

To: All Members of the Town Council

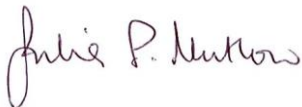
**Meeting of Seaton Town Council
on Monday, 13th April 2026**

7th April 2026

You are hereby summoned to attend the above meeting to be held on **Monday, 13th April 2026 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 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 made 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

- 26/COU/01 Apologies for absence**
To receive any apologies for absence.
- 26/COU/02 Declarations of interest**
To receive any Members' declarations of interest in respect of items on the agenda
- 26/COU/03 Council minutes**
To approve the minutes of a meeting of Seaton Town Council held on Monday, 2 March 2026

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- 26/COU/04 County Councillor's Report**
To note the report
- 26/COU/05 District Councillors' Reports**
To note the reports
- 26/COU/06 Public Question Time**
To hear any questions or statements from members of the public
- 26/COU/07 Update on Gateway Theatre Company**
To receive an update from the Chair of the Gateway Theatre Company
- 26/COU/08 Town Clerk's Report**
To note the report and correspondence log
- 26/COU/09 Update on Seaton Tourist Information Centre**
To note an update on enquiries to the tourist information centre
- 26/COU/10 Asset Register**
To note and approve the updated asset register, as at 31 March 2026
- 26/COU/11 Admiral Nurse in Seaton**
To consider whether to support a community-led initiative to seek the placement of an Admiral Nurse in Seaton
- 26/COU/12 Community grants**
To consider an application for a community grant from:
 - Seaton Scouts - £2,000
- 26/COU/13 Review of Direct Debits & Bank Mandate**
To review and approve monthly and annual direct debits in the 2026-27 financial year
- 26/COU/14 Schedule of Meetings 2026-27**
To approve the schedule of meetings for the 2026-27 municipal year
- 26/COU/15 Seaton Beach School**
To note the 2025/26 annual report, by Crazy Crabs, on the delivery and success of Seaton Beach School, funded by Seaton Town Council

26/COU/16 RoSPA Annual Playpark Inspections

To note the annual RoSPA inspection reports

26/COU/17 Seafront Planter – Motion by Cllr. Burrows

'Whilst we are waiting for the removal of the flower bed along the Esplanade, to press East Devon District Council to take immediate action to remove the loose bricks and soil which are dangerous to pedestrians and an eyesore and unsightly for visitors to Seaton'.

**Minutes of the Seaton Town Council ('the Council')
Council Meeting
on Monday, 2 March 2026**

Present:

Chair: Cllr. M. Hartnell
Town

Councillors: E. Bowman, P. Burrows, A. Gwyn Davies, T. Pengelly, K. Pike, J. Rowland & P. Wright

Officers: Town Clerk

Public: 2 members of the public were in attendance.

141. Apologies for absence

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

142. Declarations of Interest

Cllr. Hartnell declared an interest as an East Devon District Councillor and also that his son did work on a self-employed basis for the Gateway Theatre Company. He further declared that, as he has already emailed the s106 Officer at EDDC, in support of the utilisation of developer contributions towards the new nets at Seaton Cricket Club, he would not vote on this item of business. Cllr Burrows declared an interest as a Friend of Seaton Library.

143. Council Minutes

Members **RESOLVED** to approve the minutes of a meeting of Seaton Town Council held on Monday, 2 February 2026. (proposed Cllr. Rowland; seconded Cllr. Wright)

144. County Councillor's Report

Cllr. Arnott's written report was noted. Disappointment was expressed that there was no mention of the proposed significant reductions in opening hours to Seaton Library.

145. District Councillors' Reports

Cllr. Hartnell updated Members on the following:

- Local Government Reorganisation – a great deal of resources at EDDC were being taken up by LGR. The consultation was now underway, and it was frustrating that, as part of this, HM Government had not commented on what their preferred structure might be. There were likely to be significant challenges for EDDC, if the new unitary authority did not come into existence in 2028 as planned.

- Jubilee Gardens – there had been improvements to the condition of Jubilee Gardens. However, it was important that this continued, especially after the departure of the Streetscene Manager to a different team.
- West Walk Public Toilets – the storm damage to the adjacent wall was to be repaired.

Members noted the update and expressed the view that it would be helpful if written reports could be provided by district and county councillors, especially if they were unable to attend town council meetings.

146. Public Question Time

Members of the public spoke, on behalf of the Seaton Cricket Club, seeking the town council's support for an allocation of s106 funding towards new cricket nets.

147. Update on Gateway Theatre Company

There was no update from the Gateway Theatre Company.

Standing orders were suspended to bring forward item 26/COU/09, a report on allocation of developer contributions. (moved by the Chair, Cllr. Hartnell)

148. Allocation of s106 Developer Contributions

Members considered carefully whether the Council should support requests from Seaton Cricket Club and Seaton Primary School PTA for funding from s106 developer contributions. They were supportive of both requests as felt that both would greatly benefit the town and community. However, some concern was expressed that use of the pool by the wider community should be secured by EDDC as part of the funding agreement. Members **RESOLVED** to:

- note the report
- confirm the Council's support for the allocation of developer contributions as follows:
- Seaton Primary School – up to £13,800 towards upgrades to the school swimming pool
- Seaton Cricket Club – up to £35,000 towards a new two-lane EBC-compliant fully enclosed cricket practice net system
- authorise the Town Clerk to confirm to EDDC, as administering authority, that Seaton Town Council supports both proposals, subject to appropriate community use of the swimming pool being secured via an agreement with EDDC

(proposed Cllr. Rowland; seconded Cllr. Pike)

149. Town Clerk's Report

Members **RESOLVED** to:

- note the report and correspondence log

- instruct the Town Clerk to respond to the statutory consultation on local government reorganisation, supporting the 4-5-1 Reimagining Devon proposal, or such other proposal as they see fit
- confirm the Council's priorities for 2026-27 as:
 - ensuring the Council's readiness for Local Government Reorganisation, including the working with EDDC on the potential transfer of community assets
 - improved community engagement, in accordance with the recently adopted Community Engagement Plan
 - ongoing maintenance and upgrades to the Council's land, buildings and other assets
 - renewal and review of all the Council's leases
- note expenditure of £2,570 + VAT, to carry out urgent interim repairs to the library roof at Marshlands, authorised by the Town Clerk, in consultation with the Chairs and Deputy Chairs of the Council and of the Finance & General Purposes Committee, under the Council's Financial Regulation 5.18

(moved by the Chair, Cllr. Hartnell)

150. Update on Seaton Tourist Information Centre

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

151. Community Grants

Members considered carefully an application from East Devon Soul for a community grant of £1,500. Whilst they were sympathetic to the application, Members felt unable to support the application for the follow reasons:

- concerns that the figures provided were unrealistic in terms of anticipated income and expenditure
- as other funding applications had been unsuccessful, Members expressed doubt that, without those funding streams, the event may not be viable on the scale proposed
- whilst they felt the vision for the event was positive, it was ambitious for a first event of its kind in Seaton and Members felt that a smaller pilot event this year might offer a more manageable starting point and help build momentum for future years
- with only 4 months to go, Members were not convinced that this was sufficient time to ensure that all the necessary infrastructure, marketing and ticket sales were in place to ensure successful delivery of the event
- Members noted that much of the funding requested appeared to relate to running costs for this year's event, rather than to the purchase of capital items that could support the event year on year
- Members would have welcomed the applicant to attend the meeting to hear from them directly to better understand the proposal

In light of the reasons above, Members **RESOLVED** not to approve a community grant application for £1,500 from East Devon Soul (proposed Cllr. Burrows; seconded Cllr. Rowland)

152. Renewal of insurance policies

Members **RESOLVED** to note officer discussions with the Council's brokers - Clear Councils - as to policy renewal and to delegate authority to the Town Clerk to:

- renew the Council's general policy of insurance for the second year of the 3-year policy arrangement, once the 2026-27 premium is confirmed
- renew the Council's motor insurance for 2026-27, once the best value premium is confirmed

(moved by the Chair, Cllr. Hartnell)

153. Play Park Inspections

Members noted the inspection reports.

Confidential item

The Chairman moved, in accordance with the Council's Standing Order 1(d), that press and public would be excluded from the meeting during the discussion of the following item, as matters are being discussed which could identify an individual and may contain personal data

154. Staffing

Members considered the report and **RESOLVED** to approve an amendment to the Town Clerk's contract as detailed in the report on this item.

(moved by the Chair, Cllr. Hartnell)

The meeting closed at 7.15pm.

Signed: _____

Dated: _____

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	13 April 2026
Item of business	26 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 RESOLVE to: <ul style="list-style-type: none"> • note the report and correspondence log

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

- **Community Engagement** –The first edition of the Council’s new quarterly newsletter was issued at the end of March. 3,000 copies have been printed and added to the newly updated Restore CIC Community Handbook for circulation in prominent locations within the town. The newsletter was uploaded to the Council’s website and a link circulated via social media to allow residents to access an electronic copy. The Summer edition is now in train and will be published at the end of June. Blog posts from Cllrs Rowland, Pike and Singh have now been uploaded and well received. The Deputy Clerk will continue to approach Members individually, as per the timetable circulated, to ensure that regular monthly blogs are uploaded. A council surgery has been scheduled to take place on Saturday 11th April in the library to coincide and this year’s Annual Town Meeting will take place on Thursday 14th May, at 6pm, at the Town Hall. James Chubb has agreed to be a guest speaker and will present the Wild About Seaton Masterplan. Seaton Chamber, Restore CIC, Operation Rudolph, Seaton Museum, AVCAP, the Gateway Theatre, Save Food and

Seaton Repair Café will be in attendance to talk about their activities within the town. PC Sam Bowyer Thornton has also agreed to come along. The aim is to offer an opportunity for local residents to get to know their town councillors and to find out more about the town council's plans and priorities for the year ahead. Promotion of the Annual Town Meeting has already begun and Members' attendance will be crucial to the success of the event. Officers have also met with Seaton Chamber this month to discuss potential collaboration on a town wide art project – EDDC have already been approached for guidance regarding necessary permissions and processes. A walkabout meeting to confirm requirements for this year's Christmas lights took place on Wednesday 8th April and officers met with Seaton Chamber separately to discuss Christmas lights requirements for Cross Street. Officers have also met with representatives from Grizfest and separately with Operation Rudolph to discuss the success of their activities and potential ways in which the council can support these going forward.

- **Finance** – a comprehensive year end report is being prepared and will be brought to F&GPC in April. The year end process is scheduled to take place with RBS Rialtas on Friday 10 April.
- **Local Government Reorganisation** – this process is ongoing. The Government consultation concluded on 26 March and, at the time of writing, a decision as to the future unitary structure is awaited. The Town Clerk responded to the consultation, on behalf of the town council, in the terms agreed by Members at their meeting in March ie. supporting the 'Reimagining Devon' option, as proposed by East Devon and 6 of the 7 other district councils.
- **Community Asset Transfers**
 - Members will recall that officers attended an initial meeting with EDDC officers in August 2025, to discuss LGR and how EDDC would be dealing with asset transfers in response to this significant change in local government.
 - after that meeting, the Town Clerk followed it up with a comprehensive request seeking information as regards legal title, condition reports, H&S compliance information, maintenance and staffing costs, capital replacement costs and staffing requirements in relation to certain EDDC-owned assets in the town. In particular, the request related to parks and open spaces, seafront amenities and the two public toilet blocks. The request centred around these assets as, the town council knew from community consultations over the last 5 years that these are all important to residents. Such information is essential if Members are to make informed and reasonable decisions with regard to which assets it can realistically take on going forward.
 - the Town Clerk attended a further meeting via Teams in December, with other town clerks and EDDC officers, when EDDC admitted that the type of

information that all towns were seeking was not easily available and there were issues with capacity at EDDC in attempting to extract this information and provide it to the respective towns.

- in February, the Town Clerk attended a further meeting with other town clerks and EDDC officers. This meeting followed a report to EDDC Cabinet on 4 February entitled 'East Devon – Focussed CAT Programme' and were advised that funding had been agreed to provide capacity within EDDC's team to start collating information in relation to assets. The initial transfers being considered were likely to be public toilets, along with any contiguous assets that could potentially provide an income to offset the cost of running and maintaining the toilet block. Additionally, a financial 'dowry' may be available to town councils, if a block being transferred had not already been upgraded or replaced. The outcome of this meeting was that individual meetings would be arranged with individual town clerks to discuss specific assets.
- the Town Clerk and Deputy Clerk attended a further meeting with EDDC officers on 24 February 2026, regarding Seaton-specific initial proposals, and reiterated their concerns about being able to provide advice to Members, without realistic financial and other information on each asset. Officers were particularly mindful of Members being able to make decisions without that information, particularly in light of lessons learned from community 'assets' that the town council had previously acquired, in the form of the town hall and Marshlands. Officers also expressed their concern that, in Seaton, there was little scope for generating income from areas contiguous to the toilet blocks, such as Thury Harcourt, as had been demonstrated when EDDC had attempted to find tenants to take on the toilet block there and convert part of it to an income-generating use. Therefore, if the town council decided to accept transfer of the blocks – which were clearly important to residents – then any such decision should be based on the real cost of doing so, in the likelihood that no income would be available to offset it from other asset transfers. The conclusion of the meeting was that EDDC would go away and provide, at least as a starting point, high level figures with regard to running and capital costs and potential income if any, with regard to the two toilet blocks and also the EDDC-owned parks and open spaces and any contiguous assets.
- whilst it was acknowledged by EDDC that there was a lot of work to be done to ensure sufficient information around costs, assets condition, legal title and other relevant matters asset transfers was available and any transfer was as transparent as possible, some capacity had now been created within the EDDC team.
- at the time of writing, further information is still awaited.

- **Council's buildings** – as with all old buildings, ongoing maintenance and repairs are inevitable and current issues with both Marshlands and the Town Hall are outlined below:
 - **Marshlands** – various repairs have been undertaken and/or quotations are being sought in respect of Marshlands. In summary these include:
 - Lift – the annual comprehensive examination identified that upgrades to lighting in the shaft were needed. This work has now been undertaken.
 - H&S checks - monthly legionella checks are continuing as are weekly lift and fire alarm checks. These are being undertaken by the Deputy Clerk in the absence of the Facilities Officer.
 - Library roof - Harcombe Engineering have now undertaken the repair works to the roof, replacing 5 rows of tiles which is hoped will prevent further water ingress for the time being.
 - **Town Hall** – Work has now been undertaken to at the town hall, to prevent the alley wall from collapsing onto an emergency exit route from the auditorium, and repointing work to the apex of the roof above the auditorium, to prevent ingress of water into the ceiling of the Gateway Theatre. Quotations also need to be sought to repair/replace fascia boards in the changing room area, to make that part of the building watertight. This has been temporarily delayed due to the absence of the Facilities Officer. Discussions have taken place with Harcombe Engineering, and costs are still awaited.
- **Gateway Theatre Company:**
 - **Finances** – financial information from GTC is still awaited
 - **Lease renegotiation** – both parties recognise that the current lease is unhelpful and requires replacing with a more robust document. The Town Clerk has asked that GTC provide their preferred draft heads of terms for a new lease, as a starting point for discussion with Members. These are still awaited and will be brought to Council once received to enable them to consider and respond in the hope that a position can be agreed and solicitors instructed by both parties to draw up a new lease and avoid future ambiguity.
- **Allotments** - there are currently 5 empty plots, with all other plots occupied, and 35 names on the waiting list. The empty plots have been offered to those at the top of the list.
- **Christmas Lights** – officers met with alternative light hire suppliers, along with Seaton Chamber to review existing arrangements, and seek quotations for 2027 onwards after the current 3-year contract ends. This is awaited. Another meeting has been arranged with the installation contractor in mid-April to consider whether any further infrastructure is required to extend the current scheme of lights this year.

