### **Lone Working**

- The Council will take all reasonable steps to avoid staff working on their own but there will be occasions when this will be unavoidable.
- All staff to be provided with a copy of the Lone Working Policy and Procedure.
- All staff are required to sign in and out of the building
- All staff are to share with the Town Clerk, any details of any health conditions which may lead to an increased risk when lone working.

### **Stress Management**

- The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them” This makes the distinction between pressure, which can be positive if managed correctly and stress, which can be detrimental to health.
- The Council is committed to protecting the health, safety and welfare of employees and recognizes that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.
- The Council to conduct risk assessments as required to manage stress or to control risks from stress and provide training for all managers and supervisory staff in good management practices.
- The Council has a Dignity at Work Policy and a Code of Conduct policy detailing procedures to be followed for staff affected by stress caused by poor behaviour in the workplace.
- The Council to provide confidential counselling for staff affected by stress caused by work and will monitor factors highlighted as stressful, manage change appropriately and seek to understand employee’s concerns.

### **Smoking at Work**

- It is Council policy that all council owned workplace buildings and Council owned vehicles are smoke free.
- Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. Substantially enclosed includes door entrances and council owned vehicles. The same prohibition applies to vaping (the use of electronic cigarettes).
- The Council to implement a Smoking policy which outlines procedures it will follow in the event of non-compliance.
- “No Smoking” signs to be clearly displayed in the Council offices.

### **Policy Review**

- Seaton Town Council is committed to reviewing its policies and making improvements where possible.
- This Policy will be reviewed and updated following any major changes in procedures, personnel or annually whichever occurs first.
- All risk assessments and training records to be kept available for inspection.

Adopted:  
Reviewed:

December 2020  
October 2024

**Declaration by Employee/Councillor**

I declare that I have read and understood and will implement the Seaton Town Council Health and Safety Policy:

Signed:.....

Name (print): .....

Position: .....

Date: .....





# Seaton Town Council Constitution

## Chapter 21 Lone Working Policy

Marshlands Centre, Harbour Road, Seaton EX12 2LT

01297 21388

[townclerk@seaton.gov.uk](mailto:townclerk@seaton.gov.uk)

## SEATON TOWN COUNCIL

### LONE WORKING POLICY

#### INTRODUCTION

Seaton Town Council ('the Council') recognises that its Officers ('Officers') may be required to work by themselves for periods of time without close or direct supervision and out of normal office hours, in particular the Town Maintenance Officer. The purpose of this policy is to protect such Officers, so far as is reasonably practicable, from the risks of lone working and to ensure the health and safety of all lone workers in accordance with the Council's obligation under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999.

#### POLICY STATEMENT

This policy applies to all staff and volunteers and all situations involving lone working arising in connection with the duties and activities of the Council's Officers. It does not apply to Councillors.

Definition of 'lone workers' - the Health and Safety Executive defines lone workers as "those who work by themselves without close or direct supervision". Lone worker can also refer to staff who work by themselves without work colleagues either during or outside normal working hours. Examples can include:

- A Council officer who arrives for work early in the morning or works late in the evening in order to undertake council business
- A Council officer carrying out maintenance work in one of the Council's playparks or other green spaces
- A Council officer working alone in the premises

Any worker under the age of 18 years, anyone working in a confined space, or anyone undertaking tasks associated with increased risk, is not permitted to work on their own.

The aim of the policy is to:

- Increase Officers' and Councillors' awareness of safety issues relating to lone working
- Recognise and reduce risk by ensuring that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as reasonably practicable
- Ensure that appropriate training is available to all Officers in all areas that enables them to recognise potential risks and provide practical advice on safety, when working alone
- Ensure that appropriate support is available to Officers who have to work alone
- Encourage full reporting and recording of all adverse incidents relating to lone working

## RESPONSIBILITIES

The Town Clerk, on behalf of the Council, is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working
- Ensuring that the worker is competent to work alone
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that the Town Council regularly reviews the effectiveness of this policy
- Ensuring that all Officers are aware of the policy and that arrangements for lone working are made clear to staff
- Ensuring that risk assessments are carried out where necessary and reviewed regularly
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone and that Officers have the opportunity to contribute to these.
- Ensuring that Officers are given appropriate information, instruction and training
- Ensuring that appropriate support is given to Officers involved in any incident.
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents

