

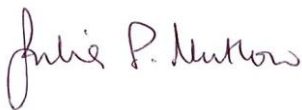
To: All Members of the Town Council
Meeting of Seaton Town Council
on Monday, 3rd March 2025 at 6pm

26th February 2025

You are hereby summoned to attend the above meeting to be held on **Monday, 3rd March 2025 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

- 25/COU/01 Apologies for absence**
To receive any apologies for absence.
- 25/COU/02 Declarations of Interest**
To receive any Members' declarations of interest in respect of items on the agenda
- 25/COU/03 Council Minutes**
To approve the minutes of a meeting of Seaton Town Council held on Monday, 3 February 2025
- 25/COU/04 County Councillor's Report**
To note the reports
- 25/COU/05 District Councillors' Reports**
To note the reports

25/COU/06 Public Question Time

To allow any questions or reports from members of the public

25/COU/07 Committee Minutes

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

- **Planning Committee** – 13 January and 3 February 2025

25/COU/08 Town Clerk's Report

To note the report and correspondence log

25/COU/09 Update on Seaton Tourist Information Centre

To note an update on enquiries to the tourist information centre

25/COU/10 Update on Council's financial position

To note the position regarding the Council's budgets and reserves, in light of the actual, committed and ongoing expenditure on the town hall, with proposed adjustments and expenditure proposals (report to follow)

25/COU/12 Request from Gateway to reverse a previous decision

Having taken advice from the Proper Officer in accordance with the Standing Orders, to consider whether the Council has grounds to revisit decisions taken on 27 January and to consider whether those decisions should be reversed or amended (report to follow)

25/COU/13 Community Grants

To consider the following application for a community grant:

- Citizens Advice East Devon - £2,000

25/COU/14 Consultation on varied Public Spaces Protection Orders

To consider the Council's response to the consultation

<https://publicspacesprotectionorderfullreview.commonplace.is/>

25/COU/15 The Look Out – Cllr Rowland

To consider whether the Council can do anything further to encourage the improvement of the building known as 'The Look Out' on West Walk

25/COU/16 Seaton Community Arts

To consider a request by Seaton Community Arts CIC to write a letter in support of their application for funding to the Arts Council.

24/COU/17 Proposal for Seafront Scheme

To give an indication, in principle, as to whether the Council might support a proposal in the terms attached, should it be formally submitted to the relevant principal authority with all requisite consents

25/COU/18 Playpark inspection reports

To note the playpark inspections.

Confidential Item

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

25/COU/19 Update on relocation of Seaton Library

To receive an update and, if sufficient information is available at the time of the meeting, to consider proposed heads of terms

**Minutes of the Seaton Town Council ('the Council')
Meeting
on Monday, 3 February 2025**

Present:

Chair: Cllr. A. Singh

Town

Councillors: K. Beer, E. Bowman, J. Oldfield, J. Rowland, J. Russell, P. Burrows, D. Ledger (arrived 18.10)

Officers: Deputy Clerk

Public: Approximately 140 members of the public were in attendance to regarding the closure of the Gateway Theatre Charity. After public question time, one member of the public was present for the rest of the public agenda items.

133. Apologies for absence

Apologies for absence were received, and reasons accepted, from Cllrs. Hartnell & Haggerty. Cllrs. Wood & Dyke were recorded as absent.

134. Declarations of Interest

No declarations of interest were declared.

135. Council Minutes

Members **RESOLVED** to approve the minutes of the extraordinary meeting of Seaton Town Council held on Monday, 27th January 2025. (proposed Cllr. Rowland, seconded Cllr. Beer)

136. District Councillors' Reports

No district councillors reports provided.

137. Public Question Time

Members **RESOLVED** to suspend standing orders to grant sufficient time for 10 members of the public to speak on the matter of the closure of the Gateway Theatre Charity. (proposed Cllr. Bowman, seconded Cllr. Rowland).

The following points were raised:

- What aspirations does the Council have for this venue if the Gateway Theatre is disbanded? What are the timescales? What role can Seaton Chamber do to assist?

- The Gateway Theatre is a wonderful community venue delivering groups such as tea and chat, yoga and dance fit. What will happen if it closes?
- The Gateway Theatre is not simply a venue where activities take place, it works for the morale of the whole town, where people can make friendships. If this asset goes then there will be an impact on medical and mental health. The Gateway Theatre must be saved from closure. If the Council fails to save it, then some councillors may not get the public vote at the next election.
- Please could the logic behind the decision be explained. Everything appears to be secretive. How would the decisions that have been taken improve life for Seaton? It is understood that the Council has a difficult job to do but should be working collaboratively with the Gateway Theatre and it does not feel that is happening.
- The Gateway Theatre is not a theatre but the beating heart of the town. How much money has been spent doing this up?
- The Council must enable the venue to continue. The Council must be fully transparent in its rationale to not give funds to the Gateway Theatre to enable it to continue. The Council has the power to increase its council tax precept to enable it to provide support to the theatre. The closure of the theatre would make the whole town culturally poorer.
- There has been no transparency from the Gateway Theatre or the Council. Has the insurance problem been resolved or is this a way to get rid of the Gateway Theatre by the back door? What does it mean when the Council says expenditure on stage rigging been delayed until the future of the Town Hall is decided? Would like to see more detail.
- Many people are attending the meeting this evening for the first time because of concern for the Gateway Theatre crisis. Can the Council please act.
- The Gateway Theatre is in the centre of Seaton, it is where people go to meet other human beings. It is the heart of Seaton.
- The budget for 2025 has presumably been set and everything is important to the town. If funding is given to the Gateway Theatre what would have to go instead?
- The Gateway Theatre helps to combat loneliness and caters for the elderly and very welcoming to my son who has a learning disability. There needs to be truth, clarity and funding.
- Emails voicing concern about the Gateway Theatre have not yet been responded to.
- On what grounds did the Council refuse the Gateway Theatre's funding application?
- The Gateway Theatre intend to hold a public meeting very soon. It is keen to fundraise to be able to pay some of the costs incurred. The Council is not to blame and has worked hard to get the building into an insurable state. The Gateway Theatre had not submitted a sufficiently robust business plan to support their funding application and the Council can only do what it can do within its procedures.

Cllr. Beer confirmed that the Council had not taken the decision to close the Gateway Theatre. Cllr. Ledger explained the budget allocated for 2025/26 to support the costs associated with the Town Hall. The Deputy Clerk delivered an explanation of the reasons for the closure of the building, detailing the issues pertaining to the withdrawal of insurance, remedial works required to address urgent health and safety issues and confirmed that the decision was taken in the interests of public safety. She outlined the works that had already been completed and confirmed the works that are ongoing and are scheduled to take place. Cllr Rowland reiterated that the decision had not been taken lightly, but was one that the Council had no choice but to make.

Members **RESOLVED** to delegate authority to the Deputy Clerk to issues a statement addressing all comments raised at this evening's meeting (proposed Cllr Singh, seconded Cllr Ledger)

138. Committee Minutes

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

- **Planning Committee** – 18 November & 2 and 16 December 2024
- **Finance & General Purposes Committee** – 18 November 2024

139. Chairman's Report

Members noted the report.

140. Town Clerk's Report

Members noted the report and correspondence log

141. Update on Seaton Tourist Information Centre

Members noted the update on enquiries to the tourist information centre. Members noted that Cllr. Bowman has requested that the tourist information centre be opened on the weekend of The Grizzly 2025 and for weekend opening to resume this year for the summer season.

142. 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.

143. Interim Report of Internal Auditor

Members noted the report.

144. Review effectiveness of internal controls

Members reviewed the effectiveness of the Statement of Internal Controls and were satisfied and proposed updated to said statement and **RESOLVED** to adopt the updated statement (proposed Cllr. Singh, seconded Cllr. Ledger)

145. Seaton Hospital – Cllr Rowland

Members noted the update regarding Seaton Hospital from Cllr Rowland in his capacity as Chair of the Seaton Hospital Steering Group. The update covered the following key points:

- An overview of why Seaton Hospital Steering Group was established.
- Challenges faced to date due to purdah associated with this year's general election, the impact of the new Labour government's revised budget, and a non-committal response from NHS Property Services to the proposed business plan.
- The group's unsuccessful application to the Community Ownership Fund, which would have facilitated ensuring the wing was in a fit state for use and covered the first year's operating costs.
- Concerns regarding how the business plan will align with the social prescribing policy, which is scheduled for announcement on 25th February.

Members congratulated Cllr. Rowland on his hard work to date.

146. Events Report

Members considered the report and **RESOLVED** to:

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

(proposed by Cllr. Beer; seconded by Cllr. Singh)

147. East Devon Soul Festival 2026 & Rural Music Project

Members received a verbal report from the Deputy Clerk regarding a proposed East Devon Soul Festival event in 2026 and **RESOLVED** to:

- authorise the Town Clerk to submit a statement in support of a funding application to the Arts and Humanities Research Council by The Rural Music Project

(proposed by Cllr Rowland, seconded by Cllr Singh)

148. Locality Grant

Members considered the locality budget expenditure report and **RESOLVED** to use the grant to:

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

(proposed Cllr. Singh, seconded Cllr. Bowman)

149. Community Grants

Members considered and **RESOLVED** to approve the following applications for community grants:

- Sustainable Project Live – £1,000 - (proposed Cllr. Ledger seconded Cllr. Bowman)
- Project Food - £432 - (proposed Cllr. Burrows; seconded Cllr. Ledger)

150. Devon Association of Local Councils – Cllr Beer

Members noted the verbal updated from Cllr. Beer following his recent attendance at a DALC meeting. Cllr. Ledger advised that Members should start considering the direction of the Council now to ensure sufficient allocation of resources following a decision on devolution.

151. Playpark inspection reports

Members noted the play park inspection reports.