- **ROSPA Annual Playground Inspections** – these took place on 30 March and the reports are attached as a separate item of business.
- **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 **RESOLVE** to:

- note the report and correspondence log



**Correspondence
&
Complaints Log
2025-26**

Correspondence & Complaints – APRIL 2025

APRIL 2025				
				Officer
01.04.2025	Email received from Tram & Light Railway Society National organization looking for a suitable venue in the Seaton area for their AGM, to be held on a Saturday in May next year (2026) suitable for up to 30 people, preferably with catering facilities. Overnight accommodation will be arranged separately. Can we advise on suitable venues, please.	Venue in Seaton for an AGM	HJ advised we no longer have the facilities but to contact The Gateway Theatre, The Old Picture House Pub and The United Reformed Church in Seaton	HJ
01.04.2025	Lady came in for latest bus times and complained that we are very hard to find	In the office	HJ explained the seafront road being closed doesn't help and we have been here for three years so our location is established	HJ
01.04.2025	Telephone call from a resident who has reported vagrants living in the shelter on West Walk. They are untidy and taking up all the space so that no one else can sit down. Can the council move them on?	West Walk seated shelter area	HJ explained that EDDC manage the seafront and they are aware of the temporary visitors using the shelter	HJ
01.04.2025	Telephone call from an elderly resident who wanted the phone number for The Owl and Pyramid Shop in Seaton, then took 10 minutes reminiscing – she is 93 and has lived in Seaton since 1935. Do I want any of her perennial plants from her garden?	Owl & Pyramid book shop	HJ gave telephone number and listened to her stories about Seaton in 1935 and through the Second World War. (Norcombe Court was an ambulance station). HJ politely declined the offer of perennial plants.	HJ
01.04.2025	Are the new bus timetables out yet?	In the office	HJ said not until end of April or early May	HJ

01.04.2025	Resident wanted recommendations for gardeners and handy men for household jobs in Seaton	Telephone call	HJ said she would post the local trade directory and the Re-Store Community Handbook	HJ
01.04.2025	When is the road closure on the Colyford Road going to re-open? Run over time.	Colyford Road	HJ advised he telephones Wales & West Utilities and gave him a phone number	HJ
02.04.2025	Visitor wanted maps for walking along the river Lim in Dorset around Uplyme and Lyme Regis	Lyme Regis	HJ referred to OS Explorer Map 116 and recommended she visit The Post Office on Harbour Road to buy her own copy	HJ
02.04.2025	Two residents came into the office and asked why their voting card has instructed them to go to the Old Picture House to vote and not to The Methodist Church as usual because they live at the north side of Seaton. Is this deliberate to discourage them from voting?	In the office	HJ explained that our building and also the Town Hall are not available for these elections so they have had to change venues. Advised they speak to EDDC and ask if they can swap venues and vote at the Methodist Church instead.	HJ
02.04.2024	American visitors asking where they can change their dollars for sterling cash	In the office	HJ directed them to The Post Office	HJ
06.04.2025	Visitor reported broken tap on West Walk next to the ice cream kiosk	West Walk	HJ reported to Streetscene EDDC	HJ
07.04.2024	Lady wanted to know how she can get to The Nightingale Hospital by bus	Nightingale Hospital	HJ gave Stagecoach X30 and 9A bus timetables	HJ
07.04.2025	Telephone call from resident of Fore Street who wants to renew her windows, does she need planning permission?	Fore Street	HJ advised she looks on the EDDC website under Planning – Do I need planning permission section	HJ
07.04.2025	Mr Millard about the planning application at Bunts Lane which has been approved	Bunts Lane	HJ printed off the approval documents and conditions and policies and advised him to speak to EDDC with his concerns as STC no longer able to help as it is now approved, and the application is closed	HJ
07.04.2025	Resident asked how his wife can votes if she can't get out to the polling station on	In the office	HJ advised he speak to the electoral services department within EDDC	HJ

	election day? She has not registered for a postal vote			
07.04.2025	Allotment tenant of plot 38A phoned to complained that someone has used his plot as a toilet and left behind turds and used toiled paper. He has reported to Police via 101	Allotments	HJ said thank you for reporting and to ask if anyone else has suffered the same problem at the allotments and to inform us if this happens again	HJ
07.04.2025	Complaint about the workmen putting up the beach huts. They are obstructive and rude	Esplanade	HJ took note. Will report to EDDC if more complaints come in	HJ
08.04.2025	Person wants to know who to contact if they want to put up scaffolding outside their house on the pavement?	Fore Street	HJ gave a link to the Devon County Council website	HJ
08.04.2025	Query about getting a plaque and a memorial bench on the cliffs above West Walk	Cliffs above West Walk	HJ advised that's EDDC owned land and to call them.	HJ
08.04.2025	Allotment holder reported a broken tap next to plot 27B	Allotments	HJ took note and advised maintenance officer who will repair	HJ
08.04.2025	Resident very angry that the Stagecoach bus 9A has changed its route and will no longer travel along the Esplanade	Bus route along the Esplanade	HJ advised we cannot help and to take up her complaint with Stagecoach	HJ
08.04.2025	Visitor from Lyme Regis telephoned to say he and his wife have left their sunglasses on the sea wall outside the Spot On Kiosk. Can I go and pick them up for him or give him the telephone number of the kiosk	Sport on Kiosk on seafront	HJ said not in a position to leave the office to go and look for their sunglasses but gave a telephone number for the kiosk. Also took number of person calling in case someone hands the sunglasses into the TIC	HJ
08.04.2025	Telephone call from client of Public Health Nursing team asking if Hannah had left the building and was on her way to his house for an arranged visit	In the office	HJ said she has signed out on the board so must have left the building and be on her way	HJ
09.04.2025	Email received from an Open University student studying for a degree in			

	Environmental studies. As part of her studies she has to carry out a research project & would like to interview a member of the town council who could answer some questions about Seaton, the wetlands and climate change.	Email	HJ forwarded to all Seaton Town Councillors and also gave her the details for the Countryside Team at EDDC who manage the Wetlands	HJ
09.04.2025	Email from a lady who lives in the West Midlands whose family would like to carry out their parents last wish of scattering their ashes around Seaton Harbour or at the Mouth of the River Axe in Axemouth. Their Wedding Anniversary would be on 1st September therefore we would like to do this as close as we can to that date. This would be on Sunday 31st August. Would there be any objections to their request.	Mouth of River Axe at Axmouth Harbour	HJ	HJ
09.04.2025	Is the disabled parking on the seafront free of charge?	Esplanade parking spaces	HJ advised all disabled parking on the seafront is free of charge	HJ
09.04.2025	Lady came in for two bus pass application forms	In the office	HJ gave forms	HJ
09.04.2025	Are the new bus timetable booklets out yet?	In the office	HJ said not until after 20 th April, so probably early May	HJ
09.04.2025	Couple visiting Seaton came into the office to complain they couldn't find us and have walked all around town. Can they have a map please.	In the office	HJ explained some old signs still exist which Devon County haven't removed yet. Gave several local maps to them.	HJ
09.04.2025	Couple wanted to have a look around our shop (?!)	In the office	HJ explained that we don't have a gift shop or sell souvenirs, we provide free leaflets & maps	HJ
09.04.2025	Telephone call from a lady who wanted the telephone number for the	Oakhampton TIC	HJ googled the telephone number and gave it to the lady	HJ

	Oakhampton TIC			
09.04.2025	Couple wanted maps of the Jurassic Coast and postcards if we have them	Jurassic Coast	HJ gave some leaflets and advised they go into town to look in the local shops for postcards	HJ
09.04.2025	Person from Tramway & Light Railway Society, West of England Group wanted to book The Old Picture Houe pub as a venue for their AGM but no one answering the phone or replying to his emails. Have they closed down?	The Old Picture House Pub	HJ wrote the person's contact details on a postcard and walked around to the pub and handed the details to the Landlord, explaining what the customer would like.	HJ
12.04.2025	Email from resident complaining that the clock on the Jubilee Tower is not working	Jubilee Tower Clock	HJ advised EDDC are aware and it will be repaired soon	HJ
14.04.2025	Lady came into the office for the new bus timetable booklet and was angry they aren't published yet and why not	In the office	HJ explained Devon County Council issue the booklets every year the release date is always different depending on the bus operators timetables so we have no idea when they will be circulated	HJ
14.04.2025	Came in looking for Estate Agents, Fortnum, Smith & Banwell.	In the office	HJ directed them to the Estate Agent's office on Harbour Road	HJ
14.04.2025	Allotment holder of plot 38A telephoned to say yet again, someone has used his plot as a toilet and there are more turds and toilet paper on his plot	Allotments	HJ listened with sympathy and advised he reports to Police 101. Recommended that he reinforce his boundaries so its difficult for intruders to get onto his plot	HJ
14.04.2025	Lady with daughter wanted to go fossiling and crabbing & rock pooling	In the office	HJ recommended they visit Lyme Regis and Charmouth as much more to see there	HJ
14.04.2024	Is there an amusement arcade in Seaton? Grandson likes dinosaurs	In the office	HJ gave town map and told her where the amusement arcade is at Marine Place and also encouraged them to visit Jurassic Discovery	HJ
15.04.2025	Couple came in to collect their "Ship Shape" running shirt from the Grizzly	In the office	All STC officers had no idea what he was asking for then after some phone calls it	HJ

	Race		transpired the shirts were a Seaton Chamber promotion on the day of the Grizzly Race and they need to be collected from the Town Hall	
15.04.2025	Allotment holder asked if he could keep chickens on his plot	Allotments	HJ advised we don't encourage the keeping of chickens because the poultry food attracts Rats and we can't have a rat infestation on the site because of the neighbouring residential houses and the caravan site next door	HJ
15.04.2025	Local person asking where the CAB is in Seaton and the opening times	In the office	HJ advised Seaton Hospital every Wed from 2pm to 4pm	HJ
15.04.2025	Residents of St Clares Close in Seaton reported a constant parking problem with trade vans parking overnight in their close on the bends and the double yellow lines	St Clares Close	HJ reported online and gave ref no to residents who later emailed in a photo of illegally parked transit vans. Photo sent to Devon County. Later update from DCC that a patrol was done and parking fines were issued.	HJ
15.04.2025	Phone call, is the Bell Tower Gallery in Colyton still open? They are not answering their telephone	Bell Tower Gallery in Colyton	HJ and JH looked online but could not find any info. Gave out the telephone number for Colyton Parish Council and recommended they contact them for local knowledge	HJ & JH
15.04.2025	Are there any water refilling stations in Seaton that are working? Two of them are broken	Seaton	HJ advised she contact EDDC as they maintain the water refill stations	HJ
16.04.2025	Person came into the office looking for the Police. She thought they were based here	In the office	JM explained there was a local police neighbourhood drop-in surgery here last month but they are based in Queen Street. Advised she telephone 101	JM
16.04.2025	Where is the blue flag on the seafront?	Seafront	JM advised they contact EDDC	HJ
17.04.2025	Email from a resident in Burrow Road wants to come and collect some sand	Burrow Road	HJ replied to let her know where the sand is and to help herself anytime	

	bags and sand from us			
17.04.2025	Email received from resident complaining about the lack of clear dog signage on the seafront. Stencils need renewing	Esplanade	HJ replied to say EDDC are aware and will be done soon. Forwarded his email to Streetscene	HJ
17.04.2025	Another email received from a resident complaining about poor dog signage on the seafront and dogs running everywhere off leads. Will there be a dog warden patrolling this summer?	Esplanade	HJ replied to say EDDC will be upgrading the signage soon and the Environmental Health Dept. are responsible for dog warden patrols, gave details.	HJ
22.04.2025	Resident hasn't received their polling card, he has just moved house	In the office	HJ gave him the telephone number for Democratic Services at EDDC	HJ
19.04.2025	Sonia Knight from the Somerset Red Arrow Majorette's came and performed in the Seaton carnival in 2024 and were just wondering if they would like to have their girls perform again this year?	Seaton Carnival	HJ forwarded email to June Millman and replied to Sonia to let her know her email has been forwarded.	HJ
21.04.2025	Email received: "I am putting together the rota and schedule for next week and was wondering when we would be able to deliver the linen for the event on May 3 rd and when is best to collect it all again?"	Email received	HJ replied to say we have received their email in error. It was a soft furnishings company	HJ
21.04.2025	Email received complaining about the eyesore the half-demolished Hook and Parrot creates on the Seaton sea front. The area is being developed in general yet the Council are allowing this site to remain a terrible eyesore. Last year he was assured that work was going to start soon, yet nothing has happened. Can we take appropriate action and force the property owner to develop the site or take proper action to tidy it up? Such action can easily be taken under section 215 of the Town and Country Planning	The Hook & Parrott Pub on the Esplanade	HJ replied to say that the refurbishment of The Hook & Parrot on Seaton seafront is pending the decision of a demolition plan submitted to East Devon District Council. More details can be found on the district council website. Please enter the reference 24/0470/FUL and you will be able to download all the documents from the website.	HJ