As outlined in the Staff Handbook, Chapter 4 of the Council's Constitution, Officers are responsible for:

- Taking reasonable care of themselves and others who may be affected by their actions
- Co-operating by following rules and procedures designed for safe working and any instruction given by their line manager and/or the Council
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- Informing the Town Clerk at the earliest opportunity in the event of an accident, incident of violence or aggression whilst working alone
- Taking part in training designed to meet the requirements of the policy
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone
- Being aware of colleagues working on their own and alert to unexpected changes of routine and prolonged periods where there is no communication

## RISK ASSESSMENT

Risk assessment is essential to good risk management. A risk assessment will be carried out for and by all Officers whose working practice makes them vulnerable. This includes Officers that are site based but work in isolation as well as mobile Officers whose work takes them out into the community. Recommendations will be made to eliminate or to reduce the risk to the lowest level reasonably practicable. A lone

workers' checklist will be completed (See Appendix 1) and this will be used as the basis for a risk assessment. For site based lone workers, any risk assessment should also include information regarding:

- Safe access and exit.
- Risk of violence.
- Safety of equipment for individual use.
- Channels of communication in an emergency.
- Site security.
- Security arrangements i.e. alarm systems and mobile telephones.
- Level and adequacy of on/off site supervision.

Risk assessments for mobile lone workers should, additionally, include information regarding:

- Travelling between sites.
- Reporting and recording arrangements.
- Communication and traceability.
- Personal safety/security.

Following completion of the Risk Assessment, consideration will be given to any appropriate action that is required.

## **MANDATORY PROCEDURES**

To ensure the security of buildings, appropriate steps should be taken to control access to the building and to ensure that emergency exits are accessible. These steps can include:

1. Intruder alarm and fire alarms to be tested regularly
2. The Harbour Road door access code to be changed **annually** and to only be given to Officers, councillors and hirers of the function room.
3. Access to the seafront side of the building via the ramp to be restricted to Officers only. Councillors, contractors or visitors needing to access the TIC or Council offices via Harbour Road **outside of opening hours** can telephone ahead and be met by a member of Officers.
4. All staff to sign in and out of the building at all times.
5. 2 members of Officers to be in the office at any given time during opening hours. Where Officers have to work alone, they must ensure that they are familiar with the exits and alarms and that they have access to a telephone and first aid equipment.
6. If there is any indication that the building has been broken into, nobody must enter alone, but must wait for back up from the emergency services or another Officer.
7. To ensure personal safety, Officers must not assume that having a mobile phone and a backup plan is sufficient. The first priority is to plan for a reduction of risk. Officers should take all reasonable precautions to ensure their own safety which can include keeping any **internal doors** locked at all times.
8. Whilst Officers should not work alone for extended periods or on a regular basis, there may be times when this is unavoidable. Before working alone, assessment



of the risks involved should be made in conjunction with the line manager. Officers must inform their line manager or other identified person when they will be working alone and confirm via the Whatsapp group that they have left the building. If an Officer does not report as expected, an appointed buddy should check initially via the Whatsapp group and alert the Town Clerk (or in her absence the Deputy Clerk) who will then respond as appropriate.

9. All Officers working offsite must inform a colleague and/or the Town Clerk where they will be working and when they expect to return to the building. Any delay must be communicated to the office.

10. All Officers must ensure that the Town Clerk holds up to date emergency contact details and contact details of their next of kin.

11. All Officers must share with the Town Clerk, any details of any aspects of their health that could lead to increased risk when lone working.

## **INCIDENT REPORTING**

An incident is defined as “an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage”. In order to maintain an appropriate record of incidents involving lone workers, it is essential that all incidents be reported to the Town Clerk who will prioritise each incident and identify any immediate action. All Officers are provided with the Town Clerk’s contact details. Officers should ensure that all incidents where they feel threatened or “unsafe” are reported. This includes incidents of verbal abuse.

The Council is committed to protecting the Officers from violence and assault and will support criminal proceedings against those who carry out assault. All Officers are encouraged to report violent incidents to the police and will be supported by the Council throughout the process. Except in the cases of emergency, Officers should inform the Town Clerk of any incident immediately. The Town Clerk will thereafter take responsibility for contacting the police to report the details of the incident.