The meeting closed at 7.22pm.

Signed: _____

Dated: _____

DISTRICT COUNCILLOR JOHN HEATH'S REPORT JAN/FEB 2025 -

- 1.** Netting is being installed onto the western cliffs at Beer Beach to safeguard against rock falls onto Beer Beach and to slow down erosion. This has been a bit more complex than anticipated so is taking longer but the work is well underway.
- 2.** I have been supporting some local residents to be rehoused in social housing in Beer. A young family where the father works locally have been rehoused which is positive news.
- 3.** The dangerous pothole just past Bunts Lane on the Beer to Seaton Road has now been filled in by DCC Highways following my request to DCC. There is another pothole (exposed manhole cover at the junction of Beer Road and Stover Long Lane out for contractor's attention and repair.
- 4.** I have been advocating on behalf of a local resident in west Seaton regarding her concerns over the state of The Chine and EDDC Environmental Health have informed me they are investigating the resident's concerns.
- 5.** There has been a drain overflow in Underleys, Beer which has been flagged up with DCC Highways for attention & resolution.
- 6.** Some residents in Seaton have contacted me about the public toilets and I have contacted Cllr Geoff Jung, Portfolio Holder for Coastal Communities and Tim Child, EDDC for an update on the timeline for the toilets to be rebuilt.
- 7.** The next committee meeting for the Seaton & District Youth Group will be Thursday 27 February at 7pm at Item Drop, Seaton. The plan is for the youth group to commence first week in May. The invitation remains for any councillor from STC to join us. I note that no working group has been arranged to discuss support from the town council following July 2024's town council meeting.

**Minutes of the Planning Committee
Meeting on Monday 13 January 2025**

Present:

Chairman: P Burrows

Councillors: K Beer, J Rowland & A Singh

Officers: Town Clerk

Public: No members of the public were present.

149. Apologies for absence

Apologies for absence were received and accepted from Cllr Hartnell and Cllr Russell.

150. Declarations of Interest

There were no declarations of interest.

151. Minutes of the Planning Committee meeting held on Monday 16th December 2024

The Committee **RESOLVED** to agree the minutes of the meeting held on 16th December 2024.

(moved Cllr Rowland; seconded Cllr Beer)

152. 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.

153. 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.

154. Public Question Time

There were no questions raised by members of the public.



Applications for consideration:

155. 24/2598/FUL Mr Mike Cooper 1 Greenway, Seaton EX12 2SE
Proposed external materials
change only.

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

156. Planning Comments

There were no comments for circulation.

157. Appeals

To note appeals lodged to The Planning Inspectorate :

- a) Planning application No. 24/0167/FUL Beaumont, Castle Hill, Seaton Devon EX12 2QW. Change of use of former guest house (Use Class C1 Hotels) to form single independent dwellinghouse (Use Class C3 Dwellinghouses).

To note that an appeal has been lodged by the Applicant in respect of the above application. Seaton Town Council had no objections to this application

158. Decisions

To note planning decisions made by East Devon District Council:

- a) **24/2393/FUL – 7 Greenway, Seaton** Proposed Conversion of existing integral garage into additional residential accommodation – **APPROVED** standard time limit.
- b) **24/2355/TRE – The Mount, 199 Beer Road, Seaton** T3 - Monterey Cypress: tip reduce all extending limbs by 2-3m to suitable growth points, Maximum Diameter of Cuts 50-75mm. Remove major hazardous deadwood and any split or damaged limbs – **APPROVED** with conditions.
- c) **24/2407/FUL – 58 Lydgates Road, Seaton** Construction of single storey rear/side extension – **APPROVED** with conditions.

The meeting closed at 5.47pm.

Signed _____

Dated 3/2/23

**Minutes of the Planning Committee
Meeting on Monday 3rd February 2025**

Present:

Chairman: P Burrows

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

Officers: Deputy Town Clerk

Public: One member of the public was present.

159. Apologies for absence

Apologies for absence were received and accepted from Cllr Hartnell.

160. Declarations of Interest

There were no declarations of interest.

161. Minutes of the Planning Committee meeting held on Monday 13th January 2025

The Committee **RESOLVED** to agree the minutes of the meeting held on 13th January.

(moved Cllr Beer; seconded Cllr Rowland)

162. 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.

163. 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.

164. Public Question Time

One member of the public spoke in support of planning application 24/2594/FUL – Wessiters Cottage, 1 Marlpit Lane, Seaton and raised the following points:



- The application is for the conversion of the property which is freehold from five flats into two residential properties. The fifth flat has been uninhabitable for a number of years.
- The property has been on the market for over a year and the applicant gave a brief history of the property. The applicant and her friend have purchased Wessiters Cottage so it can be converted back into two residential dwellings for them to live in.
- The applicant feels the conversion of the property into two dwellings will really improve the area with a reduction in the amount of traffic coming and going from the property and they have the overwhelming support of all the neighbours.

Applications for consideration:

165. 24/2594/FUL Julie Clark & Juliet Rudkin

Wessiters Cottage, 1 Marlpit Lane, Seaton EX12 2HH

Proposed amalgamation of 5 flats to 2 independent residential dwellings.

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

165. 24/2715/FUL Mr Charles Hankin

34 Queen Street, Seaton EX12 2RB

Change of use for rear only of shop into a flat, and creation of 2no. flats from existing single flat. Enlarged dormers, changes in fenestration, and associated external works

The Committee **RESOLVED** to propose no objection to the application providing that evidence has been submitted to the district council that clearly demonstrates there is no longer a need for the retail space at the rear of the premises and that the building or site has been marketed for at least 12 months at a realistic price without interest as per Planning Policy E10 - Primary Shopping Frontages of the current East Devon Local Plan.
(moved Cllr Beer; seconded Cllr Russell)

166. 24/1849/FUL Kerri-Ann Betty

30 & 32 Queen Street, Seaton EX12 2RB

Amended plans for consultation.
These amendments relate to Additional information/amended plan.

Having studied the amended plans and the additional information submitted for this application which clearly shows that the proposed development sufficiently safeguards the daylight and sunlight amenity of the neighbouring properties and the scale, massing, density, height, fenestration and materials of the extension relate well to their context and would not affect the amenities of occupiers of adjoining residential properties the Committee **RESOLVED** to propose no objection to the application.

(moved Cllr Burrows; seconded Cllr Rowland)

167. Planning Comments

There were no comments for circulation.

168. Decisions

To note planning decisions made by East Devon District Council:

- a) **24/2352/TRE – Little Withylake, Seaton Down Hill, Seaton T1**, Ash: removed down to ground level – **DECIDED** split decision. **Permission granted for T1** ash, reduce crown to previous pruning points, as illustrated on the attached annotated photograph ref; 24/2352/TRE. **Permission refused for T1**, Ash: removed down to ground level. The subject tree is a mature specimen that can be seen easily from the public realm and makes a strong contribution to public amenity and to the character of the locality. The proposed felling of the tree would be harmful to amenity and is considered not to be sufficiently justified, alternative management works to reduce the crown of the tree are feasible, together with ongoing monitoring and recording of the tree's condition during the summer months.
- b) **24/2498/TRE – Seaforth Cottage, Old Beer Road, Seaton T1** - Yew - reduce western limb where overhanging driveway and courtyard by 3m to secondary growth points. Tip prune remaining canopy to shape accordingly – **APPROVED** with conditions.
- c) **24/2451/TRE – 17 Honey Ditches Drive, Seaton T1**: Oak - Fell and treat stump with eco-plugs. T2: Oak - Fell and treat stump with eco-plugs. T3: Oak - fell and treat stump with eco-plugs. The above tree works are proposed as a remedy to the differential foundation movement at the insured property and to ensure the long-term stability of the building – **APPROVED** with conditions.
- d) **25/0151/PRETDD – Lyme Bay Storage Ltd, Fosseyway Park, Harepath Road, Seaton** 5 day notice: Removal of a Leyland Cypress – **APPLICATION CLOSED**.
- e) **24/2598/FUL – 1 Greenway, Seaton** Proposed external materials change – **APPROVED** with conditions.



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

The meeting closed at 5.56pm.

Signed _____

Dated _____

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	3 March 2025
Item of business	25 COU 08
Details	Town Clerk’s Report
Purpose of Report	To provide a summary of the ongoing work and correspondence log of Seaton Town Council
Recommendations	It is RECOMMENDED that Members: <ul style="list-style-type: none"> • note the report

1. Introduction

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

2. Summary of matters to note

- **Town Hall –. due to the sheer number of officer hours required remedying the situation at the Town Hall (currently standing at 500 hours + since early November), progress on most other projects has been delayed.**
- **Correspondence and enquiries** - various correspondence and enquiries have been dealt with by officers throughout the month and a summary of correspondence is attached.

RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the report



Correspondence & Complaints Log

Correspondence & Complaints – April 2024

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

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

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

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

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

MAY 2024

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

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

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

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

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

JUNE 2024

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

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

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

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

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

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

JULY 2024

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

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

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

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

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

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

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

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

AUGUST 2024

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

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

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

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

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

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

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

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

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

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

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

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

OCTOBER 2024

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

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

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

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

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

22.10.2024	Couple wanted to renew their bus passes	In the office	HJ gave them both a form	HJ
23.10.2024	Lady recently moved to Seaton wanted to set up her council tax	In the office	HJ advised she contact EDDC	HJ
24.10.2024	Person wanted to know how to get involved in the handling, maintenance, storage and erection of the beach huts in Seaton	Seaton beach huts	HJ advised he contact EDDC as they can help	HJ
24.10.2024	Sri Lankan father wanted to enroll his child into Axe Valley Academy	Axe Valley school	HJ printed off the DCC application forms and advised him to ask the school to help him complete the form	HJ
24.10.2024	Couple who were both deaf, wanted to go fossil hunting.	Fossils in the area	HJ advised Charmouth and showed details on the internet and also gave maps and leaflets	HJ
24.10.2024	Resident complaining about poor state of Seafield Gardens, the pond under the clock tower and the hedges along Cliff Field gardens need cutting back dramatically	Seafield Gardens and Cliff Field Gardens	HJ advised she would send an email to the EDDC Streetscene team	HJ
24.10.2024	Elderly residents wanted help to have an old, broken microwave oven taken away for them	Seaton	HJ liaised with Neil at EDDC who went to the address and picked up the microwave oven and took it back to the depot for disposal by the EDDC recycling team	HJ
27.10.2024	Email from elderly carer living in sheltered accommodation in Colyton, wants help & community support	Colyton	HJ replied to say she has passed on his request for help to the Devon Carers Community Organisation and also gave him the tel no for Care Direct (DCC)	HJ

NOVEMBER 2024

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

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

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

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

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

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

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

DECEMBER 2024

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

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

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

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

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

JANUARY 2025

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

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

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

24.01.2025	Complaint from a resident of Manor Gardens - adjacent to Clapps Lane (Footpath 3) in Seaton who is very concerned that there is a constant problem of cars being parked on the footpath. Her main concern is one of Highway safety as cars parked in this area obscure vision of pedestrians or traffic on driving out of Manor Gardens/Clapps Lane onto the main Colyford Road. She is also concerned as this is a footpath which could shortly experience much heavier pedestrian traffic as it will become an entrance to the Seaton Wetlands. Is there anything the Public Rights of Way Dept can do (either directly or via DCC) to warn these motorists of the dangers and illegality of parking in this area, please?	Manor Gardens and Clapps Lane	HJ forwarded to Cllr Marcus Hartnell and reported parking issue online to Devon County Council on the public rights of way report an obstruction portal.	HJ
27.01.2025	Resident of Scalwell Lane reporting blocked drains	Scalwell Lane	JH gave telephone number for DCC to report to them	JH
28.01.2025	Person wanting to know where they are on the allotments waiting list?	Allotments	Told now at number 6 on list so might get an allotment this year	HJ

FEBRUARY 2025

				Officer
03.02.2025	Can we recommend a tree surgeon?	In the office	HJ gave him a copy of the local trade directory	HJ
03.02.2025	Resident of Wessiters complaining about regular dog fouling in an alleyway between Wessiters and Durley Road	Wessiters & Durley Road	HJ advised he set up a neighbourhood watch to catch and identify the culprit then speak to the Environmental Health team at EDDC and report the issue. They will send	HJ

			an official warning letter to the offender	
03.02.2025	Telephone call from the Offshore Shellfish Company. They had lost some strings of muscles from their mussel farm out in Lyme Bay and a member of the public reported some had been washed up on Seaton Beach. When they came to collect them, the mussels had been removed as no sign of them apart from a few empty shells. Can they have the tel no for the council team who clean up the beach.	Seaton Beach	HJ gave the EDDC customer services telephone number	HJ
03.02.2025	Phone call from resident asking when the Library is moving to Marshlands	Phone call	HJ said no date confirmed yet but they hoped to be up and running here by July '25	HJ
05.02.2025	Resident wanted their Belgian pension form stamped as proof they are still alive	In the office	HJ stamped and signed document	HJ
06.02.2025	Ian Bevan – House Manager at Haven Court wanted to view the new meeting room upstairs for his resident's association meetings	In the office	HJ gave a tour of the upstairs facilities	HJ
10.02.2025	Person wanted to make an appointment with Devon Highways	In the office	HJ advised he speak to Cllr Marcus Hartnell to arrange a meeting with Steven Kelly	HJ
10.02.2025	Julie Rudkin asked for the Planning Committee to submit more comments to the EDDC portal in support of her application for Wessiters Cottage to be changed from 5 flats into two houses	Wessiter's Cottage, 1 Marlpit Lane, Seaton	HJ communicated with members of the Planning Committee and the Planning secretary and sent comments to the EDDC delegated officer	HJ
10.02.2025	Resident of Haven Court wanted to set up a clinical waste collection service from his flat	In the office	HJ set up for him online using the EDDC portal, as he is not a user of the internet.	HJ

10.02.2025	Seaton resident was walking along the pathway from Seaton to the sewage works along the Marshlands and noticed there was only one swan. She walks this way to and from work every day and has never seen this swan on its own. She walked the full length of the path unable to see the other swan. Furthermore, half way along the path the fence had been pushed down and damaged. It looked like someone had got onto the marshland. It could be nothing and the other swan is somewhere there but she really did look for it. Coupled with the damaged fence, she is concerned that one of the swans has been taken.	Footpath adjacent to the Sewage Works next to the Wetlands	HJ reported her concerns to EDDC Countryside Team, the Wetlands and Streetscene and also the broken fence to the public rights of way dept.	HJ
11.02.2025	Angry resident of Seaton came into office with intention of being hostile. He had a list of "complaints" which were all under the control of EDDC: Why are the toilets closed on the Esplanade and there is no work taking place? Who decided to do this and why no public consultation? Who is responsible for letting the development go ahead on the green wedge? Plus various other issues of smaller detail.	In the office	HJ and JH tried to reason with the person and explain that we cannot answer his questions because he needs to speak with EDDC. The person would not listen, kept interrupting and became very volatile and angry. HJ and JH asked him to leave the office as he was unwilling to accept help or advice and was therefore wasting his time as well as ours.	HJ & JH
11.02.2025	Seaton resident asked why all the trees next to the Auction House in Harepath Road have been cut down to the ground. As far as they can see there has not been an application for	Fir Trees adjacent to Fosseway Trading Estate and Lyme Bay Auctions, backing onto Burnam Close.	HJ researched but could not find out any information so could not answer her question. HJ suggested it could be EDDC and if the trees had no TPO on them,	HJ

	this to be done. Several volunteers on the Wetlands have been talking about it and would like to know why?		planning permission was not required. Advised she contact EDDC.	
11.02.2025	Lady wanted advice on how to get a bus from Seaton to the Whipton Community Hospital in Exeter	Exeter	HJ worked out a bus route and gave timetables	HJ
11.02.2025	Resident wanted their French pension form stamped as proof they are still alive	In the office	HJ stamped and signed the document	HJ
11.02.2025	Room hire availability question for the upstairs room	Meeting room upstairs	HJ gave price and availability	HJ
11.02.2025	Email received - please can you explain why all the trees next to the Auction House in Harepath Road have been cut down to the ground? As far as I can see there has not been an application for this to be done. Several of us volunteers on the Wetlands have been talking about it this morning and would like to know why.	Trees next to Lyme Bay Auction House on Harepath Road	HJ investigating	HJ
12.02.2025	Lady wanted things to do with her 6 year old grandson next week during half term	In the office	HJ gave a selection of leaflets and choices for activities in Seaton and close by	HJ
12.02.2025	New resident to Seaton wanted info on walking groups, Ramblers and maps for the East Devon Way	In the office	HJ gave all details and leaflets and maps	HJ
12.02.2025	Artisan Market enquiry received by email from a crafts person in Mid Devon	Artisan Markets	HJ replied to say STC no longer holds the Artisan Markets and recommended she contact The Chamber	HJ

14.02.2025	Seaton & District League of Friends would like to have a stall outside its Information Hub premises on The Square, Seaton on carnival day. It will be a regular-size table selling raffle tickets and displaying prizes.	The Square	HJ advised they contact Highways for permission to have a stall and also EDDC for a license to sell raffle tickets	HJ
14.02.2025	Reported that someone has again bent the "No Overnight Parking" sign in the parking area at the top of Seaton Down Hill. They assume that some devious person has either parked there or intends to park there, and because the parking sign has been bent over, then claim they didn't know that overnight parking was not allowed. Can you kindly arrange for one of your staff to bend it back again please.	Seaton Down Hill picnic site	HJ asked Phil to repair again.	HJ
15.02.2025	Email asking if we have a list of those interned at the Seaton cemetery	Seaton Cemetery	HJ gave details for the Cemeteries Dept at EDDC for them to contact	HJ
15.02.2025	Email from lady asking for a memorial plaque to be mounted on a bench on West Walk on the Esplanade	West Walk	HJ referred to EDDC as it is their bench, not ours	HJ
17.02.2024	Resident wanting to look at amended plans for planning application "Land at rear of Bunts Lane"	Bunts Lane	HJ printed of current plans and amendments	HJ
17.02.2025	Foreign family wanting things to do with their 10 year old son	Seaton and surrounding area	Gave details for Tram, Jurassic Centre, Donkey Sanctuary, Sidmouth map, and advised visit Charmouth for fossils	HJ
17.02.2025	Lady doing a PhD in War History would like to contribute to our website by giving us content to add. It will be relevant WWI history about Seaton. She has already spoken to Laura Hewitt at the museum	In the office	HJ said thank you, would be very useful and yes please, pass on the text and images and HJ will upload to the STC website.	HJ

17.02.2025	Another resident wanting to look at amended plans for planning application "Land at rear of Bunts Lane"	Bunts Lane	HJ gave another set of new and amended plans.	HJ
18.02.2025	Email received from a teacher at Exeter Road Primary School who is organising a geography unit for the Key Stage 1 classes on the Jurassic Coast. She would like leaflets sent for the children to look through as part of their learning. She is aware that there are a lot of websites on the area, but wants them to find information in alternative ways, not just online. The main areas of focus are: Lyme Regis, Beer White Cliffs, Chesil Beach, Portland, Durdle Door, Exmouth, Lyme Regis Museum, Weymouth, Portland Bill.	Jurassic Coast between Durdle Door in Dorset and Exmouth in Devon	HJ put together a selection of leaflets, maps and info sheets to send including some fun dinosaur colouring-in sheets	HJ
18.02.2025	Disabled local resident wants to travel on his mobility scooter along the new footpath but where the path goes under the sewage pipe and then enters Borrow Pit car park, there are two metal barriers across the path which makes it very difficult to get through with his scooter.	New cycle path footpath alongside the Wetlands near the sewage works	HJ replied to say these barriers are scheduled to be removed completely by Devon County Council. They had hoped to complete the work by the end of 2024 but have run over schedule.	HJ
19.02.2025	Hammett Associated want to renew their business access permit for Queen Street.	Queen Street	HJ produced new permit for further two year and laminated it for them.	HJ
19.02.2025	Email received: "I work close to Windsor Gardens and walk through it			