	<p>Act 1990 as the amenity of the local area is clearly affected.</p> <p>I think it is a real shame that others are developing this area so well, yet this building is allowed to stay an eyesore, bringing down the look of the whole sea front.</p>			
22.04.2025	Resident has moved house and doesn't have a voting card	In the office	HJ gave the telephone number for Democratic Services at EDDC	HJ
23.04.2025	New allotment tenant came into the office to complain about having to take away all the old rubbish from the plot he has inherited and how did it get this bad in the first place? Why aren't people evicted sooner? Why doesn't the Council provide a free rubbish disposal service? Why doesn't the Council make an effort to clear up the plots before re-letting them?	Allotments	HJ passed over to JM who explained how the allotments work in Seaton, and they are managed very differently from the London Principal Authority who managed the allotments where he was a tenant before moving to Seaton.	HJ
23.04.2025	Elderly resident (93 years) came in for the new bus times book which isn't out yet then he spent 20 minutes reminiscing about his younger days	In the office	HJ listened with interest.	HJ
23.04.2025	Lady who is moving into Seaton soon came in for local information and details of groups and clubs etc.	In the office	HJ gave all relevant literature and the Re-Store handbook etc	HJ
24.04.2025	Person wanted to know where to get a covid vaccination but he doesn't drive.	In the office	HJ recommended he speak to his GP as there must be a system in place for eligible people who do not drive	HJ
24.05.2025	Lady visited the Underfleet play park with her granddaughter last weekend and	Underfleet play park	HJ phoned EDDC Streetscene and nothing been handed in. We haven't seen it either.	HJ

	they left behind a pink kids bike with a pepper pig helmet. Has it been handed in?		HJ took name and telephone number in case the bike is found.	
28.04.2025	Resident has lost her bus pass, what does she need to do?	In the office	HJ gave details for Devon County Council travel dept. in Exeter	HJ
28.04.2025	Resident querying the venue for voting this Thursday	Seaton Polling Stations	HJ explained EDDC had to choose last minute venues due to the Gateway Theatre being closed hence the use of The Old Picture House Pub on Harbour Road	HJ
28.04.2025	Couple who have just moved to Seaton from Surrey wanted local information	In the office	HJ gave leaflets and maps etc	HJ
28.04.2025	Beach hut enquiry	Seafront	HJ advised they contact EDDC to put their names on the waiting list	HJ
28.04.2025	Are the new bus timetables out yet and do any buses operate on a Sunday	In the office	HJ said no new booklet yet and gave print out sheets of bus times	HJ
29.04.2025	Lady lost a pair of prescription glasses, have any been handed in?	Sea Wall on seafront	HJ said no and took her telephone number in case they turn up	HJ
29.04.2025	Seaton resident came into complain about the poor state of the town centre. Nees road sweeping and cleaning up, lots of seagull feathers and guano, cigarette butts, litter and dead leaves etc	Cross Street, Fore Street & Marine Place	HJ took note and will email Streetscene. EDDC road sweeper has broken down.	HJ
29.04.2025	Are there any boat trips out of Seaton?	Seafront	HJ advised sadly not any more, nearest is Exmouth for Stuart Line Cruises, or Lyme Regis for fishing trips	HJ
29.04.2025	Are there any supermarkets in Seaton that do click and collect and online ordering and home deliveries?	Email received	HJ replied with details for Tesco, Aldi and Waitrose in Sidmouth	HJ
30.04.2025	A Seaton property owner wanted advice on waiving the council tax on his second home in Seaton Hole. He can't sell it because no one can get a mortgage on it and cash buyers are advised by surveyors not to purchase the property because of the landslips. He is stuck with	Seaton Hole	HJ gave him the telephone for EDDC Council Tax department and recommended he speak to someone senior and ask for advice.	HJ

	a property he cannot live in or sell and doesn't feel he should pay 200% council tax on it.			
30.04.2025	Resident came in asking how to claim compensation from EDF Energy? They took the day off work to wait at home for an EDF engineer to install a gas smart metre but nobody turned up.	In the office	HJ looked online and gave an email address and telephone number for customer services at EDF.	HJ
MAY 2025				
				Officer
01.05.2025	Email from a resident in a Council owned property in Axminster who wants to swap houses for a property in Mead Way, Seaton.	Mead Way	HJ forwarded her email to EDDC Housing Needs dept and replied accordingly	HJ
01.05.2025	Couple visiting from Nottingham lost a brown leather wallet somewhere near the Tram and Tesco. Please call if found	Tram and Tesco Plaza	HJ took telephone numbers and said would also email the Seaton Police station.	HJ
01.05.2025	Email from someone to report loose hand rail adjacent to the steps leading up past The Hideaway Café	Hideaway Café	HJ reported to Streetscene	HJ
01.05.2025	Phone call from a potential visitor: What are our opening times? When is Seaton quiet? Do we have any banks in town? Is everything well sign posted? How many car parks?	Phone call	HJ answered all questions and offered to send literature in the post	HJ
02.05.2025	Email from a holiday letting agency who want to display advertising banners on the railings outside the Tram in Season	Plaza area outside the Tram	HJ gave her a link to the DCC website where she can request a banner on a public highway.	HJ
02.05.2025	Person on the allotment waiting list wants to know his current position.	Allotments	HJ gave him the information he required	HJ

01.05.2025	Phone call from Seaton resident who wanted telephone numbers for care homes in Sidmouth	Sidmouth	HJ googled a list of care homes in Sidmouth and gave out the telephone numbers	HJ
02.05.2025	One of the "No Dogs" signs has been removed (the first entrance into Cliff Field Gardens), from the gate post. Witnessed two dog walkers go into the garden through the gate, obviously unaware that they are banned.	Cliff Field Gardens	HJ reported to Maintenance Operative who arranged to replace the sign ASAP	HJ & PT
04.05.2025	Visitor to Seaton wanted info on Exeter airport and are there any flights to Germany?	Exeter Airport	TIC Vol gave details from the Exeter Airport website	TIC Vol
04.05.2025	Couple wanted to hire a beach hut	Esplanade	TIC Vol said to contact EDDC and there is a waiting list	TIC Vol
06.05.2025	French couple wanted walks and hiking info in the area	Seaton	Jo spoke in fluent French to them and gave details on coastal path etc	HJ
06.05.2025	Email from someone who wants to trade at the monthly markets in Windsor Gardens, who do they contact?	Markets in Windsor Gardens	HJ forwarded the email to Caroline who organizes the markets and sent link to The Chamber website	HJ
07.05.2025	Email received: When I first came to live in the Town my spirits were always raised when colourful bunting was strung up in the old town centre streets. Last year I heard that the wiring attached to buildings in Fore street and Queen Street would be used for hanging bunting during the summer months. I was disappointed not to see it up for visitors at Easter and May Day; Is it on its way for the Whit week and the summer holiday season?	Bunting in the town centre	HJ replied to say the bunting is going up in Windsor Gardens today for the VE Day commemoration and more newer bunting has been ordered to erect in the town centre as soon as possible	HJ

07.05.2025	Four French school girls on an exchange visit came into the office for help with their orienteering project, deciphering clues on places in Seaton.	In the office	Jo helped them and conversed in French again! HJ & JH deciphered the clues.	HJ & JH
07.05.2025	Two more French visitors wanting help with the orienteering clues	In the office	Jo conversed with them in French	JH
07.05.2025	Very irate resident who is angry that the new bus timetable booklet is not published yet and when will it be out?	In the office	HJ explained it's Devon County Traveline who publish the booklets and gave the telephone number for her to ring.	HJ
08.05.2025	<p>Email received: I am writing to enquire about the possibility of adding a beach sauna (as per Branscombe and Seaton) to our beach at Seaton. I know there is demand both from local and visiting people and it would enhance the whole Seaton experience. I understand enquiries have been made but that they have been refused? I would be grateful for any information and what I might be able to do to support such an initiative.</p> <p>I would also like to understand why there is a Beer Eats programme but none in Seaton. Again, such an initiative would really add value to the local and visitor experience.</p>	Seaton beach	<p>HJ replied: Thank you for your email. East Devon District Council (EDDC) are the managing authority for the beaches in East Devon, so a concession would need to be granted by them for a beach sauna on Seaton beach. Beach concessions are granted by the Properties Department so I would recommend you call them on either 01404 515616 or email on csc@eastdevon.gov.uk and ask for the concessions department. Regarding Seaton Eats which used to be held in Jubilee Gardens in Seaton, again this area of land is managed by EDDC so permissions would need to be granted by them. Seaton Town Council own Cliff Field Gardens but unfortunately there is a covenant on the land which prohibits anyone to sell alcohol on the land, so this area is not suitable for the Seaton Eats event. I hope the above information is helpful. With best regards</p>	HJ
08.05.2025	Person came into the office wanting to know where the TIC is?	In the office	HJ explained that he was stood in the TIC, this is it and how can we help?	HJ
08.05.2025	What's happening in the town for VE Day?	In the office	Jo gave details of all the events & community group activities	JH

08.05.2025	Telephone call from a resident wanting to know how to dispose of a sharps waste container	Telephone call	HJ gave the tel no for EDDC recycling dept	HJ
08.05.2025	Couple came in for a stamp in their coastal path passport book	In the office	HJ stamped their passports	HJ
08.05.2025	Where are the best places to go bird watching in Seaton	Wetlands	HJ advised the Wetlands and also Holyford Woods	HJ
08.05.2025	Newly arrived residents who have moved into Seaton wanted to know about car parking permits	Seaton car parks	HJ gave advice to contact EDDC for permits and advised on street parking is Devon County	HJ
12.05.2025	Email received: Hi are there restrictions to apply outside of the UK I am actually based in Dublin Ireland in order for social housing? Seaton - East Devon district I would be interested in relocating there for work study reasons and it's a beautiful place to live and relocate the UK is not part of the EU anymore due to Brexit so I was just wondering as as it's in the common travel area? Can you let me know I am flying to Devon in June for a few days from Ireland I can drop in and make an application for housing, while I am in the area but the problem is I have No NI number, can I still apply without this? Or will I need to contact HMRC in relation to this?	Email received	HJ replied: Thank you for your email. For housing needs, you would need to apply to East Devon District Council. I am not sure what their policies are for waiting lists etc, so I would recommend that you apply online and get into their system and see what they say. You would probably need a national insurance number too, so the best way to apply for that, is via the Gov.UK website	HJ
10.05.2025	Where can they buy camping equipment and sunglasses?	Seaton town	Advised Factory Shop and Tesco	TIC Vol
10.05.2025	Email from a training company about to launch new training courses offering first aid, safeguarding and mental health training. They are looking for a venue they can use to run the courses from.	Email	HJ replied to say our upstairs room is free all day on a Monday and is £12 per hour	HJ

13.05.2025	Resident on Fore Street who lives opposite Clapps Lane reported fly tipping of garden waste on the footpath	Footpath 3 on Clapps Lane	HJ asked her to send in a photo and then will report online to Devon Count	HJ
13.05.2025	Lady who is about to move into Seaton wanted leaflets and directories and advice on things to do in Seaton and any other local information	In the office	HJ gave her the local trade directory and the Re-Store handbook and advised she looks around the office for more leaflets and maps etc.	HJ
13.05.2025	Phone call from Axminster Town Council with an allotment question	Allotments	HJ gave answer to question: do we extend our waiting list to people who work in Seaton but don't live in Seaton? Answer no.	HJ
13.05.2025	Phone call from a lady who is coming to Seaton in July and she wanted information on the M25 road closures and how to get here if the M25 is shut	Telephone call	HJ looked on the Highways England website and advised the M25 at junction 10 (West Bridge and Wisley) is closed overnight (10pm to 6am) Monday to Thursdays but is open for weekend travelers. Long term project building a new bridge and interchange system at Wisley. She should be ok to travel on the Friday.	HJ
13.05.2025	Young mother with a toddler and a baby wanted to weigh the baby because she was told he is underweight. She didn't have an appointment with PHN.	In the office	HJ went upstairs to speak to Sarah who advised she calls the main telephone number to make an appointment with Sarah	HJ
13.05.2025	Email received: I live opposite Clapps Lane in Seaton which I am led to believe by Devon CC is privately owned. There is a public footpath that runs down the centre of Clapps Lane and this is signposted opposite Clapps lane outside 56 Fore Street. The owner(s) of Clapps Lane appear to be using said lane as a dumping ground for all of their garden/land waste. At some point the public footpath will become blocked if they continue to use Clapps Lanes as a dumping ground. This is very unsightly and will undoubtedly lead to vermin infestation. Could you please let me	Clapps Lane, Footpath 3	HJ sent the message and photo to Devon County who did an inspection and later responded: Thank you for taking the time to make this report. I am unsure what action you could take as an individual. If the footpath becomes blocked and or obstructed then Devon County Council will take action. The footpath is currently not obstructed. No further action required.	HJ

	know what course of action I need to take in order for the owners to remove the waste.			
14.05.2025	Lady came in with leaflets for the Stockland Fayre on the bank holiday Monday	Stockland	HJ displayed leaflets and put event on website	HJ
14.05.2025	Mother of two children, new to Seaton and not online, wanted details of kid's clubs and activities.	Kid's Clubs in Seaton	HJ gave the Re-Store booklet and recommended speaking to Claire Graysmark at the Beach School	HJ & JH
15.05.2025	Someone may have had a bonfire up at Cliff Field Gardens?	Cliff Field Gardens	Phil went to inspect and advised it was an old bonfire that was lit some time ago and was old ashes	PT
15.05.2025	Tenant of allotment 5B reported that Someone has chopped down her well established bay tree which was clearly within her plot. They have hacked the tree at the main branch - not just a trim. And left a huge pile of tree on her plot, which she has no way of disposing of , and it's covering quite a few plants (and has killed them actually). Is there anything that can be done? And can you suggest how she might get rid of the tree that has been cut down?	Allotments	HJ replied to say HJ and Town Clerk are going up to the allotments on Wednesday so will have a look and see what can be done, if anything.	HJ
15.5.2025	Email received: We have recently visited Seaton to stay at the Premier Inn to visit The Donkey Sanctuary and your local area. We have not been to Seaton in quite a few years but we were so pleased to see the investment made into the area as, sadly, the last time we were there Seaton seemed to miss out to the benefit of either Lyme Regis and/or Sidmouth. So, in days of criticism, it is really an email to say "well done" to the Town and possibly District Councils who are, no	Seaton	HJ replied accordingly with thanks etc.	HJ

	doubt, trying to get money into Seaton and build it up again. The only thing we would say is that the shops/cafes need to be open a bit more to take advantage of Bank Holidays and school holidays. The open/close times seem to be hot and miss. But congratulations and well done again Seaton - beautiful area. Kind regards, Helena Carr & Kate Noon. Lymington, Hants.			
17.05.2025	When is the disabled matting going to be put back down on the beach?	Seaton Beach	Advised very soon, EDDC to lay the matting	TIC Vol
17.05.2025	How to get to Weymouth by bus	Weymouth	Gave bus timetables for Jurassic Coaster bus from Axminster Railway station	TIC Vol
17.05.2025	A Colyton resident wanted to apply for an allotment	Allotments	HJ explained only Seaton residents with an EX12 postcode, can have a Seaton allotment unfortunately but he should contact Colyton Parish Council instead.	HJ
18.05.2025	Are there any day trip / boat trips out of Seaton?	Boat trips from Seaton	HJ said not any more but recommended Stuart Line cruises from Exmouth	HJ
19.05.2025	Is there a train from Axminster to Kingswear in South Devon?	Kingswear, South Devon	HJ looked on internet and said no, unfortunately not, Paignton is nearest	HJ
19.05.2025	There is an old wheel structure that has been stuck in the mud in Axmouth Harbour for ages, where is it from and what is the history?	Axmouth Harbour	HJ advised he contacts the Axe Yacht Club or ask the people who own the café in the Harbour as they will have local knowledge	HJ
19.05.2025	Pink Hippos Day Nursey telephoned to book a Gazebo for 8 th July for their toddler graduation ceremony	Telephone call	HJ took details and organized the booking	HJ