Officers working for the Council should know that their safety is paramount and any safety concerns will be taken seriously. Officers should be aware of how to deal with situations where they feel they are at risk, or unsafe. Officers should also be able to recognise how their own actions could influence or even trigger an aggressive response. The Town Clerk will ensure that all lone workers’ training needs are assessed and that they receive the appropriate training.

In the event of a violent incident involving a lone worker, the Town Clerk will immediately ensure that the employee receives any necessary medical treatment and/or advice. If an incident occurs out of hours the Chairman should be contacted by the Town Clerk. The Town Clerk will also consider whether the employee needs specific information or assistance relating to any legal or insurance matters. The Town Clerk will also ensure appropriate written and verbal reporting of any violent incident.

## **POLICY REVIEW**

Seaton Town Council is committed to regularly reviewing its policies and making improvements where possible.

Adopted: 21 December 2020

**APPENDIX A: SEATON TOWN COUNCIL – LONE WORKING CHECKLIST**

Checklist completed by:	
Date completed:	
Location:	

<b>Areas of Concern:</b>	<i>Please circle</i>		<i>Comments:</i>
	YES	NO	
Do Officers work alone?	YES	NO	
Do Officers work outside normal office hours?	YES	NO	
Do Officers meet members of the public in isolated locations?	YES	NO	
Is there safe access to the building?	YES	NO	
Do Officers carry out high-risk activities?	YES	NO	
Do Officers work in isolated areas?	YES	NO	
<b>Control Measures for Consideration:</b>			
Is joint working provided for high risk activities?	YES	NO	
Are regular colleague checks carried out during the working day?	YES	NO	

--	--	--	--

Is there security lighting around entrance and exit doors and in parking areas?	YES	NO	
Do Officers have information and training on basic personal safety?	YES	NO	
Are Officers able to confidently implement strategies for minimising and preventing violence?	YES	NO	
Is there a buddy system for monitoring Officers whereabouts when someone is lone working?	YES	NO	
Are Officers aware of the need to report incidents and are they familiar with the system for doing this?	YES	NO	

**Are the existing control measures adequate?**      YES  NO

If no, what additional actions are required:

1	
2	
3	
4	
5	
6	
7	
8	

**MARSHLANDS CENTRE**  
**RISK ASSESSMENT**



What are the hazards?	Who might be harmed	Risk Rating before control measures			Control Requirements	Risk Rating after control measures			Actioned by who
		Severity 1-3	Likelihood 1-3	RISK RATE		Severity 1-3	Likelihood 1-3	RISK RATE	
Building security	Employees, Councillors, building tenants, community groups, members of the public	2	2	4	<ul style="list-style-type: none"> <li>The Harbour Road entrance is accessed via a keypad code which is provided to all users of the building. Code to be changed annually.</li> <li>Door from Harbour Road to seafront side of the building is accessed by a keypad code. Code known only to staff.</li> <li>TIC entrance is accessed via a key mechanism. The key is kept in a key cabinet, in a locked store room outside of TIC opening hours.</li> <li>The TIC reception is manned at all times during opening hours. 2 members of staff to be in the office at all times during opening hours.</li> <li>The disabled access door can only be opened from the inside of the building.</li> <li>Visitors to the building, including councillors, must access either via the TIC entrance during opening hours or via the disabled access door. Alternatively they may telephone the office landline and staff will</li> </ul>	2	1	2	STC

					permit entry from the Harbour Road entrance.				
Building condition	Employees, Councillors, building tenants, community groups, members of the public	2	2	4	<ul style="list-style-type: none"> <li>• A schedule for regular maintenance is in place</li> <li>• The building is regularly checked by the Facilities Officer and Maintenance Officer for any faults. All faults are reported to the Town Clerk.</li> <li>• All faults which have the potential to impact on the health and safety of staff and building tenants are addressed immediately.</li> <li>• Access routes are kept in good condition and clear at all times</li> <li>• Adequate internal and external lighting is provided.</li> <li>• Fire safety and legionella checks are recorded weekly and/or monthly as required</li> </ul>	2	1	2	STC
Slips, trips and falls	Employees, Councillors, building tenants, community groups, members of the public	2	2	4	<ul style="list-style-type: none"> <li>• Appropriate storage for files, stationery and equipment is provided</li> <li>• Building defects are promptly reported to the Town Clerk and/or Council</li> <li>• Periodic walkthrough inspections take place to ensure rooms and walkways remain free of slip and trip hazards</li> <li>• The Council's health and safety policy clearly states that staff</li> </ul>	2	1	2	STC