	<p>most lunchtimes to get some air. I always try and pick up any bits of litter I see. Unfortunately, many people (or a specific group) don't do the same. The gardens look worse than ever. I counted 4 dog poos without leaving the path today. There is litter everywhere, especially around the covered benches. Someone's dog (I assume) regularly digs up the flower bed by these benches. It's disgusting for locals, appalling for tourists and I dread to think of those setting up stalls for the Independent Market. I know we can't have a constant monitor, but perhaps signage, another bin or ideally a camera would persuade these few people to respect the place? I won't be using the gardens at all until this improves.</p>	<p>Windsor Gardens</p> <p>(Several photos attached)</p>	<p>HJ responded to say thank you for bringing this to our attention and it has been reported to Streetscene as EDDC own Windsor Gardens</p>	<p>HJ</p>
20.02.2025	<p>Email from a resident of Marsh Road complaining about the awful uneven and pot holed road surface. The lighting is poor, the drains need cleaning out and a road sweeper needs to clear away all the grit and stones. It is unsafe for his 80 year old mother to use the road on her mobility scooter.</p>	<p>Marsh Road</p>	<p>HJ looked on the DCC interactive map and Marsh Road is classified as private so it has not been adopted by Devon County. Therefore they are not responsible for re-surfacing or the drains. However, there is a public footpath along Marsh Road so HJ reported online the unsafe surface.</p>	<p>HJ</p>
24.02.2025	<p>Email from a resident of Fore Street who wants to busk with friends outside The Gateway Theatre to raise funds</p>	<p>The Gateway Theatre</p>	<p>HJ said no permissions needed as long as they are in the space outside the doorway and not on the public highway or in Windsor Gardens.</p>	<p>HJ</p>

24.02.2025	Email from angry resident of Seaton who is unhappy about the lack of dog control on the seafront. Very poor signage, no stencils and no one policing the dogs on leads area	Seafront, beach and Esplanade	HJ replied to say email has been forwarded to the EDDC streetscene and Environmental Health departments for their attention.	HJ
25.02.2025	Email received: As I understand it, during World War 2, people regarded as "aliens" were interned / imprisoned / detained at various camps and areas around the UK. I believe Seaton was one of those areas, making use of existing accommodation. Do you hold the records / names of those people?	WWII historical information required	HJ referred to Laura Hewitt, the curator of the museum	HJ

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	3 March 2025
Item of business	25 COU 09
Details	Report on Tourist Information Centre (‘TIC’)
Purpose of Report	To provide an update on tourist information enquiries
Power/Authority	Local Government Act 1972, s144 – power to encourage visitors
Recommendations	It is RECOMMENDED that Members: <ul style="list-style-type: none"> • note the update

1. Background

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

2. Summary of enquiries

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

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

	STC	TIC	STC	TIC	Weekdays	Weekends	Total
2023/24	849	2,263	634	183	3,193	763	3,929
2024/25							
	STC	TIC	STC	TIC	Weekdays	Weekends	Total
April	90	52	39	10	125	66	191
May	48	347	47	11	267	186	453
June	59	374	57	7	288	209	497
July	41	308	43	17	262	147	409
August	52	336	37	25	327	123	450
September	25	255	43	8	234	97	331
October	44	58	30	2	134	-	134
November	33	28	33	2	96	-	96
December	19	5	24	-	48	-	48
January	59	14	37	3	113	-	113
February (to 25th Feb)	34	23	43	1	101	-	101
March						-	
2024/25 TOTAL	504	1,800	433	86	1,995	828	2,823

3. Opening hours

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

4. RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the update

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	3 March 2025
Item of business	25 COU 10
Details	Report on Council’s budgetary position and reserves, with proposed adjustments
Purpose of Report	To note the position regarding the Council’s budgets and reserves, in light of the actual and committed expenditure on the town hall, with proposed adjustments and expenditure proposals
Power/authority	Local Audit & Accountability Act 2014 & Seaton Town Council Financial Regulations
Recommendations	<p>It is RECOMMENDED that Members:</p> <ul style="list-style-type: none"> • note the actual financial position, as against budget, as at 27 February 2025 2024 • retain monies received at the maturity of the Council’s 32-day Deposit Account in the Treasurer’s Account • fund upfront costs of the fire-proofing of the stage and auditorium curtains at the town hall to a maximum cost of £2,000 + VAT, with reimbursement from GTC • approve Supplier B to carry out the works to the external concrete panels at the town hall, at a cost of £5,549 + VAT, to be met from EMR328 • note the anticipated upcoming costs of £29-32,000 + relating to the town hall • retrospectively apply £19,316.19 from EMR331 CIL Funding towards the works at Fisherman’s Gap with the original allocation from EMR321 reverting to general reserves • note the position with regard to earmarked

	reserves
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1. Background

Whilst financial reports are ordinarily brought on a quarterly basis, in light of the ongoing situation at the town hall and the effect this has on the Council's finances, officers considered it prudent to bring a further update as the year end approaches. The report includes:

- financial position as against budget at 28 February, including a proposal as regards the funds received after the closure of the 32-day deposit account
- details of monies spent, committed and required for the town hall
- requests for authority for specific expenditure required at the town hall
- noted the altered projected outturn position
- likely effect on earmarked reserves to be taken forward to the new financial year
- a proposal for adjustments to the specific earmarked reserve relating to CIL Funding

2. Council's Budgets

Attached to this report, Members will find an income & expenditure report dated 26 February 2025 (Appendix 1).

As at the end of month 11, actual expenditure stands at 98.8% of target budget. Projected income stands at 107.7%, however, this includes unpaid invoices of £24,000.

The expenditure at the town hall has inevitably affected the Council's budgets. As such, there will be an overspend at the end of the financial year on 31 March 2025.

This was not anticipated when the 2025/26 budget was set and, in fact the Council significantly reduced its general reserves and, due to prudent management of its finances, had anticipated an underspend at year end, thereby enabling it to keep the increase in the precept for 2025-26 relatively low.

3. Financial holdings as at 28 February 2025

As of 28 February 2025, excluding a nominal amount of petty cash, the Council held the following amounts:

- Treasurer's Account – Lloyds - **£41,599**
- Deposit Account – Lloyds - **£77,313**
- Public Sector Deposit Fund – CCLA - **£350,001.00**

Therefore, the Council's total cash holdings, as at 28 February, stand at approximately **£468,913**. This will be reduced over the next few days by £7,280 due, in respect of invoices received by the Council but not yet settled, leaving a **balance of £461,633**.

4. Deposit Account Closure

As resolved by F&GPC on 20 January 2025, Lloyds has been instructed to close this account and the balance will be paid by the bank into the Council's treasurer's account at the date of maturity, on 5 March 2025. In light of the higher than usual expenditure in recent months, the treasurer's account balance currently stands at less than the usual 3-4 months average expenditure. It is therefore recommended that, rather than transferring the balance from the deposit account that matures on 5 March 2025 to the CCLA account, as previously resolved by F&GPC, that the transferred funds remains in the Lloyds treasurer's account, to cover upcoming expenditure until the first installment of the 2025/26 precept is received in late March.

5. Town Hall Expenditure – Gateway

An invoice (1731) in the sum of £12,343.43 was sent to the Gateway Theatre Company ('GTC') on 21 January 2025, which included the contributions due under the lease, in respect of invoices received and settled by the Council as at that date. Copies of the supporting invoices and responses to queries raised on substantive invoice by GTC have been supplied

Since that date, further invoices in respect of works at the town hall have been received by the Council and settled totalling £10,619.07 + VAT. In summary, these covered essential works to the fire doors in the Gateway and purchase of the materials required for replacement of the emergency lights as identified in the fire risk assessments, further remedial electrical works arising from the EICR and £444 in respect of legal advice regarding the breaches of the lease. A second invoice (1749) has been issued and sent to GTC on 27 February bringing the **total invoiced to £22,962.50**. A separate invoice for £2,690 has been received and paid separately in respect of essential fire door works in the Museum.

Additionally, the following works/inspections are scheduled, and the cost will be paid by the Council once invoices are received, and reimbursement sought, as appropriate, from GTC:

- Balance of estimate for emergency lights replacement - £3,496.50 + VAT (NOTE – this could increase as the work is proving more complex and time consuming than anticipated)
- Electrical remedial works - Parts 3 & 4 - £1,013.10 + VAT
- Comprehensive PAT testing – approx. £252 + VAT

- Updated Fire Risk Assessment – costs TBC

The **total of the above is £4,751.60 + VAT** (plus FRA and any additional costs relating to the emergency lights).

As Members will know, the Council's primary aim, since it became aware of the situation and restrictions were placed on the Council's insurance in November 2024, was to undertake all necessary works to satisfy the insurers that standard cover can be reinstated and the substantial co-clause removed.

One of the issues raised in the fire risk assessments was whether the level of fire retardancy of the curtains on the stage and in the auditorium met current standards. In order to ensure that they do, the curtains will need treating to fireproof them. The cost of this is estimated at **£1,724 + VAT**. Whilst this is unarguably the responsibility of GTC, officers consider it prudent that this work is commissioned and undertaken by the Council and monies reimbursed by GTC, as there is a risk that standard cover will not be reinstated until the treatment is carried out, as it was identified as an action in the last 3 fire risk assessments commissioned by GTC.