20.05.2025	Two Dutch ladies visiting the area wanted to know if there were any local Castles they could look at.	Castles in the area.	HJ advised Powderham in Dawlish is the nearest, then Dunster Castle and Castle Drogo in mid devon.	HJ
20.05.2025	Seaton Hospital League of Friends wanted two parking permits for the town centre.	Fore Street	HJ made up the permits and delivered later	HJ
20.05.2025	Phone call from a visitor wanting the Tel numbers for antique shops in Seaton	Antique Shops	HJ gave out the phone number for Dragon Antiques	HJ
20.05.2025	Passing cyclist asked when the clock will be fixed in Jubilee Gardens, it has been faulty for ages now	Jubilee Gardens	HJ advised EDDC are aware and it will be fixed soon.	HJ
20.05.2025	Residents wanting to know how to renew a blue badge?	In the office	HJ looked on the Gov.UK website and printed off some information and a phone number	HJ
20.05.2025	Allotment holder reported a neighbour had chopped down her well established bay tree which was clearly within her plot. They hacked the tree at the main branch - not just a trim and left a huge pile of tree on the plot, which she had no way of disposing of and it covered quite a few plants and killed them.	Allotments	HJ replied to say we will go and have a look and see what can be done. Maintenance person cleared away some of the debris for her. Decided the bay tree was too large and too high and was blocking out the daylight to the neighboring plot, which was why they probably chopped some of it down.	HJ & PT
21.05.2025	Resident reported very overgrown hedge and brambles by the bus shelter at the top of Harepath Road near the auction house	Harepath Road	HJ reported online to the Devon County Highways team	HJ
21.05.2025	Resident enquiring when the clock in Jubilee Gardens will be repaired?	Jubilee Gardens	HJ advised EDDC are aware and it will be fixed soon.	HJ

21.05.2025	Resident enquiring when the yellow swimming buoys will be installed off shore	Off shore, Seaton beach	HJ advised EDDC Streetscene will do this soon as its still a bit early in the season.	HJ
21.05.2025	Email received: Regular visitor to your town. Parked in Tesco and left via square containing the toilets. Area looked scruffy. Weeds around toilets, grass between paving and nearby planters not planted. Not a great look.	Tesco Plaza area	HJ replied accordingly	HJ
22.05.2025	Couple wanting literature or leaflets on local national trust properties	In the office	Advised there are currently no leaflets in print	TIC Vol
22.05.2025	Email from someone who wants to scatter his father's ashes on Seaton beach, does he need permission?	Seaton beach	HJ replied to advise they contact EDDC out of courtesy and to make sure the tide is going out and the wind direction is appropriate on the day of the scattering	HJ
27.05.2025	When is the library going to be open here?	Seaton Library	HJ advised early July this year	HJ
27.05.2025	Resident reported blocked footpath by the sewage works, overgrown again	Sewage Works Footpath	PJ noted and will arrange to have cleared	PJ
27.05.2025	Business in Queen Street asking for temporary access parking permits	Queen Street	HJ took details and will issue the permits	HJ
28.05.20205	Cyclist came in to the office enquiring about the Stop Line Way cycle route	Stop Line Way	PJ printed off a Sustrans map from the website. Stop Line Way is still being built	PJ
28.05.2025	Telephone call from someone who wanted a list of ALL the campsites in Devon.	Devon	JH recommended they contact Visit Devon who used to be the Tourist Board as they may have a database	JH
28.05.2025	Same person telephoned again wanting a list of all the Tourist Information Centres in Devon	Devon	JH advised the same as above	JH

29.05.2025	Resident came in wanting to know how to get to City Plumbing in Exeter and is there a train from Exeter central to Marsh Barton?	Exeter	HJ googled the address for City Plumbing and also found a timetable for the shuttle train from Exeter St David's to Marsh Barton	HJ
29.05.2025	Couple came in for bus timetables then complained about the lack of regular bus services in the area	In the Office	HJ explained East Devon is rural and most bus users are Bus Pass holders who do not have to pay a fare, so the bus operator's income is low, plus staff shortages so can't get drivers to provide more services. We are lucky to have the services that we have	HJ
29.05.2025	Daphne, local resident, wanted us to telephone BBC Radio Devon and tell them how wonderful Seaton is.	Telephone call	HJ explained we are very busy but will do our best	HJ
29.05.2025	Phone call from a refuge centre asking for the duty manager's contact details for the Seaton food bank	Telephone call	HJ gave out mobile number from the Re-Store handbook	HJ
31.05.2025	Email received about enormous pot holes/road deteriorating along the area from the bottom of Royal Observer Way for approximately 40 metres past the Premier Inn (the main road).	Harbour Road outside The Premier Inn	HJ reported online to Devon County	HJ
14.05.2025	Email received from Planning Enforcement at EDDC in response to STC's request to revisit the state of The Look Out and to consider service of a s215 notice. This was the response: <i>'I have visited the site of the lookout at Seaton. Unfortunately, this building is not in the scope of an S215 Notice. Given this I am closing the case with no further action.'</i>	The Look Out, Esplanade	JPM reported outcome to council on 9 June 2025	JPM

JUNE 2025

				Officer
02.06.2025	Query about disabled bay parking restrictions	Seafront	HJ advised no time limit on the disabled bays but a maximum of 4 hours on the pay and display spaces	HJ
02.06.2025	Lady wanted advice on how to get from the Plymouth coach station to the bus stops on the promenade in Plymouth	Plymouth	HJ tried to look online but no clear maps showing the bus shelters. Suggested she telephone the Plymouth TIC for help	HJ
02.06.2025	How does the Carnival Committee go about organising a firework display on the seafront	Seafront	Paul explained STC looked into this at great length and advised its not possible at the Axmouth Harbour end due to health and safety concerns, but they could contact EDDC and ask them for permission	PJ
02.06.2025	Visitor wanted a bus timetable booklet for South Devon	South Devon	HJ advised no bus timetable booklets have been sent out yet and they should telephone the Exeter bus depot instead	HJ
02.06.2025	Are the National Express coaches stopping in Seaton as a destination?	Seaton	HJ said not to the best of our knowledge and checked online but nothing to say that Seaton is a destination	HJ
03.06.2025	Email received from a resident and dog walker of the public field/nature reserve, to the right of Boswell way and behind Venborough Close, who was dismayed to see that the resident of 3 Venborough close has taken it upon herself to go beyond her property boundary and cut the tall grasses and wild flowers, sown by the council for wildlife, on the public field/nature reserve. The land is not her land. She has cut beyond her property garden boundaries and manicured the grass directly outside her boundary, in the field/nature reserve. When asked why she replied that the tall grasses were affecting her view of the field. She informed her that	Venborough Close & Boswell Way	HJ replied to say her email had been forwarded to EDDC Streetscene for their attention.	HJ

	the field had been sown with seeds, by the council, with protection for wildlife and to help insect but she was unapologetic and couldn't care less. All she cared about was her view. Could we ask her not to mow that area and allow it to grow, as intended by the council to flower for the insects?			
03.06.2025	Email received from the manager of Haven Court flats writing to ask if our ground maintenance team would weed and tidy the planting at the Harbour Road end if the bus park adjacent to the Haven Court flats. Looking very scruffy and full of weeds.	Haven Court Flats	HJ replied to say her email had been forwarded to EDDC Streetscene for their attention.	HJ
03.06.2025	Very unhappy visitor to Seaton – no toilets open, Marsh Road Closed, have to walk all the way to Thury Harcourt for the toilet which is not acceptable for people on crutches or with walking aids	Marsh Road toilets	HJ explained reasons why Marsh Road toilets were closed and expressed much sympathy to her grievance.	HJ
03.06.2025	Lady wanted to know if her son was eligible for free school transport from Riverdale to the Woodroffe school in Lyme Regis	Riverdale	HJ looked online and thought she was just outside the catchment area so she was not eligible but gave an email address and telephone number to her to follow up	HJ
03.06.2025	Person wanted bereavement support group information	Telephone call	JH gave details for the Seaton & District League of Friends	JH
03.06.2025	Email received: We were at Seaton recently and were impressed with the effort you had made to explain this difficult concept of time, the Timeline in	Cliff Field Gardens Timeline Boards	HJ replied: rreferred to the archives to find some information to send to you. Unfortunately, there are no printed leaflets	HJ

	Cliff Field Gardens. Do you have an information book showing all the information boards and maybe the steel plate insert for this trail.? If so please advise price and postage and I'll purchase one. My grandson has a wide interest in the Timeline you show and I would like to help him with further education on the subject.		but I have put together a couple of documents which I hope will be useful. Thank you for your interest in Seaton and we are delighted that you enjoyed your visit.	
04.06.2025	What's happening with the Hook & Parrot pub on the seafront?	Hook & Parrot pub	Awaiting approval from EDDC for demolition plans but works should start soon.	HJ
04.06.2025	Are there any local riding stables?	In the office	HJ gave telephone number for Devenish Pitt stables at Farway	HJ
04.06.2025	When is the Library opening?	Library	HJ advised 8 th July is target date	HJ
04.06.2025	Resident wanting to renew their green waste collection service	In the office	HJ helped him to renew online	HJ
04.06.2025	Resident of Marl pits Lane complaining about the poor state of the road at the junction with Beer Road and when are the potholes going to be repaired?	Marl pits Lane & Beer Road	HJ advised they are on the schedule of repairs by DCC and the road surface will be repaired soon	HJ
04.06.2025	Resident came in to say how lovely Cliff Field Gardens is and to thank the staff that look after it	Cliff Field Gardens	HJ thanked him for his comments and said would pass onto Phil and John Widger	HJ
04.06.2025	Concerned lady unable to return her library book and worried she will get a large fine	Library	HJ advised that the Library have said to keep hold of the book until they re-open and there will not be any fines	HJ
05.06.2025	Telephone call asking where is the Library moving to and how to get to it on foot	Library	HJ explained the location	HJ
05.06.2025	When is the clock in Jubilee Gardens going to get repaired?	Jubilee Clock	HJ explained specialist repairs need doing and its work in progress	HJ
05.06.2025	Query on eligibility for a bus pass, age?	In the office	HJ gave booklet and form to fill out	HJ

05.06.2025	Neille Quick to meet with the Sew n Sews to have a fitting done for his Carnival Costume which is going to be Alice in Wonderland	In the office	HJ took Neville upstairs to the sewing club	HJ
06.06.2025	Email received from visitors to Seaton who were impressed with the timeline at Cliff Field Gardens and with the effort made to explain this difficult concept of time. Do we have an information book showing all the information boards and maybe the steel plate insert for this trail? If so please advise price and postage and he'll purchase one. His grandson has a wide interest in the Timeline and he would like to help him with further education on the subject.	Timeline in Cliff Field Gardens	HJ found some literature in the archives and sent it to him with a list of all the plaques and a brief description	HJ
04.06.2025	Someone came into the office panicking that they can't return their library book as the library is closed and they don't want to get a fine.	The Library	Paul emailed the Library who said to keep hold of the book until they re-open and there will not be any fines	PJ
05.06.2025	Email received: Can someone please get Streetscene to address the issue of the weed problem along the esplanade on the footpath side of the Hook and parrot and Tide cafe. Also the state of Jubilee Gardens, it has never looked so bad and neglected with weeds everywhere. It makes the town look so run down. The town has just been awarded coach friendly status, but these areas are what visitors to the town see and they must think what a run down town this is. The chamber volunteers did a great job clearing the town square and other areas of weeds, in so doing the job of councils.	The Town in general	Emailed reply: This issue was discussed at the recent meeting of Seaton Town Council, where Cllr Hartnell, advised that he had raised this with the EDDC Officers responsible for Streetscene and also the Leader of EDDC – Cllr Arnott - and requested an on-site meeting in the town to discuss this and other EDDC-related issues. STC will be kept advised of progress.	JM

09.06.2025	When is the biker's day out in Seaton?	Seaton Seafront	HJ told her its on Sunday 27 th July along with the Carnival Street Fayre	HJ
10.06.2025	Visitor wanted info on local Stately Homes	In the office	Gave a list from google and gave the National Trust South West leaflet	HJ & PT
11.06.2025	Very upset allotment holder who had received a warning letter about his plot but he can't understand why as his plot is in an immaculate condition	Allotments	HJ took note and thanked him for taking the time to come into the office	HJ
11.06.2025	Person wanting to know his position on the allotments waiting list	Allotments	HJ told him which number he is on the list	HJ
12.06.2025	Rep from Crealy Adventure Park called in for a chat and some posters to display	Crealy	HJ took posters and exchanged notes on the current state of the tourist season so far	HJ
12.06.2025	Walkers wanted advice about walking to Lyme Regis on the coastal path	Coastal Path	HJ gave maps and details	HJ
15.06.2025	Is there any time frame for repairing the brick planters on the Esplanade ,they have been in a severely damaged state since storm Ciaran. I feel that they give a very poor impression of Seaton.	Planter on the Esplanade	The planters are the responsibility of East Devon District Council, who currently do not have the funds to repair them. However, the planters are certainly an issue that the town council is very aware of and will work with EDDC to see what it might be able to do to improve that area of the town.	JM
17.06.2025	A lady has a baby seagull in her back garden she assumes fell from roof and not yet able to fly. A seagull is now in garden after a flurry of activity in the sky so she is glad he has been found but is there someone I can contact to get him back on a bungalow roof? Thank you	Westacres	HJ replied to say unfortunately, this is a common problem at this time of the year. We had exactly the same scenario here last week, where a young chick was snatched off its nest on our roof by a crow then dropped in our patio area. The parents fought off the crow and then started to feed the chick on the ground. In the past we have taken advice from the RSPCA who say do not handle the chick or	HJ

			the parents will reject it. Hard as it is, unfortunately you will have to stand back and leave it and hope that the parents continue to care for it on the ground. Hopefully it will be safe in your garden.	
17.06.2025	Resident has a baby seagull in back garden she assumes fell from roof and not yet able to fly. A seagull is now in the garden after a flurry of activity in the sky so glad he has been found, but is there someone I can contact to get him back on a bungalow roof?	Lydgates Road	Replied with: Unfortunately, this is a common problem at this time of the year. We had exactly the same scenario here last week, where a young chick was snatched off its nest on our roof by a crow then dropped in our patio area. The parents fought off the crow and then started to feed the chick on the ground. In the past we have taken advice from the RSPCA who say do not handle the chick or the parents will reject it. Hard as it is, unfortunately you will have to stand back and leave it and hope that the parents continue to care for it on the ground. Hopefully it will be safe in your garden.	HJ
17.06.2025	Email reporting a person who walks his dogs off lead letting them poo and not picking up every night after 5pm in dog ban area. Very egregious behaviour from person when challenged	Seaton Beach	HJ forwarded to EDDC Environmental Health and replied to email accordingly	HJ
18.06.2025	Couple staying in a holiday let want to buy a car parking permit.	Orchard Road Car Park	HJ gave telephone number for EDDC and said car permits can easily be purchased online via the EDDC website	HJ
18.06.2025	Person on the allotment waiting lists wants to know how far up on the list his position is?	Allotments	HJ looked up the waiting list and advised him of his position	HJ