					<p>have a duty to take reasonable care for the safety of themselves and others.</p> <ul style="list-style-type: none"> <li>• Building tenants and community groups are informed of their health and safety responsibilities as part of the terms and conditions of hire</li> <li>• Office lighting checked weekly for adequate illumination.</li> <li>• Trailing cables stored or removed if not in use. If in use, covered and taped to the floor</li> <li>• Correct floor covering for the room location.</li> <li>• Damage to or uneven floor surfaces repaired.</li> <li>• Contaminated floor surfaces, for example liquid or grease are wiped up immediately and disposed of.</li> <li>• Good housekeeping by removal of tripping or falling objects left in walkways.</li> </ul>				
Manual Handling	Employees	3	3	9	<ul style="list-style-type: none"> <li>• The Council's Health and Safety policy states that it does not expect staff to lift and carry heavy weights.</li> <li>• All staff have completed manual handling training.</li> <li>• Sack trucks and trolleys are made available to assist with the transport of heavy equipment</li> </ul>	3	1	3	STC

					<ul style="list-style-type: none"> <li>• Staff understand that they are to lift in pairs if necessary and to use appropriate equipment and lifting techniques</li> </ul>				
Lone Working	Employees	3	3	9	<ul style="list-style-type: none"> <li>• Should first member of staff onsite see any signs of forced entry, they will not enter the building and will contact the police and the rest of the staff team.</li> <li>• Staff who work alone in the office ensure that all doors are locked.</li> <li>• 2 members of staff are required to be in the office during building opening hours. Should 2 members of staff not be available the building remains closed.</li> <li>• The Council implements a Lone Working Policy with an annual review date.</li> </ul>	3	1	3	STC
Display Screen Equipment	Employees	2	2	4	<ul style="list-style-type: none"> <li>• Staff have an individual responsibility to ensure that their workspace and equipment meets their requirements and to inform the Town Clerk of any reasonable adjustments or additional equipment that are required.</li> <li>• Staff know to take regular breaks.</li> <li>• The Council assists all DSE users with the cost of an eye</li> </ul>	2	1	2	STC



					<p>test and spectacles if required for DSE use.</p> <ul style="list-style-type: none"> <li>A copy of the Working with VDUs booklet, issued by the HSE, is made available to all staff.</li> </ul>				
Office machinery: Shredder Laminator Guillotine	Employees	3	2	6	<ul style="list-style-type: none"> <li>Staff to ensure hair and trailing items of clothing and jewellery (ties, scarves, necklaces) are tied back and/or kept away from the machinery</li> <li>All machinery to be safety checked periodically and to be removed if deemed unsafe.</li> <li>Machinery is not to tampered with.</li> </ul>	3	1	3	STC
Working with photocopiers and printers	Employees	2	2	4	<ul style="list-style-type: none"> <li>All major faults to be reported to the contractor</li> <li>Only staff to replace toner cartridges and waste disposal units</li> <li>Equipment to be switched off at the mains if it becomes hot or a burning smell and reported promptly.</li> <li>Staff must not attempt to repair the machine.</li> </ul>	2	1	2	STC
Aggressive behaviour by members of the public / visitors to the building	Employees, Councillors, building tenants, community groups,	3	3	9	<ul style="list-style-type: none"> <li>Secure door entry system is in place outside of TIC opening hours</li> <li>2 members of staff present during TIC opening hours</li> </ul>	3	2	6	STC

	members of the public				<ul style="list-style-type: none"> <li>Any incidents or accidents are reported in the accident book</li> <li>All visitors to the building must sign in and out.</li> <li>Abusive and aggressive behaviour is not tolerated and is reported to the Town Clerk promptly.</li> <li>Members of the public behaving in a verbally and/or physically aggressive manner will be warned that if their behaviour continues the police will be called.</li> <li>Staff who experience aggressive and abusive behaviour to be supported as necessary during and after the incident.</li> </ul>				
Fire	Employees, Councillors, building tenants, community groups, members of the public	3	2	6	<ul style="list-style-type: none"> <li>Fire risk assessment in place for the premises – (ASAP Fire Ltd).</li> <li>Fire safety management – testing of fire alarm weekly and emergency lighting carried out monthly by Facilities Officer; records kept in Fire Log Book.</li> <li>Fire extinguishers – available throughout building and inspected annually by external inspectors (ASAP Fire Ltd)</li> <li>Flammable substances – stored in designated cupboard.</li> <li>Flammable materials – stored in designated areas, away from</li> </ul>	3	1	3	STC