Officers therefore recommend that the Council commission and fund upfront the treatment of the stage and auditorium curtains to a maximum of £2,000, with reimbursement sought from GTC.

As things currently stand, the final urgent matter that requires a decision by Members is the replacement/repair of the concrete panels on the exterior of the town hall. Officers were in the process of obtaining quotations earlier in 2024, before all capacity was overtaken by the current electrical and fire safety works. The quotations obtained ranged from approximately £5,000 to patch up the panels to £16,000 to remove and brick up. However, the panels have deteriorated rapidly over the last couple of months.

As some of the panels are above the fire doors and the main fire escape, this poses a risk to public safety, should the building need to be evacuated in an emergency and is likely to impact the reinstatement of standard insurance cover. As such, quotations have been sought with the following results:

- 4 companies contacted
 - 2 companies declined to quote
 - 2 quotations were received:
 - Supplier A - £5,256 +VAT
 - Supplier B - £5,549 + VAT

It is recommended that Members resolve to approve the quotation from supplier B as, whilst it is marginally more expensive, said supplier would be able to undertake the works sooner and all their all of their risk assessments, insurance and method statements have been supplied and are in order. It is further recommended that the cost be met from EMR328 General Asset Maintenance, hence reducing the level of funds taken forward into 2025/26 by that amount.

Members should be aware that, in addition to the above and any other matters that will require maintenance from time to time, the following substantive works will also be required in the coming months, at a cost in region of £30,000 +:

- Cellar door replacement – estimated £2-3,000
- Fascia boards replacement – estimated £12,000, including scaffolding
- Auditorium boiler replacement and relocation to kitchen - estimated £4-6,000
- Insurance premium for town hall 2025-26 - £8,000
- Flat roof inspections / structural survey / updated condition survey should also be considered, estimated cost of £3,000 and then funds required to carry out the actions identified
- Renegotiation of the lease – legal costs TBC

Therefore, in summary:

Detail	Cost
Expenditure paid by the Council and invoiced to GTC, as at date of report	£22,962.50
Costs of works scheduled	£4,751.60 +
Costs of fire-proofing curtains	£2,000.00
Cost of repairing concrete panels	£5,549.00
INTERIM TOTAL	£35,263.10
Upcoming works/costs as detailed above	£30,000.00 +
TOTAL	£65,262.10+

6. Other resources

The ongoing pressure on the Council's staff cannot be underestimated. Some 500+ hours of officer time, and rising, has been required so far which has impacted significantly on staff wellbeing, staff ability to undertake any other projects and on staffing budgets. These monies will not be recovered by the Council and this situation is in no way sustainable.

6. Earmarked Reserves

EMR CIL Funds – the invoice has now been received and paid in respect of the works at Fisherman's Gap. In accordance with a resolution of F&GPC on 8 January 2024 the final cost, of £32,162.38, was funded from the following earmarked reserves:

- EMR 321 Fisherman's Gap Improvements - £25,135.53
- EMR 331 CIL Funding - £ 7,026.85

However, since the resolution was made, the Council has received further CIL monies and the balance now stands at £19,316.19. As CIL funding is restricted, in terms of the projects it can be spent on, Members are asked to consider whether they wish to apply the balance of CIL funds, or part thereof, towards the Fisherman's Gap project. Whilst the total expenditure would remain unchanged, the benefit would be that unrestricted reserves would be increased.

The Council regularly reviews its earmarked reserves and whether these should be adjusted. These were last reviewed in December, as part of the budget setting process for 2025-26. Appendix 2 details the earmarked reserves, as agreed by the Council on 2 December 2024, that it was anticipated would be carried forward into the new financial year.

However, in light of the above, the reserves that will be taken forward will inevitably have to be reduced. Members are asked to note this at the current time and a further report will be brought with proposed adjustments at the next F&GPC meeting in April.

7. Conclusion

In light of the decisions made by the Council to reduce general reserves in order to keep any increase in the precept in 2025/26 as low as possible, and the additional expenditure detailed then earmarked reserves will inevitably have to be reduced.

Members are asked to read the report in detail, so they are fully cognizant of the impact on the Council's financial position and its ability to meet its budgeted costs.

Recommendations

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

- note the actual financial position, as against budget, as at 27 February 2025 2024
- retain monies received at the maturity of the Council's 32-day Deposit Account in the Treasurer's Account
- fund upfront costs of the fire-proofing of the stage and auditorium curtains at the town hall to a maximum cost of £2,000 + VAT, with reimbursement from GTC
- approve Supplier B to carry out the works to the external concrete panels at the town hall, at a cost of £5,549 + VAT, to be met from EMR328
- note the anticipated upcoming costs of £29-32,000 + relating to the town hall
- retrospectively apply £19,316.19 from EMR331 CIL Funding towards the works at Fisherman's Gap with the original allocation from EMR321 reverting to general reserves
- note the position with regard to earmarked reserves

Detailed Income & Expenditure by Budget Heading 28/02/2025

Month No: 11

Cost Centre Report

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>100 Precept</u>							
1076 Precept	434,763	434,763	0			100.0%	
Precept :- Income	<u>434,763</u>	<u>434,763</u>	<u>0</u>			<u>100.0%</u>	<u>0</u>
Net Income	<u>434,763</u>	<u>434,763</u>	<u>0</u>				
<u>110 Staffing</u>							
4000 Salaries	152,571	180,118	27,547		27,547	84.7%	
4005 HMRC - Employer NIC	15,207	17,235	2,028		2,028	88.2%	
4010 Pensions	33,230	36,172	2,942		2,942	91.9%	
Staffing :- Indirect Expenditure	<u>201,008</u>	<u>233,525</u>	<u>32,517</u>	<u>0</u>	<u>32,517</u>	<u>86.1%</u>	<u>0</u>
Net Expenditure	<u>(201,008)</u>	<u>(233,525)</u>	<u>(32,517)</u>				
<u>120 Core Costs</u>							
1090 CCLA Dividends Received	14,593	12,000	(2,593)			121.6%	
1091 Interest	1,583	2,000	417			79.1%	
1110 EDDC Plan Holding Fees	2,576	2,526	(50)			102.0%	
1705 Grants Received	9,025	8,000	(1,025)			112.8%	
Core Costs :- Income	<u>27,777</u>	<u>24,526</u>	<u>(3,251)</u>			<u>113.3%</u>	<u>0</u>
4060 Training & Resources	2,116	1,500	(616)		(616)	141.0%	
4065 Travel & Misc. Expenses	395	500	105		105	78.9%	
4075 Payroll Services	425	479	54		54	88.7%	
4080 Equipment	992	2,025	1,033		1,033	49.0%	
4110 Telephone/Wifi	722	898	177		177	80.3%	
4120 Stationery/Postage	696	1,200	504		504	58.0%	
4125 Professional Subscriptions	1,890	1,900	10		10	99.5%	
4130 Website	2,320	1,848	(472)		(472)	125.5%	
4135 Photocopier (inc. lease)	1,500	2,500	1,000		1,000	60.0%	
4170 Audit Fees	1,840	2,012	172		172	91.5%	
4175 Legal and Professional Fees	6,443	10,000	3,557		3,557	64.4%	
4177 Storage rental	560	1,450	890		890	38.6%	
4190 IT Support & Software	15,143	17,100	1,957		1,957	88.6%	
4195 Accounts Software & Support	1,977	2,239	262		262	88.3%	
4220 Grant	2,000	0	(2,000)		(2,000)	0.0%	
4425 Vehicle	3,165	2,000	(1,165)		(1,165)	158.2%	
4485 Insurance	13,757	6,050	(7,707)		(7,707)	227.4%	
4950 General Sundries	177	500	323		323	35.5%	
Core Costs :- Indirect Expenditure	<u>56,116</u>	<u>54,201</u>	<u>(1,915)</u>	<u>0</u>	<u>(1,915)</u>	<u>103.5%</u>	<u>0</u>
Net Income over Expenditure	<u>(28,339)</u>	<u>(29,675)</u>	<u>(1,336)</u>				