18.06.2025	A teaching assistant from Beer Primary School collected some litter pickers and bags for a project that one of the classes are doing.	Beer Primary School	HJ lent tools and gave sacks.	HJ
18.06.2025	Contractor working on the storm gates on the Esplanade came in to ask about parking on the seafront	Seafront	HJ advised parking regulations	HJ
18.06.2025	Email received: In front of beach hut 32 on beach is a very dead seagull which requires to be removed please.	Seaton Beach	HJ forwarded to EDDC Streetscene team	HJ
18.06.2025	Resident and regular user of footpath going towards the Wetlands says very overgrown and cannot pass in some places	Footpath near sewage works	HJ replied this has already been reported to DCC Highways who are responsible for clearing this path	HJ
19.06.2025	Two visitors were very complimentary about the information available in the TIC and were impressed with the set up	TIC Office	HJ thanked them for their positive feedback	HJ
19.6.2025	Couple wanting to walk to Lyme Regis complained about the "very poor" bus service to Lyme Regis and said not enough buses running regularly	Lyme Regis	HJ explained Stagecoach no longer has a contract to drive into Dorset and we are very lucky that AVMT stepped in to provide the service we have now, otherwise there would be no bus service to Lyme Regis at all	HJ
21.06.2025	Email complaint from resident about dog owners letting their dogs run off leads in the dog ban area of the beach and not cleaning up their mess	Seaton Beach	HJ forwarded to EDDC Environmental Health and replied to email accordingly	HJ
21.06.2025	Allotment holder wanted to know if he can have another plot in addition to the one he already has?	Allotments	HJ replied to say no as too many names no the waiting list, rules permit one plot per household	HJ

21.06.2025	Email from a resident enquiring about looking at getting some of the low branches cut on the tree in the sensory garden at Seafield Gardens. Some of the branches are so low that people struggle to walk through the garden especially people with blindness/visual impairments. Could the tree be trimmed so people don't bash their heads	Seafield Gardens Sensory Garden	HJ forwarded to EDDC Streetscene and replied accordingly	HJ
21.06.2025	Email asking if there are any Shanty Singing groups performing in Seaton in July	Email	HJ replied to say the Jurassic Shanty singers are performing in Beer on 12 th July:	HJ
23.06.2025	Photo emailed in of a camper van parked on the seafront and blocking the pavement area	Seafront	HJ gave link to the DCC Highways website "Report a Problem" so that she can contact them next time instead	HJ
23.06.2025	Resident wanted her international pension form signed by the Council as proof that she is still alive	In the Office	JH signed and stamped the form	JH
23.06.2025	Person reported broken wooden seat, first one from Beach Rd entrance towards the spot on kiosk. End arm loose.	Esplanade	HJ forwarded to EDDC Streetscene	HJ
24.06.2025	A resident of West Cliff Terrace had a query over land ownership outside the property.	West Cliff Terrace	HJ looked online at the DCC website and the area in question is listed as privately owned. Therefore he was advised to contact the land registry for ownership info	HJ
24.06.2025	Visitor complaining about poor signage and out of date brown signs and directing incorrectly to the TIC. Also complained about car parking permits that are unclear	Seaton Town Centre	HJ explained brown signs are owned by DCC so we are not allowed to move them. Car parks are EDDC and to contact them with any permit queries	HJ
24.06.2025	Allotment holder phoned to say they are giving up their plot	Allotments	HJ took note that plot will be available after 1 st July.	HJ

24.05.2025	Couple from Lyme Regis looking for the "Resort" magazine that used to be published monthly	In the office	HJ said not seen this publication for a couple of years now so probably not printing anymore	HJ
24.06.2025	Resident entering into this year's Seaton in Bloom competition	In the office	HJ took details and advised judging date	HJ
24.06.2025	Query with disabled parking bays on seafront	Seafront	HJ advised no time limit and free to park but must display blue badge	HJ
25.06.2025	Couple staying in Seaton said ho lovely it is and the atmosphere is really friendly and laid back. But the town is really scruffy!	Seaton in general	JH explained the three tier council system and who is responsible for what, and explained the situation with the collapsed brick flower bed on the seafront.	JH
25.06.2025	French cyclist wanted to know where to get his bicycle repaired today	In the office	HJ gave leaflet and map to the shop "Cycle Life" at The Grove complex	HJ
25.06.2025	Are there any events happening in Cliff Field Gardens this summer?	Cliff Field Gardens	HJ said not this year, no cinema either, having a rest year	HJ
25.06.2025	What are the dog restrictions on Beer beach?	Beer beach	HJ explained dogs allowed on East side but not on the West side of Beer beach	HJ
25.06.2025	Visitors wanting to know how they can get back to Sidmouth, they have walked to Seaton from Lyme.	Sidmouth	HJ gave bus timetables for AVMT and Stagecoach	HJ
25.06.2025	Email received from the National Trust asking how they can advertise for recruiting new volunteers	Email	HJ asked for more details and said would put on our website and put posters up	HJ
25.06.2025	Email from a business in Lyme Regis: I am writing to you to enquire about possible rentals you may have available or alternatively, allow me to site a beautiful	Seaton Seafront	HJ replied and said she needs to speak to EDDC who manage the beach concessions. HJ gave details of who to	HJ

	new wooden unit on your seafront for the season or possibly longer. I sold my seafront cafe in Lyme Regis last year due to ever increasing costs and before then, worked from a small unit which was extremely successful. I'm looking to offer hog dogs with homemade gourmet toppings and freshly cooked doughnuts..... "Dogs n Donuts". I would very much like to discuss options with you in person or over the telephone.		Speak to and a link to the website	
26.06.2025	Visitors wanted to buy the Devon County green flag	In the office	HJ gave the shoppers map to them and advised which shops may sell the flags and other Devon souvenirs	HJ
26.06.2025	Are there any shanty singers performing in Beer during July?	Beer	HJ said The Jurassic Shanty Singers are performing at the Mariner's Hall on 18 th July 2025	HJ
26.06.2025	Questions about the Beer Quarry Caves	Beer Quarry Caves	HJ gave leaflet	HJ
26.06.2025	Visitor wanted to use our toilet, he has just driven down from London	In the office	HJ showed him where the toilet is	HJ
26.06.2025	Do we sell mobility scooters?	Phone call	No	HJ
26.06.2025	Lady whose Mother has early onset of dementia, wanted advice on how to get training and awareness	In the office	HJ gave leaflets for Care Direct and Devon Carers	HJ
28.06.2025-29.06.2025	Someone wanted to buy fridge magnets and jigsaws but no shops open	In the office	Suggested shops probably closed because it's a Sunday	TIC Vol
28.06.2025	Email: We've just walked through Seafeld Gardens (picking up litter on the way). Cannot believe how the gardens have	Seafeld Gardens and Sea Hill Road	HJ reported to EDDC Streetscene and replied to person accordingly	HJ

	been left so overgrown with weeds. I'm not referring to the wildflower sown areas, but the beds that are full of bindweed and Old Mans Beard. The surrounding road kerbs have significant weed growth. Considering we are paying the same council tax as Sidmouth, we seem to have a poor return in Seaton. Sidmouth Connaught Gardens are immaculate in comparison.			
28.06.2025	Email received: I wonder if it would be possible for the "Dogs on Leads" signs to be repainted along East and West Walks before the busy summer months. Owing to constant use the painted signs on the walkways have faded and people are now not heeding to the Rules.	Esplanade	HJ forwarded to EDDC Streetscene and replied accordingly	HJ
30.06.2025	Very difficult lady came in wanting to know how to get to the North Devon NHS Hospital in Barnstaple and back, from Seaton, on her bus pass, for a 5pm appointment. After some time spent researching a route, her wish was deemed impossible due to the rural services and remote locations of the bus connections. Train travel was not an option for her. She then blamed the TIC staff for making her cancel her medical appointment because the TIC staff couldn't advise her on how to get to the hospital by bus, during bus pass permitted times, and home again in the evening.	In the office	HJ and JH spent some time trying to help the lady, but to no avail.	TIC Vol HJ & JH
30.06.2025	Someone had left an item of clothing on the sea wall, has it been handed in?	Sea wall, Esplanade	HJ took a name and number and said would ask Streetscene	HJ

30.06.2025	Couple wanted to know how to walk to Beer and then complained that the TIC is never open	In the office	HJ gave map and instructions to Beer	HJ
30.06.2025	A newly recruited postman to the Sidmouth area wanted a street map of Sidmouth	Sidmouth	HJ gave various maps that would be helpful and he was very grateful	HJ
30.06.2025	Visitors complaining about the Tram leaflet which they feel was lacking any useful information and the map was wrong	Tramway	HJ took note	HJ
30.06.2025	Visitors wanted information on car park permits in Seaton	Seaton car parks	HJ showed them the EDDC website and directed them to apply online	PJ
30.06.2025	Email enquiry from a lady who wants to set up a mobile sauna on Seaton Beach	Seaton Beach	HJ forwarded to EDDC for their attention and replied accordingly	HJ

JULY 2025

				Officer
01.07.2025	Resident reported a dead fish in the pond underneath the clock tower in Seafield Gardens. Its floating on the surface and please can it be removed ASAP because its upsetting for children to see a dead fish	Pond in Seafield Gardens	HJ said would report to EDDC Streetscene as a matter needing urgent attention	HJ
01.07.2025	Resident wanted to know who owns the flower bed in Windsor Gardens under the war memorial	Windsor Gardens	JH explained that EDDC own and maintain that open space	JH
01.07.2025	When is the library opening and where it is going to be?	Library	HJ explained	PJ

01.07.2025	Someone wanted to know how to apply for grant funding	Telephone call	JH explained process and how to download the form from the website	JH
01.07.2025	Lyme Regis business wanted to know how to apply for a kiosk concession on Seaton seafront	Seafront	JH advised they contact EDDC	JH
01.07.2025	German couple walking the SW Coast Path wanted to know if there were any danger spots or landslip	Coast path from Seaton to Sidmouth	HJ looked on the SW Coast Path interactive map and noted there are no warnings or landslides between Burton Bradstock and Torquay	HJ
01.07.2025	Email complaint regarding traffic driving down the pedestrian zone in Queen Street. He wants installation of police enforcement cameras but none are apparent and the situation appears to be getting much worse. Early this evening four vehicles drove down Queen Street one after another without stopping whereas there were already four vehicles parked outside the fish bar. Incidentally one of the metal bollards has been uprooted in recent times, probably due to a parked vehicle reversing to drive around another parked vehicle. Please do something ASAP.	Queen Street	HJ forwarded email to the Seaton neighbourhood policing team and also logged online to the DCC portal	HJ
02.07.2025	Visitors complaining that the AVMT 885 bus to Colyton did not stop at the bus stop to pick them up. They were outside the Health Centre. After some discussions, it turns out they were waiting under the NHS Sign on the wall outside Marshlands, thinking that was the Health Centre.	885 Bus Stop	HJ explained they were waiting in the wrong place and a bus would not pick up passengers from a roundabout. HJ gave local street maps and directions to bus stops	HJ
02.07.2025	Lady came into the office and said the road markings at the Boshill Cross	Boshill Crossroads	JH explained it was a DCC Highways issue and we would report her concerns online	HJ

	junction urgently need re-painting as they are faded and there is going to be a really bad accident there soon			
02.07.2025	Visitors who had parked in the Grove Car Park wanted to know where the nearest supermarket was	Town Centre	HJ explained they have parked next to Aldi or across the Underfleet is the Tesco superstore	HJ
03.07.2025	When is the Library opening?	Library	HJ said one to two weeks' time	HJ
03.07.2025	Someone with a small camper van wanted to know if they can park free on the sea front with a disabled badge and is it free for anyone to park on the laybys on the Axmouth road?	Parking on the seafront	HJ replied to say yes, parking is free on the seafront for blue badge holders and also free alongside the river but they are not designated parking spaces, only off road parking.	HJ
03.07.2025	When is the Library opening?	Library	HJ said one to two weeks' time	HJ
03.07.2025	When is the Library opening?	Library	HJ said one to two weeks' time	HJ
03.07.2025	Nice American tourist from Arizona wanted to know a lot about Seaton and the surrounding area	Seaton	HJ gave leaflets and information	HJ
03.07.2025	Scout leader called to ask if the Seaton football club has a contract with us to use the playing field behind the scout hut because there are always football teams practicing there and she can't use the field for her scout activities	Elizabeth Road playing field	PJ confirmed there is no formal contract but the area is a public open space and can be used by anyone on a first come, first served basis, including both the Scouts and the football club	PJ
03.07.2025	Neville Quick and his friend came in to see the Sew n Sews for another dress fitting for his Carnival Procession outfit	In the office	HJ took them upstairs to the sewing club	HJ

04.07.2025	Email received: This morning at 9.00 am I reported to a council employee that there was broken glass in front of the concrete lookout on west walk. I have just walked by at 1.30pm and horrified to see it still there as it is also on the beach. I also made your employee aware that there was a large amount of rubbish left in the park above the beach huts. I don't know if that has been cleared up or not.	Seafront and Cliff Field Gardens	HJ forwarded to Streetscene for their attention	HJ
07.07.2025	Person wanted to know availability of room for hire to hold weekly meditation classes	Meeting Room	HJ gave details and hourly rate and invited her to come and look at the room	HJ
07.07.2025	Beach hut enquiry	Seafront/Beach	HJ advised she speak to EDDC	HJ
07.07.2025	Tourists wanting to know where they can take their adult disabled daughter in a wheelchair	Seaton in general	HJ gave leaflets and advice on Wetlands, seafront and Donkey Sanctuary and Honey Farm	HJ
07.07.2025	Where are the best places to cycle on a bicycle locally?	Seaton in general	HJ advised Seaton is not really a cycling town as main activity is walking and the SQ coastal path so gave leaflets for cycle friendly routes in other places of East Devon	HJ
07.07.2025	Is the Library open yet?	Library	HJ advised open in about a week's time	HJ
07.07.2025	Visitors wanted to hire a self-drive boat for fishing trips	In the office	HJ advised they go to Lyme Regis as many charter fishing boats and self-drives operate from the Harbour. Also Beer	HJ
07.07.2025	When is the Wilmington recycling centre open and do you have to book a slot?	Honiton recycling centre	HJ looked up opening hours online and said no need to book, just turn up and queue	HJ
08.07.2025	Visitors wanted detailed information about the Exe Estuary Cycle Trail, where to park and info about Darts Farm shopping village	Exe Estuary and Darts Farm	HJ looked online and gave as much information as possible and printed a map	HJ