					<p>the main areas and sources of heat/ignition.</p> <ul style="list-style-type: none"> <li>• Smoking is only allowed in designated area away from any work areas or access routes.</li> <li>• Spillages of flammable substances – wiped up immediately.</li> <li>• Evacuation procedures in place; all staff on site will be familiarised with the procedure, what to do and the location of the assembly point. Fire Wardens appointed and trained.</li> <li>• Assembly point – location signposted.</li> </ul>				
Accidents and near misses.	Employees, Councillors, building tenants, community groups, members of the public	3	2	6	<ul style="list-style-type: none"> <li>• All volunteers must complete induction training.</li> <li>• All incidents and near misses must be logged in the accident book.</li> <li>• Town Clerk to investigate incidents logged</li> <li>• Volunteers to be made aware of emergency evacuation procedure.</li> </ul>	2	1	2	STC
Suspect packages	Employees, Councillors, building tenants, community groups, members of the public	3	2	6	<ul style="list-style-type: none"> <li>• Staff to be regularly informed of any guidance / information issued relating to heightened risk of suspect packages.</li> <li>• Staff who are concerned about a package should not open it and contact the Town Clerk.</li> </ul>	3	1	3	STC

					<ul style="list-style-type: none"> <li>If it is suspected that any package contains a harmful device and /or substance, it should be placed carefully on a flat surface, away from windows and partition walls and the room vacated and the Police informed.</li> </ul>				
Toilet & kitchen facilities	Employees, Councillors, building tenants, community groups, members of the public	2	2	4	<ul style="list-style-type: none"> <li>Toilet function checked weekly.</li> <li>Toilet cleaned weekly and flushed.</li> <li>Hand basin checked weekly.</li> <li>Toilet rolls supplied.</li> <li>Handwash soap supplied.</li> <li>Kitchen cleaned weekly</li> <li>Everyone responsible for washing dishes and wiping down surfaces daily</li> <li>All electrical equipment PAT tested</li> <li>Hot water warning sign in kitchen</li> </ul>	1	1	1	STC

**Completing the risk assessment:**

For each hazard that you can identify, you must assess the likelihood of the risk occurring and the impact it would have if it did occur. Score both items on a scale from 1 to 3 (3 being highest) and multiply the two together to get a Risk Rate.

Then identify steps that can be taken to reduce or remove the risk. Does the mitigation give a significantly lower risk score? If not, what further mitigation must be put into place to bring the Risk Rate to an acceptable level? If the risk remains “Intolerable” or “Substantial,” what can you do to remove that activity or area of risk completely?

		Severity/Consequence		
		Slightly harmful (1)	Harmful (2)	Extremely harmful (3)
Likelihood	Highly unlikely (1)	Trivial risk (Score 1)	Tolerable risk (Score 2)	Moderate risk (Score 3)
	Unlikely (2)	Tolerable risk (Score 2)	Moderate risk (Score 4)	Substantial risk (Score 6)
	Likely (3)	Moderate risk (Score 3)	Substantial risk (Score 6)	Intolerable risk (Score 9)

Signature:	Date:
Name: JULIA MUTLOW	
Position at Seaton Town Council: TOWN CLERK	



# Seaton Town Council Constitution

## Chapter 27 Land & Buildings Hire Policy

Marshlands Centre, Harbour Road, Seaton EX12 2LT

01297 21388

[townclerk@seaton.gov.uk](mailto:townclerk@seaton.gov.uk)

## **Booking Process**

If you would like to hire the Function Room at Marshlands Centre, Seaton Down Hill Picnic Site or Cliff Field Gardens, please contact the Council offices on 01297 21388 or at [admin@seaton.gov.uk](mailto:admin@seaton.gov.uk)

Seaton Town Council (hereinafter referred to as the “Council”) recommends that you make contact as early as possible in your planning process to ensure sufficient time is allowed to meet all the necessary requirements, for example, in terms of permits, risk assessments and public liability insurance.