Detailed Income & Expenditure by Budget Heading 28/02/2025

Month No: 11

Cost Centre Report

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>130 Grants</u>							
4220 Grant	6,168	10,000	3,832		3,832	61.7%	
Grants :- Indirect Expenditure	<u>6,168</u>	<u>10,000</u>	<u>3,832</u>	<u>0</u>	<u>3,832</u>	<u>61.7%</u>	<u>0</u>
Net Expenditure	<u>(6,168)</u>	<u>(10,000)</u>	<u>(3,832)</u>				
<u>140 Local Democracy</u>							
4225 Chairman's Allowance	96	250	154		154	38.3%	
4230 Civic Expenses	25	500	475		475	5.0%	
4250 Civic Regalia	8,271	8,260	(11)		(11)	100.1%	
Local Democracy :- Indirect Expenditure	<u>8,392</u>	<u>9,010</u>	<u>618</u>	<u>0</u>	<u>618</u>	<u>93.1%</u>	<u>0</u>
Net Expenditure	<u>(8,392)</u>	<u>(9,010)</u>	<u>(618)</u>				
<u>165 Play Parks & Open Spaces</u>							
4365 Seaton Down	935	1,326	391		391	70.5%	
4370 Cliff Field Gardens	8,727	10,787	2,060		2,060	80.9%	
4375 Elizabeth Road Play Park	1,790	2,539	749		749	70.5%	
4377 Underfleet Play Park	1,213	1,456	243		243	83.3%	
4380 Health & Safety & Inspections	232	239	7		7	97.1%	
4675 Maintenance - General	13,562	2,200	(11,362)		(11,362)	616.4%	11,357
Play Parks & Open Spaces :- Indirect Expenditure	<u>26,458</u>	<u>18,547</u>	<u>(7,911)</u>	<u>0</u>	<u>(7,911)</u>	<u>142.7%</u>	<u>11,357</u>
Net Expenditure	<u>(26,458)</u>	<u>(18,547)</u>	<u>7,911</u>				
6000 plus Transfer from EMR	11,357	0	(11,357)				
Movement to/(from) Gen Reserve	<u>(15,102)</u>	<u>(18,547)</u>	<u>(3,445)</u>				
<u>170 Amenities - General</u>							
1088 Misc Fee Income	120	400	280			30.0%	
1515 Planter Sponsorship	682	500	(182)			136.5%	
Amenities - General :- Income	<u>802</u>	<u>900</u>	<u>98</u>			<u>89.1%</u>	<u>0</u>
4002 EDDC - cleaning contribution	7,500	7,500	0		0	100.0%	
4045 Contractor	2,905	6,000	3,095		3,095	48.4%	
4400 Bin Emptying	4,137	3,136	(1,001)		(1,001)	131.9%	
4405 Maintenance & replacement (inc	36,962	3,500	(33,462)		(33,462)	1056.1%	32,162
4422 Footpaths	866	1,241	375		375	69.8%	
4880 Contractor - Planting and Wate	15,063	15,469	406		406	97.4%	
Amenities - General :- Indirect Expenditure	<u>67,433</u>	<u>36,846</u>	<u>(30,587)</u>	<u>0</u>	<u>(30,587)</u>	<u>183.0%</u>	<u>32,162</u>
Net Income over Expenditure	<u>(66,631)</u>	<u>(35,946)</u>	<u>30,685</u>				
6000 plus Transfer from EMR	32,162	0	(32,162)				
Movement to/(from) Gen Reserve	<u>(34,469)</u>	<u>(35,946)</u>	<u>(1,477)</u>				

Detailed Income & Expenditure by Budget Heading 28/02/2025

Month No: 11

Cost Centre Report

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>190 Marshlands</u>							
1093 Refund	374	0	(374)			0.0%	
1097 Sundry income	475	0	(475)			0.0%	
1300 Function room hire income	6,577	7,000	423			94.0%	
Marshlands :- Income	<u>7,426</u>	<u>7,000</u>	<u>(426)</u>			<u>106.1%</u>	<u>0</u>
4500 Business Rates	13,105	13,200	95		95	99.3%	
4504 Marshlands Refurbishment	7,951	0	(7,951)		(7,951)	0.0%	7,685
4505 Gas	2,132	7,301	5,169		5,169	29.2%	
4510 Electricity	1,647	4,260	2,613		2,613	38.7%	
4515 Water	471	1,000	529		529	47.1%	
4520 Cleaning & Hygiene	5,108	5,665	557		557	90.2%	
4555 Electrical PAT Testing	114	200	86		86	57.0%	
4560 Fire Inspections & Servicing	707	550	(157)		(157)	128.5%	
4610 Kitchen Supplies & General Sun	295	484	189		189	61.0%	
4625 Alarm Contract & Maintenance	138	550	412		412	25.1%	
4673 Legionella Testing	6	708	702		702	0.8%	
4675 Maintenance - General	12,719	11,000	(1,719)		(1,719)	115.6%	508
4950 General Sundries	52	0	(52)		(52)	0.0%	
Marshlands :- Indirect Expenditure	<u>44,445</u>	<u>44,918</u>	<u>473</u>	<u>0</u>	<u>473</u>	<u>98.9%</u>	<u>8,194</u>
Net Income over Expenditure	<u>(37,019)</u>	<u>(37,918)</u>	<u>(899)</u>				
6000 plus Transfer from EMR	8,194	0	(8,194)				
Movement to/(from) Gen Reserve	<u>(28,825)</u>	<u>(37,918)</u>	<u>(9,093)</u>				
<u>195 Town Hall & other leases</u>							
1310 Town Hall & other leases	24,048	10,000	(14,048)			240.5%	
Town Hall & other leases :- Income	<u>24,048</u>	<u>10,000</u>	<u>(14,048)</u>			<u>240.5%</u>	<u>0</u>
4176 Professional fees	2,604	0	(2,604)		(2,604)	0.0%	
4485 Insurance	4,259	0	(4,259)		(4,259)	0.0%	
4675 Maintenance - General	18,594	25,000	6,406		6,406	74.4%	
Town Hall & other leases :- Indirect Expenditure	<u>25,457</u>	<u>25,000</u>	<u>(457)</u>	<u>0</u>	<u>(457)</u>	<u>101.8%</u>	<u>0</u>
Net Income over Expenditure	<u>(1,409)</u>	<u>(15,000)</u>	<u>(13,591)</u>				
<u>200 Town Development & Tourism</u>							
1089 TIC-misc income	165	250	86			65.8%	
Town Development & Tourism :- Income	<u>165</u>	<u>250</u>	<u>86</u>			<u>65.8%</u>	<u>0</u>
4275 General Town Marketing	5,000	0	(5,000)		(5,000)	0.0%	

Detailed Income & Expenditure by Budget Heading 28/02/2025

Month No: 11

Cost Centre Report

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4315 TIC Literature	253	0	(253)		(253)	0.0%	
4318 Multi-use trail	0	5,000	5,000		5,000	0.0%	
4321 Disability Access Improvements	0	4,000	4,000		4,000	0.0%	
Town Development & Tourism :- Indirect Expenditure	<u>5,253</u>	<u>9,000</u>	<u>3,748</u>	<u>0</u>	<u>3,748</u>	<u>58.4%</u>	<u>0</u>
Net Income over Expenditure	<u>(5,088)</u>	<u>(8,750)</u>	<u>(3,662)</u>				
<u>210 Allotments</u>							
1130 Allotment Fees	2,867	3,000	133			95.6%	
1150 Water Bill Recharge	1,021	700	(321)			145.8%	
Allotments :- Income	<u>3,888</u>	<u>3,700</u>	<u>(188)</u>			<u>105.1%</u>	<u>0</u>
4196 Allotments Software & Admin	379	440	62		62	86.0%	
4515 Water	197	800	603		603	24.6%	
4675 Maintenance - General	1,479	1,000	(479)		(479)	147.9%	
4730 Annual Grounds Contract	1,095	1,552	458		458	70.5%	
Allotments :- Indirect Expenditure	<u>3,149</u>	<u>3,792</u>	<u>643</u>	<u>0</u>	<u>643</u>	<u>83.0%</u>	<u>0</u>
Net Income over Expenditure	<u>739</u>	<u>(92)</u>	<u>(831)</u>				
<u>227 Events</u>							
1200 Pitch fees/sales %	80	300	220			26.7%	
1365 Outdoor Cinema Advertising	325	500	175			65.0%	
1612 Ticket sales	1,782	1,000	(782)			178.2%	
1700 Donations/sponsorship	465	500	35			93.0%	
Events :- Income	<u>2,652</u>	<u>2,300</u>	<u>(352)</u>			<u>115.3%</u>	<u>0</u>
4265 Events Budget - General	172	400	228		228	43.0%	
4266 Seaton Summer Celebration	10,169	17,000	6,831		6,831	59.8%	
4840 Christmas Lights	14,929	12,000	(2,929)		(2,929)	124.4%	
4842 Outdoor Cinema	2,745	2,500	(245)		(245)	109.8%	
Events :- Indirect Expenditure	<u>28,016</u>	<u>31,900</u>	<u>3,884</u>	<u>0</u>	<u>3,884</u>	<u>87.8%</u>	<u>0</u>
Net Income over Expenditure	<u>(25,364)</u>	<u>(29,600)</u>	<u>(4,236)</u>				
<u>280 Community</u>							
1370 CIL Levy Funding	18,835	0	(18,835)			0.0%	
1372 Beach School Fees Received	551	400	(151)			137.8%	
Community :- Income	<u>19,387</u>	<u>400</u>	<u>(18,987)</u>			<u>4846.7%</u>	<u>0</u>
4879 Community Engagement	285	500	215		215	57.1%	
4882 Beach School	5,886	6,600	714		714	89.2%	
Community :- Indirect Expenditure	<u>6,171</u>	<u>7,100</u>	<u>929</u>	<u>0</u>	<u>929</u>	<u>86.9%</u>	<u>0</u>
Net Income over Expenditure	<u>13,215</u>	<u>(6,700)</u>	<u>(19,915)</u>				

Detailed Income & Expenditure by Budget Heading 28/02/2025

Month No: 11

Cost Centre Report

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
Grand Totals:- Income	520,907	483,839	(37,068)			107.7%	
Expenditure	478,066	483,839	5,773	0	5,773	98.8%	
Net Income over Expenditure	<u>42,841</u>	<u>0</u>	<u>(42,841)</u>				
plus Transfer from EMR	51,713	0	(51,713)				
Movement to/(from) Gen Reserve	<u>94,553</u>	<u>0</u>	<u>(94,553)</u>				

Earmarked Reserves

Account	Opening Balance	Net Transfers	Closing Balance
320 EMR Disability Access	0.00	4,000.00	4,000.00
321 EMR Fisherman's Gap Imprvmts	32,151.79	-7,151.79	25,000.00
322 EMR Play Parks Maintenance Fun	74,000.00	38,643.50	112,643.50
324 EMR Snow & Flood Warden	1,500.00		1,500.00
325 EMR Election Expenses	10,000.00	-5,000.00	5,000.00
326 EMR Street Furniture	0.00	2,500.00	2,500.00
327 EMR Equipment Replacements	0.00	2,000.00	2,000.00
328 EMR General Asset Maintenance	54,045.84	73,402.87	127,448.71
329 EMR Youth Projects	9,276.00		9,276.00
330 EMR Coach Friendly	0.00	2,000.00	2,000.00
331 EMR CIL Funding	7,026.85	12,289.34	19,316.19
332 EMR Vehicle Replacement Fund	0.00	2,000.00	2,000.00
333 EMR Allotments	25.00		25.00
336 EMR Staffing Contingency	4,491.31	15,508.69	20,000.00
	192,516.79	140,192.61	332,709.40