08.07.2025	Seaton & District Hospital League of Friends want to have a collection bucket to raise funds for the charity at the following events: 6th September 2025 - Seaton Carnival 29th November 2025 - Seaton Christmas Lights Turn on. Please can we provide the relevant documentation which needs to be completed ASAP.	Seaton Town Centre	HJ replied with website links to Licensing at EDDC and also charitable events on the highway via the Devon County Council website	HJ
08.07.2025	Email from person enquiring how long the allotment waiting list is	Allotments	HJ gave information as requested	HJ
09.07.2025	Email received: There is a path that leads from Beer Road Seaton towards the coast, and Seaton Hole area. The hedge to one side is starting to get dangerous. There are brambles and other things growing over the path. This is reducing the width. Also please can you also let us know when the clock will be fixed in the clock tower?	Footpath from Beer Road to Seaton	HJ replied accordingly and passed onto maintenance	HJ
09.07.2025	Complaint about the Jubilee Clock not working.	Seafield Gardens	JH explained a mechanism had rusted away and EDDC's contractor are awaiting replacement parts to enable the repair	JH
09.07.2025	Person wanted information on the Falcon coach service from Plymouth to Bristol and also train connections	In the office	HJ gave timetables and looked up further information online.	HJ
09.07.2025	Where are the best flat easy dog walks for a person with a bag knee?	Seaton in general	HJ gave local footpaths map and suggested the Esplanade is the best option when not too hot, as no shade	HJ
10.07.2025	When is the Library opening?	Library	Advised about a week until opening	HJ

10.07.2025	Is the Library open yet?	Library	Advised about a week until opening	PJ
10.07.2025	Are there any boat trips operating out of Seaton?	Seaton beach	HJ advised not anymore but fishing trips out of Beer and lots of fishing charter boats out of Lyme Regis or the Stuart Line cruises from Exmouth	HJ
12.07.2025	When is the Library opening?	Library	Advised about a week until opening	HJ
12.07.2025	Wanted information about Honiton	Honiton	Gave the East Devon Map and some general details about street market etc.	TIC Vol
12.07.2025	Query about the Tiverton Canal Company	Tiverton	Looked up info on line	TIC Vol
13.07.2025	Complaint from a visitor: there are lots of jellyfish in the sea and there should be warning signs up on the beach to let people know about the jelly fish	Seaton beach	Advised speak to EDDC who manage the beach	TIC Vol
13.07.2025	Where can they buy an inflatable boat?	In the office	Tackle shop in Axmouth or google it	HJ
13.07.2025	When is the library opening?	Library	Advised about a week until opening	HJ
14.07.2025	When is the library opening?	Library	Advised about a week until opening	HJ
14.07.2025	Person on allotment waiting list called to accept the offer of a plot	Allotments	HJ said would send paperwork in the post to confirm plot transfer	HJ
14.07.2025	When is the library opening?	Library	Advised about a week until opening	HJ
14.07.2025	Resident had a query about social housing	Seaton in general	Advised to contact EDDC	HJ
14.07.2025	Resident reported witnessing a camper van driver emptying the toilet waste cannister down the storm drain on the seafront	Seafront	HJ said if have photographic evidence then report online to the Devon County Highways portal	HJ
14.07.2025	Council tax query about single occupancy	Phone call	Advised speak to EDDC	HJ
14.07.2025	When is the library opening?	Library	Advised about a week until opening	HJ

15.07.2025	Visitors have lost a pair of designer prescription spectacles on the beach, have they been handed in?	Seaton beach	HJ took name and telephone number in case they are handed in and advised to contact Streetscene	HJ
15.07.2025	A couple visiting from London came to Seaton to see the Wetlands after watching BBC Countryfile program	Wetlands	HJ gave leaflets and info on the area and highly recommended they have a tram ride	HJ
15.7.202a5	Email complaint received about the Grove car park. They could no purchase a ticket because the machine was faulty so they parked somewhere else. But then received in the post a fine for £100 !	Grove car park	HJ said Council cannot intervene as car park is privately owned but to contact The British Parking Association and make a formal complaint. Also contest the fine.	HJ
16.07.2025	Council tax discount query	Telephone call	HJ referred to EDDC	HJ
16.07.2025	What is happening with the Fosseyway Court development?	Fosseyway Court	HJ advised works have stopped because the management company have gone into administration but hopefully the bank will invest in the continuation of the development to completion	HJ
17.07.2025	When is the Library opening?	Library	Advised official opening date is Friday 25 th July 2025 9am to 1pm	HJ
17.07.2025	When is the clock in Seafield Gardens going to be repaired?	Seafield Gardens	HJ advised parts are on order and the contractor will fix as soon as the specialist parts have arrived.	HJ
18.07.2025	Email received: There is a bungalow across the road from me, next door to 25a Scalwell Mead, which is on the corner of Scalwell Park, it is owned we believe by the son of a lady that went in a nursing home but has passed away, he very rarely visits the property, the garden is	Scalwell Mead	HJ replied to say her email has been forwarded to EDDC, The response from EDDC was as follows: Thank you for your email. Devon County Council deal with issues involving overgrown vegetation on private land which is affecting public highways. Please refer to	

	<p>overgrown and is spilling out over the pavement, it is getting dangerous as it contains bramble, lots of people walk by of all ages, this morning I was walking over there when I turned to wave to a neighbour, all of a sudden a very long bramble got stuck between my glasses and my face, fortunately I managed to close my eye just in time. Is there anything you can do to contact this person to get this problem sorted out, also fence panels down too.</p>		<p>the link below for further details and you can also report it online : Report overgrown trees and vegetation - Roads and transport Alternatively, you can contact the Highways Team on 0345 155 1004. When reporting, please highlight your concerns regarding the hazard on the public highway. If the property has been empty for some time, and neighbouring properties are being affected by the overgrown state of the garden or if the property is deteriorating, the Council's Private Sector Housing Team may be able to assist further. In this instance, please contact them on 01395 571572 or 01404 515616 and ask to speak with the Private Sector Housing Team.</p>	
19.07.2025	<p>Visitor complained there is no bus service to Lyme Regis on a Sunday or a bank holiday</p>	Lyme Regis	<p>Advised rural bus network and small operating company does not have the resources to deliver a 7-day service</p>	TIC Vol
19.07.2025	<p>The notice on the bridge to Axmouth has been altered incorrectly – it says this is the oldest bridge in the UK but this is incorrect – it is the oldest CONCRETE bridge in the UK.</p>	Axmouth bridge	<p>Took note</p>	TIC Vol
21.07.2025	<p>Residents of Seaton wanted help with telephone numbers for car insurance for the over 80 year old driver</p>	In the office	<p>HJ looked on line and gave telephone numbers for SAGA, Swinton and Premier One car insurance</p>	HJ
21.07.2025	<p>Wanted to know all about folk music in the area</p>	Seaton	<p>Advised Sidmouth Folk Week is coming up soon, and gave them the brochure.</p>	JH

21.07.2025	Family down here on holiday from London wanted information on surfing, cycling, horse riding and fishing	In the Seaton area	JM, HJ and PJ gave recommendations and leaflets	HJ, PJ, & JH
21.07.2025	Walkers wanted maps and directions for walking to Branscombe	Branscombe	JH gave maps and National Trust leaflets	JH
22.07.2025	When is the Library opening?	Library	Advised official opening date is Friday 25 th July 2025 9am to 1pm	HJ
22.07.2025	Resident wanted to know how to apply for a food voucher	In the office	JH gave contact details for food bank	JH
22.07.2025	New residents to Seaton wanted to know how to get a beach hut	Seaton Seafront	Gave details for EDDC and advised there is a waiting list	JH
22.07.2025	When is the Library opening?	Library	Advised official opening date is Friday 25 th July 2025 9am to 1pm	HJ
22.07.2025	Email received from a resident of Marsh Road complaining about anti social driving in the area after 10pm in the evenings	Jurassic Car Park and Underfleet	HJ forwarded to the Seaton Neighbourhood Policing Team	HJ
23.07.2025	Lady wanted to look at the meeting room and know availability because she wants to start a regular meditation group	Meeting room at Marshlands	HJ showed the room and advised hourly rate and current availability	HJ
23.07.2025	Email received from a concerned neighbour living in Scalwell Mead: There is a bungalow across the road from me, next door to 25a Scalwell Mead, which is on the corner of Scalwell Park, it is owned we believe by the son of a lady that went in a nursing home but has passed away, he very rarely visits the property, the garden is overgrown and is spilling out over the pavement, it is getting dangerous as it contains bramble, lots of people walk by of all ages, this morning I was walking over there when I turned to wave to a	25a Scalwell Mead off Scalwell Park in Seaton	HJ forwarded to EDDC Environmental Health Dept who replied as follows: Thank you for your email. Devon County Council deal with issues involving overgrown vegetation on private land which is affecting public highways. Please refer to the link below for further details and you can also report it online : Report overgrown trees and vegetation - Roads and transport Alternatively, you can contact the Highways Team on 0345 155 1004.	HJ

	neighbour, all of a sudden a very long bramble got stuck between my glasses and my face, fortunately I managed to close my eye just in time. Is there anything you can do to contact this person to get this problem sorted out, also fence panels down too. Thanks.		When reporting, please highlight your concerns regarding the hazard on the public highway. If the property has been empty for some time, and neighbouring properties are being affected by the overgrown state of the garden or if the property is deteriorating, the Council's Private Sector Housing Team may be able to assist further.	
24.07.2025	French visitors walking the coastal path wanted local information	Seaton area	HJ gave maps, leaflets and info sheets	JH
24.07.2025	Phone call from a visitor who had used the Grove Car Park when the machine was out of order so he could not purchase a ticket. There was a sign on the machine to say no fines will be issued but three weeks later he received a £100 penalty notice in the post. How can he appeal this?	The Grove Car Park in Seaton	HJ advised he is not the only victim of over zealous fines being issued by the operators of this car park and suggested he contact The National Car Parks Association for their guidance on how to object and win their appeal.	HJ
24.07.2025	Phone call asking when the next Planning Committee meeting will be held	Phone call	HJ advised no meetings scheduled yet but to keep an eye on the agenda page of the website	HJ
24.07.2025	Resident came in for the citizens advice bureau – he had received a suspicious text and wanted to know how to identify it as a hoax	In the office	PJ investigated and it was a spam text so he showed the person how to report it and then delete from his phone.	PJ
24.07.2025	Couple wanted to know where the Tram was and were worried about parking in the disabled bays and the husband who suffers with COPD would not be able to walk to the Tram station.	In the office	HJ advised they can park in the disabled bay for an unlimited time and then escorted them through the office out of the back door onto Harbour Road and showed them where the Tram was. Husband was able to	HJ

			walk that far so they made it onto the Tram	
24.07.2025	A registered child minder with two toddlers wanted first aid for a child who had fallen over on the concrete and banged her head. Big lump starting to show.	In the office	HJ said we only hold a basic first aid kit and suggested she go to the pharmacy in Tesco for first aid treatment and supplies.	HJ
26.07.2025	Someone wanting to return books to the Library	Library	Advised to come back on Monday when the Library is open	TIC Vol
26.07.2025	Are there any local markets in the area?	East Devon	Advised Honiton, Axminster and Bridport and Seaton at the end of each month	TIC Vol
26.07.2025	How to get to Exeter hospital by bus	Exeter RD&E Hospital	Suggested AVNT 52 service or 9A to Heavitree stop	HJ
27.07.2025	Someone has lost or had stolen their red kayak. Was propped up behind her each hut. Please let her know if it turns up	Seaton Beach	Took name and telephone number from the lady	HJ
27.07.2025	There were 2 jet skis just off the beach on the 25th and having contacted Axe Yacht Club, they have confirmed they are prohibited from launching and our website seems to confirm this. That said, it also suggests they can operate 402m offshore, but cannot launch anywhere nearby. The 2 I observed were less than 100m and were 'performing' and going much faster than 8 knots. If they return, who should I contact? I was told a few years ago by Lyme harbour master they were banned from Weymouth to Exmouth.	Seaton Bay	HJ replied to say contact HM Coastguard as they are the people to enforce safety controls inshore and off shore and can possibly send a vessel out to stop the jet skis whilst they are in action	HJ
28.07.2025	Lady wanted to look at the room to hire for a weekly Pilates class	Meeting Room	HJ advised not really suitable or large enough for 15 x people performing Pilates as the room is more suited as an office and	HJ

			is not a gym suite or leisure facility	
28.07.2025	Family staying in a Sykes Holiday Let cottage in Seaton wanted to get hold of a caretaker as one of the children's beds broke last night and the wooden slats had collapsed. They can't get hold of anyone and nobody answers the telephone number left for emergencies. They have paid a lot of money to stay for the week, so this is not good enough.	Holiday let cottage in Seaton.	HJ did various online searches and came up with a different telephone number for their head office in Chester, Cheshire. Suggested he contact them and ask for urgent attention from a caretaker in the area.	HJ
29.07.2025	Someone is coming to stay in Branscombe but can't have a dog in the house. Are there any boarding kennels close by?	Telephone query	HJ gave the contact details for Drum Kennels in Sidbury which is the closest	HJ
29.07.2025	Email received: I would like to record my thanks to the council for removing the weeds on the concrete steps at the bottom of the Chine where it meets the West Walk. It was a horrible eyesore but is neat and tidy once more. It would be so good if the weeds throughout the town could be dealt with, in almost every gutter and kerb there are masses of weeds that were never there in the bad old days. Is the responsibility for road cleaning with Seaton Town Council. EDDC or DCC? Thank you.	Seaton in General	HJ replied to say EDDC does some areas of Seaton and the roads and pavements are Devon County Council. If there were more resources available then more staff could be employed and more weeds would be removed more regularly. Volunteers are always welcome to help keep the town tidy.	HJ
30.07.2025	Visitor asked what is happening about the Fosseyway Court development?	Fosseyway Court	HJ advised works have stopped because the management company have gone into administration but hopefully the bank will invest in the continuation of the development to completion	HJ
31.07.2025	What is happening with the Fosseyway Court development?	Fosseyway Court	HJ explained administrators have taken control and the development is on hold.	HJ