## **Public Liability Insurance**

All event organisers could be held legally liable for costs, damages or injuries which occur during the event. Evidence of Public Liability Insurance against this risk **must** be provided to the Council prior to the event taking place and must cover the whole period of the event.

## **Risk Assessments**

A completed comprehensive risk assessment for the use of any of the Council’s land or buildings must be submitted to the Council for approval, prior to the event taking place.

## **Licensable Activities**

Some events will require the event organiser to obtain a Temporary Event Notice from East Devon District Council. Please refer to the application form for more information.

## **Cancellations**

Any refund for cancellations occurring less than 10 days before the date of the booking will be made solely at the discretion of the Town Clerk.

The use of Cliff Field Gardens is weather dependent and in the event of a cancellation due to poor weather, a refund will be made minus any administration fee.

## **Cliff Field Gardens**

For all events in Cliff Field Gardens, the following terms and conditions apply:

- **Site Plan** – this must be submitted at the time of booking and must clearly indicate the position of activities, circulation routes, entrances and exits and clearly display emergency evacuation routes and assembly points which will need to be adequately marshalled.
- **Public Conveniences** – there are no toilet facilities in Cliff Field Gardens and the public toilets in West Walk cannot be relied upon. It is therefore a requirement that event organisers make provision for the hire of sufficient portaloos, the numbers applicable to each event must be agreed in

advance with the Town Clerk, and requirements will depend on the anticipated number of attendees however, a minimum of 1 unisex and 1 disabled access portaloos will be required.

- **Waste Management** – whilst Cliff Field Gardens is equipped with permanent bins, any event is likely generate additional waste and it is the event organiser's responsibility to ensure the procurement of additional waste stations. These will be dependent on the size and nature of the event and can be hired from EDDC. Please seek advice from the Town Clerk regarding the number that will be required on an event-by-event basis. In line with the Council's Environment Policy, the Council is supportive of the reduction of the use of single use plastic. To this end we ask users of Council property and land to restrict usage where possible and to use recyclable materials. Wherever possible food traders will be expected to use biodegradable materials in connection with the packaging of food served to members of the public and should not rely on single use plastic wherever practical.
- **Sale of Alcohol** – due to a restrictive covenant on the land, the sale of alcohol is strictly prohibited.
- **Electricity** – an electricity hook-up is available for use, the cost of which is detailed in the table of hire fees below.
- **Dogs** – signs are attached to each of the entrance gates clearly and clearly indicate that, with the exception of assistance dogs, dogs are not permitted in the gardens. It is the responsibility of the event organiser to ensure that this is adhered to, for the duration of the event.
- **Traffic management** - it is the event organiser's responsibility to contact Devon County Council Highways department on 0845 155 1004 to obtain a road closure or on street parking restrictions, if required. There is no designated car parking at Cliff Field Gardens, and it is the event organiser's responsibility to ensure that visitors and traders are informed of the nearest parking facilities.
- **First Aid** - depending on the number of anticipated attendees, consideration should be given to first aid provision

### **Function Room – Marshlands Centre**

For all bookings for the hire of the Marshlands Function Room, the following terms and conditions apply:

- **Room setup** – tables and chairs will be made available. However, it is the responsibility of the room hirer to set the room up as required and leave as found. Assistance may be available to with setting up, but this cannot be guaranteed.
- **Record of attendees** – in order to ensure the safety of all users of the building, in the event that it has to be vacated, it will be the responsibility of the event organiser to ensure that all individuals sign in and out on an attendance sheet in the form attached to this policy. A clipboard and



attendance sheets will be available in the reception area for all to use. In the event of an evacuation the organiser should take the clipboard with them when leaving the building.

- **Access** – the Function Room is accessed via the buildings entrance on Harbour Road. Please arrange to collect a door code from the Council offices in advance of the event. Event organisers will be responsible for securing the building after the event.
- **Parking** – parking is permissible in any Seaton Town Council designated parking bays and is subject to availability.
- **Health and Safety** – emergency evacuation procedures and the fire assembly point are listed, along with other relevant information, on the Health and Safety noticeboard located in the Function Room. It is the responsibility of the event organiser to ensure that they familiarise themselves with this information and that all attendees are aware.
- **Wifi** – this is available and is included in the hire fee. Attendees can access the Wifi using the guest login details which can be found next to the Health and Safety noticeboard.
- **Waste Management** - in line with the Council's Environment Policy, the Council is supportive of the reduction of the use of single use plastic. To this end we ask users of Council property and land to restrict usage where possible and to use recyclable materials.
- **Alcohol** - The Council does not have a licence to permit alcohol to be sold on the premises. Alcohol may only be consumed if provided by the event organiser on a non-commercial basis and it is the responsibility of the event organiser to ensure any licensing legislation is complied with.