COMMUNITY GRANT SCHEME

We have received a further application, a brief summary of which is provided below for your consideration:

Name	Amount Sought	Detail	Comments
Citizens Advice	£2000	To assist with the premises costs associated with setting up an outreach location in Seaton.	<p>The previous grant from the Council enabled CAB to establish a free information and advice service, operating from the Community Waffle Cafe at Seaton Hospital. While CAB understands that the amount requested in this application exceeds the usual limit granted and is intended to assist with running costs, the organisation is currently facing a funding crisis and is in an employee consultation period.</p> <p>CAB intends to maintain their outreach in Seaton and is collaborating with EDDC on a place-based financial resilience project. The comprehensive application includes data demonstrating the value provided to clients, local communities, and government bodies. The CEO of CAB East Devon has confirmed that for every £1 of Council funding received last year, £27 of extra income was generated for their clients. CAB's efforts to help individuals stay employed, housed, maintain relationships, and avoid debt have also supported the DWP, NHS, and local</p>

			authorities responsible for emergency homelessness and financial hardship. CAB East Devon now has more than 50 volunteers in their team.
--	--	--	--

Date: 13 February 2025
Contact number: 01395 517457
E-mail: environmentalhealth@eastdevon.gov.uk
Our Ref: 2025 PSPO Public consultation
Your Ref:



Clerk
Town/ Parish Council

Dear Town/Parish Clerk

Consultation on varied Public Spaces Protection Orders East Devon District Council

East Devon District Council has three existing Public Spaces Protection Orders (PSPOs) which apply across the district. These include the 2024 Dog Control PSPO, 2023 Seashores and Promenades PSPO, and the 2023 Control of Anti-Social Behaviour & the Consumption of Intoxicating Substances in Exmouth PSPO.

We are required to review each PSPO every three years and during this process, we are proposing a number of changes to the new 2026 Order. For any extension or variation to the Order, we are required to carry out a public consultation and this includes consulting landowners, local community groups, the local policing body and Town/Parish Councils. There will also be a press release to inform members of the public.

The consultation will run for eight weeks between **3 March 2025 and 28 April 2025**. To view the consultation and comment on proposals, please visit our online community engagement hub <https://publicspacesprotectionorderfullreview.commonplace.is/>

If you require a different format to view and participate in the consultation, please email engagement@eastdevon.gov.uk

To view the current PSPOs, please visit the Councils website <https://eastdevon.gov.uk/environmental-health-and-wellbeing/public-spaces-protection-orders-pspos/>

Please note that any comments received after the consultation end date may not be taken into account.

Yours sincerely

A handwritten signature in black ink, appearing to read "Alice Gill".

Mrs Alice Gill
Environmental Health

INVESTORS IN PEOPLE®
We invest in people Gold

Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ
Chief Executive: Tracy Hendren

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25 COU 16 Request from Seaton Community Arts Project – Richard Webster

Introduction

A request has been received, from a newly established community interest company called Seaton Community Arts (SCA) , which has been set up by Richard Webster, for the Council to write a letter in support of SCA's application to the Arts Council for initial funding of £15,000

Summary of the project and request provided by SCA

'Seaton has a good number of practicing artists and makers in the town. Outlets for exhibition and sales are rare, with only one art shop remaining. The cultural offer has declined in recent years and desperately needs a boost. It is our intention to give supporters a focal point for creativity.

Research and Pilot project - For the last 18 months we have been working with a shop in Seaton to bring artworks to their café area. This was formally a dead space, but we have now shown several artists. More recently, and as part of the Grizzly event, we organised an art in shop windows art trail. This was met with a positive response from the public, business owners and 3 estate agents who are now keen to have artworks in their empty shops. 24 Artists, at various career stages, were involved. The event will run again in March 2025. This demonstrates the possibilities for a project that will put art in front of the community.

Our intention is to implement a system of enabling artists to bring their work to a public venue by overcoming some of the problems of production, exhibiting and marketing their work. The consequence of which is that the community will be exposed to art and artists on a daily basis creating a vibrant and varied town centre as an Art Gallery.

Our aims

- Selling and exhibition opportunities for artists.
- Engagement with community,
- Stimulate cultural activity by encouraging and promoting different forms of Creativity.
- Purchase equipment that will enable bringing art to the Town centre. These items are the ones most requested by artists and which fit with our aims. These are laser engraving, sublimation printing based and large format printing and can be hired from SCA as needed
- Provide reusable picture frames for artists where this will enable exhibition. This cost is often restrictive to the artist showing their work so we will provide reusable frames on a sale or return basis.

- Purchase of a large format printer we will create a system for making prints of work for sale through online ordering with the use of QR codes, online shopping and direct sales,
- Purchase lockable poster units and A boards to display Art posters in the street.
- Identify and use indoor venues such as cafes, restaurants and offices for exhibition purposes.
- Hold quarterly open exhibitions at rented venues. (as available)
- Set up a website and social media platforms

I am looking for a letter of support from the Council that will strengthen the bid but the content might include any help, support or funding the Council have to offer.

I hope this is enough information but if you need more please contact me.'

RECOMMENDATION

It is **RECOMMENDED** that Members resolve to write a letter in support of this application by SCA.

24 COU 17 - Request for Seaton Town Council's Support – Seafront Enhancement Proposal

Introduction

The following request has been received from a local business requesting the Council's support in principal.

Proposal

'Dear Mayor/Chair of Seaton Town Council

I hope this email finds you well.

Further to previous discussions and our ongoing efforts to enhance Seaton's seafront, I am writing to formally seek the Town Council's support for the proposed seafront soft enhancement project before we proceed with the official planning application.

The proposal, developed in collaboration with local businesses and professionals, aims to introduce an improved alfresco dining and socialising environment, enhancing the connection between the town centre and the seafront while encouraging longer visitor stays and increased local spending. Key aspects of the project include:

The placement of semi-permanent structures to support alfresco dining.

Consideration of highways safety and accessibility.

Necessary approvals from Devon County Council (DCC) Highways, East Devon District Council (EDDC) Planning, and Licensing teams.

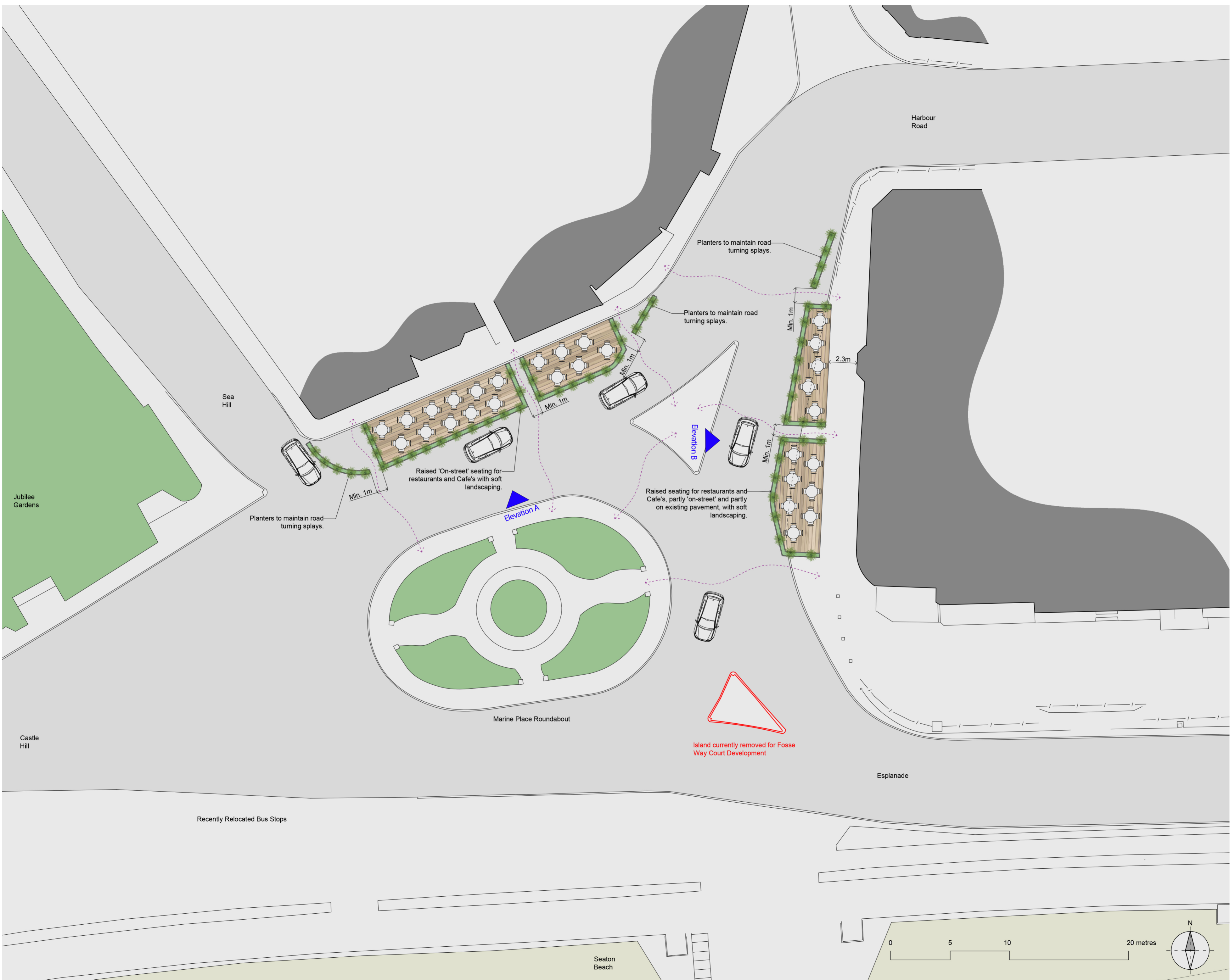
We recognise the importance of engaging with STC at this stage and would welcome any feedback, concerns, or suggestions you may have. Your support would be invaluable in ensuring this project aligns with the town's broader vision for economic growth and public benefit.