AUGUST 2025

				Officer
01.08.2025	A Community Enabler working for "Reaching For Independence" wanted to know what activities are taking place at the Marshlands centre and if we have any volunteering opportunities?	Activities at Marshlands	HJ emailed a list of the regular community group bookings and explained about the Library next door. Will also post a copy of the Re-Store Community Handbook	HJ
01.08.2025	Email from allotment holder who is undergoing cancer treatment and too ill to tend to his plot, but he wants to keep it and his wife is going to try to maintain it for him.	Allotments	HJ replied with sympathy and said to keep in touch	
02.08.2025	Charity worker wants to know what activities are taking place at the Marshlands centre and if there are opportunities for her elderly but mobile clients	Email received	HJ emailed a list of all the regular groups at Marshlands and an electronic copy of the Re-Store community Handbook. Said the Library is now next door too.	HJ
03.08.2025	Resident of Seaton enquired about the Fosseway Court development and what is happening with the crane. Will it just sit there unused and getting rusty?	Fosseway Court	HJ advised works have stopped because the management company have gone into administration but hopefully the bank will invest in the continuation of the development to completion, which is why the crane is still on site.	HJ

03.08.2025	Complaint that the water refill station in Seafield Gardens is not working	Seafield Gardens	Explained that EDDC look after the gardens and the water station and they are aware the refill machine is currently broken.	HJ
03.08.2025	On a coach trip from Hampshire, where are the best picnic locations in Seaton	Seaton	Advised beach, Cliff Field Gardens, Seafield Gardens and Seaton Hole	TIC Vol
04.08.2025	Do we sell disabled toilet radar keys?	Telephone call	Yes we do but the toilets in Seaton no longer work with a radar key and expect other council toilets have upgraded too, therefore radar keys could be obsolete now	PJ
04.08.2025	Resident wanted to know if he needs planning permission to build a car port at the front of his house	In the office	HJ advised he looks on the EDDC Planning Portal for advice as their website is very helpful.	HJ
4.08.2025	Lady called to say she left her red Olympus camera on the pebbles on the beach near to the Hideaway Café. Has it been handed in?	Beach	Not handed in yet but took a name and telephone number in case it does turn up	HJ
04.08.2025	The Cloth Shop wanted a business access permit for their shop in Queen Street	Queen Street	HJ gave permit	HJ
04.08.2025	Email received: I'm currently exploring opportunities to start a small independent business in Seaton and am particularly interested in any vacant commercial premises within the town. I wondered if the Council holds any information or can offer guidance on: <ul style="list-style-type: none"> Which commercial units in the town centre or surrounding area are currently unoccupied 	Commercial properties in Seaton	HJ replied to say she should speak to Estates and Properties at the District Council and to also seek advice from Fortnum Smith and Banwell Estate Agents who are very knowledgeable on property matters within Seaton and the surrounding area.	HJ

	<ul style="list-style-type: none"> • Approximate rental terms or price ranges (if known) • Contact details for landlords or letting agents managing these spaces <p>I am especially keen to find a small to medium-sized unit suitable for a food or drink offering, either takeaway or light sit-in, ideally located somewhere with good footfall. Any assistance, advice, or referrals you can provide would be hugely appreciated.</p>			
5.08.2025	Resident of Seaton wanted his French Pension form signed as proof that he is still alive	In the office	HJ stamped and signed the form	HJ
05.08.2025	Email received: My name is Debbie Stone and I'm the Registered Manager at Netherhayes Care Home, 13 Fore Street, I'm currently looking for a place of safety to take our Residents to, should there ever be a fire at Netherhayes, I have explored other care homes, they either have agreements with other Care homes, or are quite far away as our sister homes are situated in Axminster and Honiton. I was wondering should this scenario ever happen, could the Gateway be used by Netherhayes in an event of this sort of nature, as this is literally 1 minute up the road from Netherhayes.	The Gateway Theatre in Seaton	JH replied :- Thank you for your email. Whilst the town council owns the town hall building it is leased to the Gateway Theatre and the Museum therefore it would be more appropriate to contact the theatre directly to discuss the possibility of using the building as a place of safety. Alternatively, you may also wish to contact Sue Carter to enquire whether the United Reform Church Hall may also be a potential option. Her email address is susan.carter869@gmail.com	JH
05.08.2025	Lady wanted to know if there are any coach trips leaving from Seaton	In the office	HJ advised there used to be Greenslades and Shearings but not enough demand from Seaton so they only pick up from	HJ

			Exeter and Sidmouth and to look online at tour operators offering coach trips	
07.08.2025	Resident reported the clock on the Jubilee clock tower in Seafield Gardens is not working intermittently	Jubilee Clock Tower	PJ said he would report to the EDDC Streetscene team	PJ
09.08.2025	Disabled parking bay query	Seafront parking bays	Told no time restrictions and free to park	TIC Vol
09.08.2025	Visitors wanted to know about local attractions which are wheelchair friendly	Seaton in General	Gave out leaflets for Tram & Jurassic and Pecorama and Donkey Sanctuary, etc. etc.	TIC Vol
				HJ
09.08.2025	Email received: I am contacting you as I recently received the ticket detailed below while visiting Seaton. I checked parking options on your website and there was no mention of the unusual restrictions in parking in the Aldi car park. These restrictions do not seem to support local businesses and restaurants (I was parked to visit Le Pisani). I would appreciate any support in challenging this fine and I think you need to update your website.	The Aldi car park in Seaton	HJ replied saying this parking area is privately owned by the Aldi chain and not managed by us or the district council. Seaton Town Council cannot intervene and help with his appeal as the car park is located on private land. However, as the letter they have sent states that they area an approved contractor of the British Parking Association, he can contact them for guidance on how to further challenge the fine. We deliberately did not include the Aldi or Tesco car parks on our website because they are privately owned and are specifically for their customers to use. However, I note your comments and agree it would be worthwhile adding some information to our website to prevent other people getting parking fines too.	HJ
11.08.2025	Email received: Please can you tell me why there are no signs on our beach to tell dog owners where there can take their dogs . I have sat on the beach for 2hrs today the middle section just to the right of the slope but to left of toilets and there are 10 different dogs with their owners. From	Seaton beach	HJ replied to say her email has been forwarded to the environmental health department at EDDC for the attention of the dog warden	HJ

	my understanding they are allowed at either end of beach only. There is never anyone here to explain it to these people so a few good signs would be a great idea.			
11.08.2025	Email from the Exmouth Journal and the Sidmouth Herald wanting to know what is happening with the Fosseway Court re-development project. Following some enquiries, they found out that the developer, Seaton Quay Ltd, went into liquidation some 2-3 weeks ago. What is the council's response to the news and does it have any further comment to make about the future of the project?	Fosseway Court re-development	HJ replied and copied in the communications team at EDDC for their attention and to respond to the journalist accordingly	HJ
11.08.2025	Lady complaining that the dog exclusion zone stencils on the esplanade have faded and need re-painting	Esplanade	HJ replied to say she has forwarded to the EDDC Streetscene team for their attention	HJ
12.08.2025	Do we sell radar keys for disabled toilets?	Phone call	Yes we do. She is coming in later to buy one.	HJ
12.08.2025	Query about the VJ Day memorial service in Windsor Gardens	Windsor Gardens	Gave Clive Millman's telephone number	HJ
12.08.2025	Visitor used the Underfleet car park and the parking machine took her money twice	Underfleet Car Park	HJ gave the telephone number for EDDC parking services and said they will probably refund her card over the telephone	HJ
12.08.2025	Looking for the Art Exhibition	In the office	HJ gave a map and directions to the United Reformed Church on Cross Street	HJ
12.08.2025	Phone call from a lady whose partner suffers with MS and needs to use a mobility scooter as he can't walk very far. She wanted to know if there were any disabled friendly beaches in Devon where her partner can access the sea for a swim. He would need to be able to get his	Beaches in Devon	HJ said most beaches are pebbles but Exmouth has mobility buggies with pneumatic wheels for use on the sand. Suggested she contacts the RNLI for safety advice on how her disabled partner can swim safely in the sea and how to look out for rip tides etc.	HJ

	mobility scooter to the edge of the water to be able to get in the sea for a swim			
12.08.2025	Lady wanted to know her position on the allotment waiting list	Allotments	HJ looked on the waiting list and advised her position	HJ
12.08.2025	Do we sell disabled toilet radar keys?	Phone call	Yes we do but all the new toilets in the East Devon District do not require radar keys because the door are now electronic	HJ
13.08.2025	Phone call from lady on the allotment waiting list who has chosen a plot that was offered to her	Allotments	HJ took note and will send out all the paperwork	HJ
13.08.2025	Visiting family from Germany wanted to know where the nearest sandy beach was that had sea shells washed up on the beach	In the office	HJ advised that Exmouth is the best place to visit for sea shells when the tide is out. Gave maps and information	HJ
13.08.2025	Visiting family from France wanted lots of information and maps and advice on what to do in the area. Interested in Dartmoor	In the office	HJ gave out lots of maps and literature and suggested they stay in Dartmoor next time they visit the UK because there is so much to do there, a one day visit won't be enough	HJ
13.08.2025	A member of the public handed in a signet ring that was found on the beach.	In the office	HJ took into the lost property collection box.	HJ
13.08.2025	Email received: Hi, can we park our motorcycles for free on the seafront? I see bikes parked by the roundabout, in front of a sign saying no parking beyond this point (not blocking the access). Is this ok...or beyond that sign by the bike rack, or east of the sign just next to the barriers area. It's just one bike with my wife and I, wanting to swim and have a meal.	Seaton seafront	HJ replied to say the area on the seafront is managed by Devon County Council who operate the pay and display parking bays. If he parks in a non-parking area without purchasing a ticket, he may get a fine. He is not allowed to park on the Esplanade or on the slipway at Fisherman's Gap as this area is for pedestrians only	HJ
14.08.2025	Couple wanted to know where to go in Seaton to eat fresh fish. Apparently Coast	Seaton in General	HJ recommended they try The Ship or The Harbour in Axmouth as they have fresh fish	JH

	Café has run out of fish menus. They had already been to La Pisani and wanted to go somewhere different		deliveries daily.	
14.08.2025	Email from a resident living on the seafront, with a photo complaining about an oversized camper van parked badly on the seafront blocking the pavement	Seafront parking spaces	HJ reported on line to Devon County Council who replied to say this is a police enforcement issue and to call 101	HJ
15.08.2025	Email asking if the disabled toilet radar key will be required for the new toilets in Seaton on the seafront?	Seaton Seafront	HJ replied: All the new toilets in the East Devon District do not require radar keys because the door are now electronic	HJ
15.08.2025	Email received from a resident in Suffolk: I am trying to forward plan following the death of my fiancée in a car crash at the end of March. If I was to buy a home in Seaton before I sell my property in Suffolk in order to spend some time decorating etc, what would the council tax be? I understand that some councils double their council tax for empty/second homes. My intention would possibly to sell my home in Suffolk after buying and then moving to Seaton. But there could be a gap of maybe half a year from purchase to moving in. Thanks for any advice. Roy	Seaton in general	HJ forwarded to the Council Tax Dept at EDDC and copied in the person making the enquiry so he has all the details for contacting the correct authority	HJ
16.08.2025	Person wanted advice on how to get to Exmouth by bus	Exmouth	Given bus timetables and advice on the best route to take	TIC Vol
16.08.2025	Visitor to Seaton complained he is not coming back to Seaton again because it's a very run-down scruffy town and nothing is open. There is very little to do.	Seaton	TIC took note and thanked him for his comments	TIC Vol
16.08.2025	Couple came in to say how amazing the flower displays are in the town, especially the flower beds outside the TIC	Seaton	TIC took note and thanked them for their nice comments	HJ

18.08.2025	Lady wanted the South Devon bus timetable booklet	In the office	HJ explained we are no longer supplied with booklets but to try the bus depot in Exeter	HJ
18.08.2025	Local builder wanted to renew his maintenance access permit for the town	Queen Street & Fore Street in Seaton	HJ gave him a new permit	HJ
18.08.205	Very angry lady complaining about the new toilets in Seaton. It's outrageous that you have to pay and can only use them if you pay electronically. No good for older people. She has heard they are constantly failing and people are getting locked inside	New toilets on Seaton Seafront	JM explained the reasons why there is a 40p charge and that EDDC own and manage the thanked her for her comments	JM
18.08.2025	Person enquiring who owns the barometer outside The Vault pub, which has been boarded up. He asked EDDC and it's not them or The Vault pub. He would like to restore it.	Outside The Vault	HJ & PJ advised he gets in touch with the Axe Vale Heritage museum for their help	HJ & PJ
18.08.2025	Resident wants to rent a beach hut on Seaton seafront	Seaton seafront	HJ advised her to contact EDDC and there is a waiting list of about 8 years	HJ
18.08.2025	Visitors wanted to buy a seven-day car parking permit for Seaton	Seaton car parks	HJ applied online and she paid by card. Permit issued successfully.	HJ
19.08.2025	Phone call from a resident who wants to employ a local young person to be his gardener & handyman. How does he advertise for the position?	Phone call	HJ advised if he doesn't use social media, then to apply to The Job Centre in Honiton. Apparently he has phoned them several times but nobody answers the telephone. HJ suggested he better visit in person	HJ
20.08.2025	Are there any off-road cycling routes in or around Seaton?	Seaton area	HJ gave details of Morganhayes woods on the Colyton road and Bovey Down woods just off the A3052 opposite the main turning into Beer from hangman's stone.	HJ
20.08.2025	Person who publishes a specialist Pirate magazine is trying to get hold of The Chamber to help them to publicise the new spring pirate festival	Phone call	HJ emailed his details to The Chamber	HJ
20.08.2025	Resident of Haven Court reported broken glass and debris in the Coach car park on	Coach Car Park on the Underfleet	HJ reported to Streetscene	HJ

	The Underfleet which was left behind after the car went up in flames a couple of days ago. Also some oil or soot deposits			
20.08.2025	Resident reported the clock on the clock tower in Seafield gardens is broken, the hands to not operate	Seafield Gardens	HJ explained work in progress and the specialist clock engineers are waiting for parts	HJ
20.08.2025	Resident reported a dead fish floating in the pond in Seafield Gardens. Also the pond is filthy and covered in algae which is probably killing the fish	Seafield Gardens	HJ reported to Streetscene	HJ
20.08.2025	Visitor into the TIC complained we had ignored her whilst she was browsing the leaflets in the TIC.	In the office	HJ & PJ who were talking to and helping another member of the public at the time, did not pass comment	HJ & PJ
20.08.2025	Email from a researcher at BBC Bargain Hunt wanting contact details for the Seaton Museum	Seaton Museum	HJ forwarded his email to Laura Hewitt and replied accordingly	HJ
21.08.2025	Visitor who needs to use walking aids, came in to the TIC to complain about the new toilets on the seafront. The disabled toilet has no hot shower facilities. This is totally negligent and incompetent. The public toilets in Cornwall all have hot showers	New toilets on the seafront	HJ & PJ took note and said would give feedback to the District Council who manage the public toilets.	HJ
21.08.2025	Another member of the public complained they had to pay 40p to use the new toilets	New toilets on the seafront	HJ took note and said would give feedback to the District Council who manage the public toilets.	HJ
21.08.2025	Person wanted the telephone number for Daisy's café in Seaton	Daisy's Café	HJ googled and looked on our business database and gave out a phone number	HJ
22.08.2025	Phone call from a resident who was complaining that Seaton is very run down and scruffy. The TIC is in the wrong place, the unfinished block of flats on the seafront are a disgrace.	Seaton in general	TIC Volunteer listened with sympathy	TIC Vol
23.08.2025	Disabled toilet radar key query.	In the office	Advised that all new EDDC toilets are now payable by card. Radar keys not needed	TIC Vol