### Seaton Down Hill Picnic Site

Whilst it is not anticipated that events will take place at the Seaton Down Hill site, enquiries have been received as to the hiring of the site for a mobile food and drinks unit, which may be considered, subject to the following terms and conditions and the requirements set out on the application form:

- **Site Plan** – this must be submitted at the time of booking and must clearly indicate the position of the activity to ensure access to the site by the general public is not impeded.
- **Waste Management** – it is the responsibility of the event organiser to ensure that all waste is appropriately disposed of, with items recycled where possible in line with the Council's Environment policy and that the site is left as found. In line with the Council's Environment Policy, the Council is supportive of the reduction of the use of single use plastic. To this end we ask users of Council property and land to restrict usage where possible and to use recyclable materials.

## Hire Fees

Venue	Charge
Function Room – Marshlands Centre	<p>£12 per hour to include parking (subject to availability) and use of kitchen</p> <p>Storage space may be available for groups. Charges for this start from £25 per month. Please contact the Town Clerk to discuss further.</p>
Seaton Down Hill Picnic Site	£50 per day pitch fee, plus a one-off £40 administration fee
<p>Cliff Field Gardens</p> <ul style="list-style-type: none"> <li>• Commercial rate</li>   <li>• Educational awareness / community non-profit event</li>   <li>• Charity fundraising event</li> </ul>	<ul style="list-style-type: none"> <li>• £157.00 per day, plus a £40 administration fee per event or series of events booked at the same time</li>   <li>• £37.00 per day plus £40 administration fee</li> <li>• Please contact the Town Clerk to discuss</li> </ul> <p><b>Additional costs:</b></p> <ul style="list-style-type: none"> <li>• £26 each per day for electricity and water, if required, will apply for all events</li> </ul>

## Application Form - Events and Room Hire Seaton Town Council

Please return the application form and required documents to: [townclerk@seaton.gov.uk](mailto:townclerk@seaton.gov.uk)

Applicants are advised to allow sufficient time for the approval process to be completed prior to the proposed date of the event.

### Event organiser's check list

Please ensure that the following documents are submitted with your application form:

- Public Liability Insurance certificate, stating you are covered for the event
- Risk assessments and safety paperwork, including fire safety and emergency evacuation procedures and compliance with Covid-19 regulations
- Evidence of temporary events notices or applications for any licensable activities
- Site plan – for Cliff Field Gardens and Seaton Down Hill site only

## Contact details

Organiser's Name:			
Contact Address & Postcode:			
Contact number:		Email:	

## Event Details

Name of event:				
Event Type: (please tick)	Expected Number of attendees:			
Commercial (for profit)	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Community Event	Yes No
				<input type="checkbox"/> <input type="checkbox"/>
Dates:	Arrive to set up:(CFG only)	Event start:	Event Finish:	Take Down by: (CFG only)
Will you be charging an admission fee?	Yes No	<input type="checkbox"/> <input type="checkbox"/>	If yes, how much?	

**Description of Event:** If activities change after submitting this form it is your responsibility to inform Seaton Town Council and seek consent for these activities.

### Licensable Activities

Do you intend to have any of the following at your event?