Please let me know a suitable time to discuss this further, or if you would like a presentation at an upcoming meeting. I look forward to your thoughts.

Regards

Carl Northcott

Director



- GENERAL NOTES:**
- 1) Do not scale from this drawing except for planning purposes
 - 2) All dimensions to be checked on site by the contractor
 - 3) Report all omissions and/or errors to NDM Architects
 - 4) All dimensions in millimetres unless otherwise stated
 - 5) If in doubt contact administrator for clarification
 - 6) All drawings are copyright of NDM Architects

LEGEND

- - - Natural pedestrian crossing routes

REV	DATE	DESCRIPTION

JOB TITLE

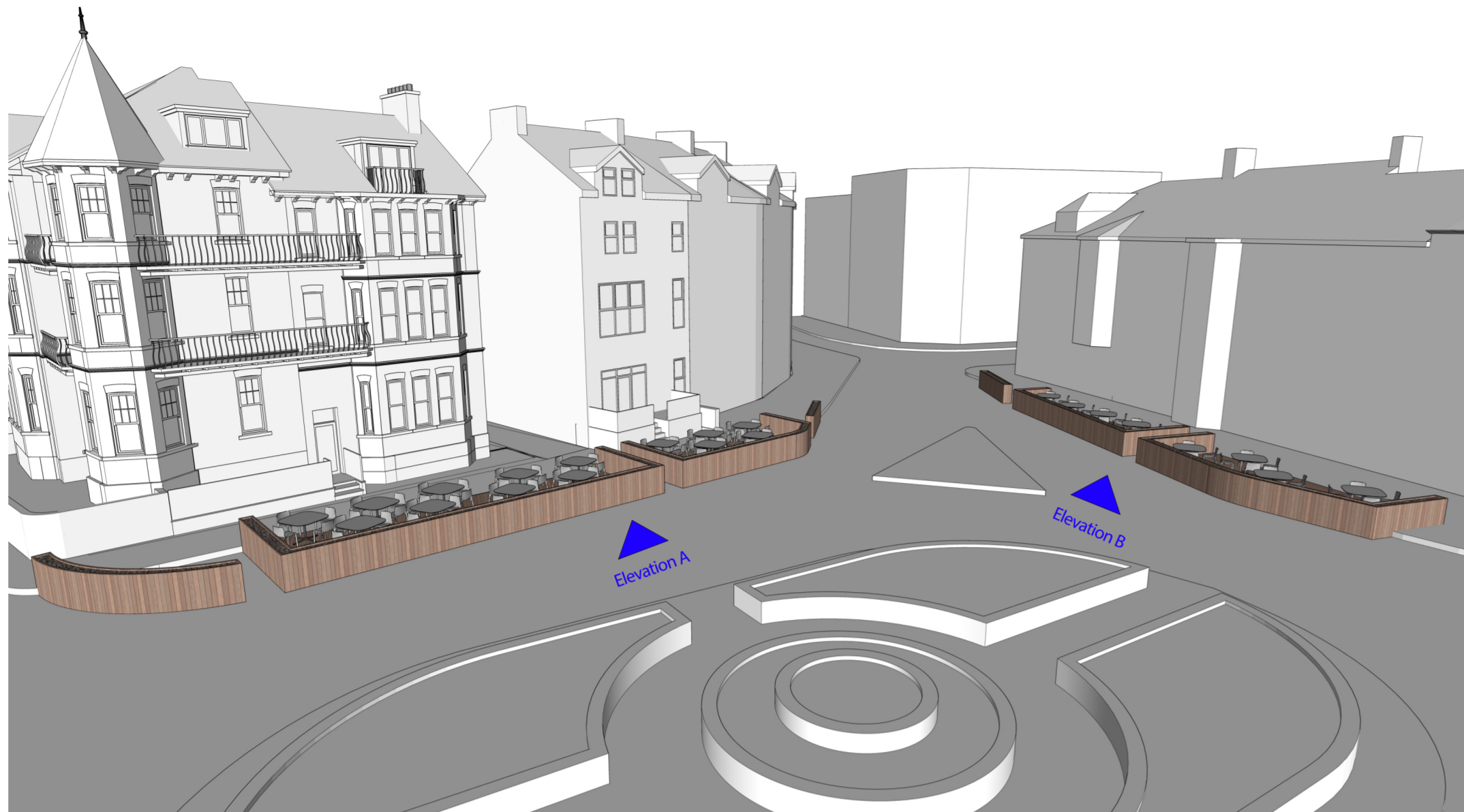
Marine Place Seating
Seaton, Devon

DRAWING TITLE

Proposed Site Plan

First issued	10/02/2025
Scale	1:200 @ A2
Job code	-
Status	PL
Drawing number	P100
Revision	-
Drawn by:	GE
Checked by:	-

01297 552622
Office 1, The Grove, The Underfleet, Seaton, Devon, EX12 2FU



3D

NOT TO SCALE



ELEVATION A LOOKING NORTH NORTH WEST

Scale 1:100



ELEVATION B LOOKING EAST

Scale 1:100

GENERAL NOTES:

- 1) Do not scale from this drawing except for planning purposes
- 2) All dimensions to be checked on site by the contractor
- 3) Report all omissions and/or errors to NDM Architects
- 4) All dimensions in millimetres unless otherwise stated
- 5) If in doubt contact administrator for clarification
- 6) All drawings are copyright of NDM Architects

MATERIALS

Vertical Timber Effect Cladding with Composite Timber Decking

REV	DATE	DESCRIPTION

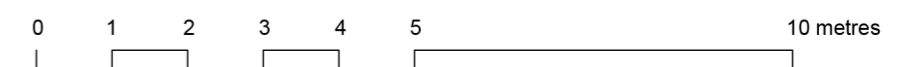
JOB TITLE

Marine Place Seating
Seaton, Devon

DRAWING TITLE

Proposed 3D and Elevations

First issued	10/02/2025
Scale	1:100 @ A2
Job code	-
Status	PL
Drawing number	P300
Revision	-
Drawn by:	GE
Checked by:	-



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. Some rust.	Monitor all issues. Repair/replace - get quotes.	Medium
FOOTBALL GOAL	Worn & puddled playing surface.	Monitor make good.	Medium
GAMES AREA (MUGA)	Rusty bottom bar	Monitor/make good. Get quotes. (Harcombe?)	Medium
MULTIPLAY	Some corrosion. Chainlink notching	Monitor all issues/make good.	Medium
TODDLER MULTI		Monitor	Low
PICNIC TABLES		Monitor	Low
BENCHES	Some decay and cracks	Monitor	Low
GATES X 3		Monitor	Low
ROCKING HORSE	Rubber crumb shrinkage and wear. Crack in seat.	Monitor. Repair/replace. Get quotes. Monitor/repair/replace seat	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
SPINNING UNIT (TITAN)	Rubber crumb shrinkage and wear.	Monitor/repair & replace. Get quotes from contractor.	Medium
TODDLER 1 BAY-2 SEAT	Rubber crumb wear and shrinkage	Monitor/repair & replace. Get quotes from contractor.	Low
JUNIOR 1 BAY 2 SEAT	Rubber crumb shrinkage and wear.	Monitor/repair & replace. Get quotes.	Low
SWING NET	Rubber crumb shrinkage and wear.	Monitor/repair & replace. Get quotes.	Medium
SLIDE		Monitor	Low
FENCE		Monitor	Low
WOODEN GUARDS	REMOVED		Low
PATH		Monitor	Low
TREES	Get new tree survey done.	Monitor	Low

UNDERFLEET

OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil Tuckley

DATE: 18th February 2025

Time Finished

10.3

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CYCLE STAND		Monitor	Low
GOAL NET X2 POSTS	Worn uneven, waterlogged & puddled playing surface.	Monitor.	Low
CYCLOPS (SPIN NET)	Bottom coupling links are notching.	Continue to monitor	Medium
TITAN (ROTARY)	Bottom chainlink notching.	Continue to Monitor.	Low
SPIDERS WEB		Monitor	Low
CLIMBING WALL		Monitor	Low
DINO (ZIP WIRE)	Puddled, waterlogged, muddy & 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. Hole in matting	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.	Low
CIRCUS TRAMPOLINE	Broken spring	Replace spring (done today with contractor)	Low
LANDSCAPE TUNNEL	Astro Turf is worn where it meets with the path & wood is degrading. Protective fall surface see RoSPA report? Change surface? Get Quotes?	Monitor all issues, get quote to repair/replace. Change surface? Get quotes and advice.	Medium
UNIMINI KERRA (TODDLER UNIT)	Flaking paint and some rust	Monitor	Low
LILLIE BASKET (SWING BASKET)		Monitor	Low
ROTY INCLUSIVE ROUNDABOUT		Monitor	Low
BENCH ON MOUND		Monitor	Low
2.4 SLEEPER BENCH X 3		Monitor	Low
DINSOSAUR RIBCAGE WALKWAY ARCH		Monitor	Low
GATES X 2		Monitor	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
FENCE		Monitor	Low
BOULDER SEATS	Located too close to cycle rack.	Move boulders? To picnic area?	Low
PATH	Surface worn/uneven/puddled.	Monitor/re-surface? Get quotes?	Low
TREES	See tree survey?	Monitor	Low