Performance of a play	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Market/fete stalls	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Showing a film	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Food and non-alcohol stalls (Food stalls must hold a rating of 3* or above)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Live music*	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Face painting	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Playing recorded music*	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Sponsored activity*	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Dance performance	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Sports event*	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Facilities for making music*	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Bouncy castle/inflatable*	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Facilities for dancing*	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Barbeque/hog roast	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Late night refreshments (sale of hot food and/or beverages from 11pm to 5am)	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Re-enactment group*	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Charity street collection	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Fireworks, laser and pyrotechnics display*	Yes No	<input type="checkbox"/> <input type="checkbox"/>
			Bonfire	Yes No	<input type="checkbox"/> <input type="checkbox"/>

## Important Information

<b>Events shown in BOLD above require a Temporary Event Notice from East Devon District Council. Please visit <a href="#">Apply for a temporary event notice - East Devon</a></b>	<b>Yes</b> <b>N/A</b>	<input type="checkbox"/> <input type="checkbox"/>	<b>License Number</b>
You will need to apply directly to PRS if you are planning to have either recorded or live music at your event. Please call 02075 805544.	<b>Yes</b> <b>N/A</b>	<input type="checkbox"/> <input type="checkbox"/>	<b>License Number</b>
Do you plan to raise money for charity at your event? If so, you may need to apply for a street collection permit. Please visit or call 01395 517410.	<b>Yes</b> <b>N/A</b>	<input type="checkbox"/> <input type="checkbox"/>	<b>License Number</b>

Please provide further details for activities marked with an asterisk:

If any of your activities are not covered in the list above, please provide details:

If you intend to provide catering yourself, please specify details.

## Toilets

Marshlands – WCs are available at Marshlands.

Seaton Down Hill Picnic Site – there are no toilet facilities at this site.

Cliff Field Gardens - the nearest public toilets are located at the bottom of Castle Hill therefore the hire of portaloos is a condition of hire. Please confirm number of portaloos, type and location below, after discussion with the Town Clerk:

## Extra Services

Please note that water and electricity is available at Cliff Field Gardens and an additional fee is charged. It is the event organiser's responsibility to provide any additional equipment such as tables, chairs, barriers etc. Please provide details of additional equipment below:

## Litter and recycling

- Cliff Field Gardens and Seaton Down Hill Picnic Site only - it is the event organiser's responsibility to keep the site free from litter. **It is not acceptable to leave waste adjacent to any of the litter bins in Cliff Field Gardens or Seaton Down Hill Picnic Site. Litter must be disposed of at a licensed tip or removed by a licensed contractor. In line with the Council's Environment Policy, the Council is supportive of the reduction of the use of single use plastic. To this end we ask users of Council property and land to restrict usage where possible and to use recyclable materials.**

Please confirm the number of litter stations to be provided or how waste will be disposed of:

## Temporary structures and event equipment

Will you be using any of the following:

Portable generator	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Gas cylinders	Yes No	<input type="checkbox"/> <input type="checkbox"/>
PA System	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Staging	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Stage barriers	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Lighting rig	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Crowd control barriers	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Temporary fencing	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Gazebo	Yes No	<input type="checkbox"/> <input type="checkbox"/>	Event seating	Yes No	<input type="checkbox"/> <input type="checkbox"/>
Marquees/Tents	Yes No	<input type="checkbox"/> <input type="checkbox"/>			
<b>Approximate size of marquees/tents (please also provide a site plan):</b>					

\*Please note that Seaton Town Council reserves the right to cancel an event at any point should the Council members consider that sufficient measures are not in place in order for the event to proceed safely.

## Data Protection

Any personal information which you provide will be held and used by Seaton Town Council for the purpose of processing and administering your application to hire Cliff Field Gardens, Seaton Down Hill Picnic Site or the Function Room at Marshlands. Your information may also be shared within the Town Council and within East Devon District Council for the purposes of carrying out our lawful functions. Otherwise, your personal information will not be disclosed to anybody outside Seaton Town Council and East Devon District Council without your permission, unless there is a lawful reason to do so, for example disclosure is necessary for crime prevention or detection purposes. Your information will be held securely and will not be retained for any longer than is necessary. There are a number of rights available to you in relation to our use of your personal information, depending on the reason for processing. Further detail about our Data Protection Policy can be found at [www.seaton.gov.uk](http://www.seaton.gov.uk)

# UNDERFLEET

# OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil Tuckley

DATE: 25th November 2024 Time Finished 10.40am

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



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

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
FENCE		Monitor	Low
BOULDER SEATS	Located too close to cycle rack.	Move boulders? To picnic area?	Low
PATH	Surface worn/uneven/puddled.	Monitor/re-surface? Get quotes?	Low
TREES	See tree survey?	Lots of broken branches on ground, cleared away today. Monitor	Low

## OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil TuckleyDATE: 25th November 2024Time Finished: 11.30am

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

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