23.08.2025	General conversation about the state of public footpaths in the area	Footpaths in the area	Took note and explained the current situation with DCC owning the footpaths and public rights of way	HJ
24.08.2025	Fourteen separate complaints about the new toilets on the seafront and having to pay to use them.	New toilets on the seafront	TIC Volunteers took note	TIC Vol
25.08.2025	Visitors complimented the wonderful flower displays in Seaton especially outside the TIC office	Floral displays	TIC Vol thanked them for their comments	TIC Vol
25.08.2025	Wanted info on the Colyford Goose Fayre	Colyford	TIC looked up on google and gave out the date	TIC Vol
26.08.2025	Phone call from a resident who has just come back from holiday and his apple tree has dumped lots of apples on his lawn. How can he get rid of them?	Seaton	HJ advised he will have to bag them up and take them to the nearest recycling centre for the green waste collection or leave them in buckets outside his front gate for people to help themselves	HJ
26.08.2025	Italian father and son walking the coastal path. Can they use their metal detectors?	Coastal Path	HJ could not advise yes or no. Most of the coastal path is across private land and technically they should get permission from the landowner	HJ
26.08.2025	Lady wanted taxi numbers	In the office	HJ gave the list	HJ
SEPTEMBER 2025				
				Officer
28.08.2025	Email received: I visited Seaton Hole this morning 28.08.2025 and noticed the lifebuoy at the foot of the steps leading down to the beach had fallen out of its holder. The attached rope was lying on the ground, still attached but likely to become tangled.	Seaton Hole	HJ reported to EDDC and Peter Blythe replied to say the lifebuoy has been re-mounted.	HJ

01.09.2025	Email received: Lost keys in rubbish bin possibly outside Aldi on road opposite the factory shop. Reward if found - possibly in a carrier bag	Rubbish bin on Harbour Road	HJ forwarded to EDDC Streetscene	HJ
01.09.2025	Axminster Town Council wanted allotment advice about fees.	Allotments	HJ spoke and gave the info they required	HJ
01.09.2025	Room hire enquiry from a parent who home schools her autistic son and wanted private space for one to one tutoring with a specialist teacher	Room Hire	HJ gave available times for the room upstairs but unfortunately they were not agreeable with the tutor's timetable	HJ
01.09.2025	Tree surgeon telephoned, they are working in the area and do we want any tree chippings at our allotments?	Allotments	Replied thank you but not at the moment	HJ
02.09.2025	Two visitors came into the office for bus timetables and complained that we are very hard to find and they have been walking all around town to find us	In the office	HJ listened with sympathy and acknowledged their issue	HJ
02.09.2025	Two visitors wanted advice on things to do when its pouring with rain	In the office	HJ advised Sidmouth Cinema, The Gateway Theatre, Greendale Farm Shop plus a variety of other options	HJ
02.09.2025	Email from resident of Seaton with a photo of a vehicle and the following message: "This is the car of the owner of the man who walks his 2 dogs off the lead on Seaton seafront beach 1 collie 1 black Labrador. Run off lead and doing a poo not picking up after them on more than one occasion. Tonight 6.50pm also every night around tea time. We have spoken to him about his dog has just done his business and all we got was just a load of bad language.	Seaton beach	HJ forwarded to Jodie at EDDC Env Health Dept	HJ

02.09.2025	Resident came into the office to have her overseas pension form signed as proof that she is still alive to claim it	In the office	HJ signed and stamped the form	HJ
02.09.2025	Seaton Music Society commented that our website is not user friendly when adding events	Website	HJ took note	HJ
04.09.2025	Visitor emailed: "I'm flying from Spain to Bristol. On Saturday, I have no problem getting from Bristol to Seaton. I take the train to Axminster and then bus 885 from there. But on Sunday, I see there are no buses. I check the website "bustime.org" and no buses have Sunday schedules. Please tell me if there is a bus to Axminster or another city like Exeter so I can take the train to Bristol."	Buses from Bristol to Seaton and back again	HJ replied and enclosed timetables for the Sunday 885 and 379 buses and the AVMT timetables and explained the train service from Axminster or Honiton is closer	HJ
05.09.2025	Email from Forge Holidays asking how to put up an advertising banner on the railings outside the Tram building	Railings on the Underfleet	HJ gave a link to the DCC website and advised him he needs to apply online for putting up banners on the highway	HJ
06.09.2025	Email received from a recent visitor to the town: "I would just like to congratulate Seaton Council for driving people away from the town I have been in to the area every year sometimes twice per year since 2012 but this will be the last I parked in Seaton 1 day 3hrs 1day 4hrs I think that £15 is ridiculous so I for one will not be returning and many people that I speak to say the same so congratulations again on ruining a good holiday destination. "	Car Parks and on the Seafront	HJ replied and gave contact details for Devon County and EDDC and explained they own and manage the pay and display car parks and the spaces on the seafront and to complain directly to them.	HJ

07.09.2025	Member of the public reported a broken bench on the Esplanade	Esplanade	HJ reported to EDDC Streetscene	HJ
07.09.2025	Visitor wanted to know where the nearest A Ray department is	In the office	TIC volunteer advised the minor injury unit at Honiton or Ottery St Mary otherwise a trip to A&E at the Exeter RD&E	TIC Vol
07.09.2025	A visitor to Seaton wants to buy a flat here, how should he go about it?	Seaton in general	Given details for the local estate agents and recommended he visits Fortnam Smith & Banwell for local advice	TIC Vol
08.09.2025	Very disappointed lady because she had to walk all the way around via Beach Road to access the Library. Also very upset that there are no table tennis clubs in Seaton	In the office	HJ listened with sympathy and acknowledged her grievance	HJ
08.09.2025	Visitor wanted to know if it is safe to swim in the sea and rip tides etc	Beach and Sea	PJ gave advice on best part of the beach to swim from and suggested an App to check for sewage outfalls	PJ
08.09.2025	Lady came into the office to enquire about social housing for her autistic son who has to live alone	In the office	HJ gave her telephone numbers for the EDDC Housing Team	HJ
08.09.2025	Seaton resident who is registered blind, complained about the new toilets on the Esplanade and how awful they are to use and unsuitable for blind people	New toilets on the seafront	HJ listened with sympathy and acknowledged his grievance and said we would pass on his comments to EDDC who own the toilets.	TIC Vol
08.09.2025	Resident complaining that his recycling has not been collected	Seaton	HJ gave phone number for EDDC	HJ
10.09.2025	Cyclist complaining about vans parked up in Scalwell Lane which are blocking the pathway he uses to cut through to the Colyford Road	Colyford Road and Scallwell Lane	HJ took details and reported online to Devon County Highways	HJ
11.09.2025	Visitors wanted to know how to occupy 3 hours in Seaton	Seaton	HJ advised go on the Tram to Colyton	HJ
12.09.2025	Visitor wanted local history info on the area	Seaton	TIC Vol gave him the opening times for the Museum	HJ

12.09.2025	Email received: On a recent visit to Seaton coming from Bridport, I especially wanted to visit the greenhouse in Seafeld Gardens to see the wonderful mature collection of cacti again. It was great to see you still have them but what a sad sight to see them so neglected. The cobwebs were some else. The greenhouse glass is also filthy. Do please look after them such a lovely collection of cacti which you can be proud of, they really don't need an awful lot of attention to look good. But clean glass should not be too much to ask.	Greenhouse in Seafeld Gardens	HJ forwarded to EDDC Streetscene	HJ
14.09.2025	Visitor came in for walking maps and commented on how nice the TIC was and its one of the best she has ever been to	In the Office	TIC Vol expressed thanks	TIC Vol
16.09.2025	Email received: The pavement along Drovers way by the electricity box is completely blocked by brambles and overgrown plants. Meaning that pedestrians must walk on the wet grass if the verge. This is dangerous and likely to cause someone to slip and fall. Please arrange for the path to be cleared.	Durley Road	HJ reported online to the Devon County Council Highways interactive map	HJ
16.09.2025	Why are the tennis courts in Seaton closed?	Tennis Courts in Seafeld Gardens	HJ gave the telephone number for LED who manage the tennis courts	HJ
16.09.2025	Visitor wanting to buy fabric sew on tourist badges for Seaton	In the office	HJ advised she try the local shops and gave her a shopper's map	HJ
16.09.2025	Visitor wanted details of second hand book shops in the area	In the office	HJ gave her a leaflet detailing 2 nd hand book shops in the whole of the south west	HJ

16.09.2025	Residents of Durley Road came into report what they thought was an abandoned vehicle parked on the road	Durley Road	HJ looked up on DVLA and the vehicle is taxed and has a current MOT so is not an illegal vehicle and probably not abandoned as it's a small motor home and probable too big for someone to park on their driveway	HJ
16.09.2025	Memorial bench enquiry for the Cliffs in Seaton and Beer	Cliffs in Seaton & Beer	JM replied accordingly and gave details for EDDC	JM
16.09.2025	Why are the tennis courts in Seafield Gardens always closed?	Seafield Gardens	HJ explained these are managed by the LED (Leisure East Devon) and gave a telephone number for their office	HJ
17.09.2025	Person enquiring about hiring the meeting room here at Marshlands	Meeting room upstairs	HJ gave details and hourly rate and availability	HJ
17.09.2025	A resident of the Old Beer Road complained about lots of weeds and overgrowth along the pavements. Devon County Council do not have the resources to clear them away and they told him to ask the local Town Council to do the work	Old Beer Road down to Seaton Hole	HJ took the message and passed onto colleagues for discussion	HJ
17.09.2025	A couple who are soon to be moving to Seaton came into the TIC for leaflets and local information in the area	Seaton in general	HJ gave local trade handbook and Re-Store community handbook	HJ
17.09.2025	A lady from "Cash Access" wanted to know if we had any available space to accommodate a temporary banking hub whilst the new permanent hub is being set up	In the council offices	HJ gave her a tour of the facilities and recommended that she contacts The Gateway or Seaton Hospital League of Friends as they have more space and are better positioned in the town for public access and availability	TIC Vol
17.09.2025	Email from a resident of Drovers Way complaining about overgrown vegetation and brambles blocking the pavement near to the electricity substation box	Drovers Way	HJ reported online to DCC highways	HJ

22.09.2025	Visitor wanting to know where he can get a new battery fitted to his wristwatch	Telephone call	HJ recommended Timpson's in the Tesco Car Park at Honiton	HJ
22.09.2025	Why is the adventure golf course closed in Seafeld Gardens?	Seafeld Gardens	HJ explained this is managed by LED (Leisure East Devon) and gave a telephone number for their office.	HJ
22.09.2025	New to Seaton, has just moved in. Wanted lots of local info and details and where to go with visitors.	Seaton area	HJ gave out handbooks and leaflets and suggested ideas to entertain visitors. Also gave bus timetables.	HJ
22.09.2025	Parking machines on the seafront are not working; the RINGO app is faulty. Could not pay and do not want to get a ticket	Seafront parking area	HJ gave them a telephone number at Devon County to call and complain	HJ
22.09.2025	Lady reported a broken bench on the esplanade. Witnessed it collapse at the weekend when a lady sat on it. It should be removed ASAP	Esplanade	HJ sent urgent message to Streetscene although already reported to EDDC	HJ
22.09.2025	Lady wanted to know if we had any maps and guides for driving around Dartmoor and touring the visitor attractions	Dartmoor	HJ gave the Dartmoor handbook and the Devon County Tourist Map	HJ
23.09.2025	Room hire enquiry for a regular exercise class.	Function Room	HJ replied to say unfortunately we no longer have a room large enough and to contact The Gateway instead	HJ
23.09.2025	Visitor from Bristol came into the office to demonstrate his dog walkers bag which he sells and has patented the design.	In the office	Suggested he contacts the Seaton Chamber and arranges to meet up with them at their next meeting and give a demonstration of his product, then the local businesses can decide if they wish to stock his product.	JM & JH
23.09.2025	Residents of Colyton wanted walking maps for the Colyton area for visitors who are coming to stay with them soon.	Colyton	HJ gave a large variety of local walking routes around Colyton on the East Devon Way routes	HJ

25.09.2025	Reported a broken wooden bench on the Esplanade	Esplanade	HJ passed message onto Streetscene	HJ
25.09.2025	Couple from Southampton who visit East Devon regularly, wanted ideas on what to do and where to go because they have been everywhere and run out of ideas	East Devon	After discussions they were given leaflets and details for visiting Ottery St Mary, Exmouth, Budleigh Salterton and Dawlish. Gave out National Trust leaflets too	HJ
25.09.2025	Email from a local artist who wants to sell her products at the next market in Windsor Gardens	Windsor Gardens	HJ forwarded her email to the Chamber	HJ
29.09.2025	Where is the best place to sell homemade art products?	Seaton area	Suggested she contacts the Seaton Chamber and their market people and also the Gateway Theatre for events	HJ
29.09.2025	What's happening about the Fosseway Court development?	Fosseway Court	HJ updated him with the current situation as we know it	HJ
29.09.2025	Asking about the Seaton Hole civil engineering works	Seaton Hole	HJ advised there is an information board outside the Hideaway Café which has been put together by EDDC.	HJ
30.09.2025	Resident came into the office to have his international pension form signed as proof that he is still alive	In the office	HJ stamped and signed the pension form	HJ
30.09.2025	Two visitors asked about disabled parking and then bus routes to Exeter Hospital or a local minor injuries unit, in case they need to get urgent medical treatment	Local hospitals in Devon	HJ advised accordingly and gave bus timetables	HJ
30.09.2025	New business set up in town, owner wanted business access parking permits	Fore Street	HJ made up permits for him	HJ

OCTOBER 2025

				Officer
01.10.2025	Email from an E-Bike business with a proposal to offer a rental package to the TIC	The TIC	HJ replied to say thanks but no thanks as not appropriate for us to do, and referred him to Cycle Life the shop in Seaton	HJ
01.10.2025	Seaton resident telephoned asking about how to upgrade her solar panels which were installed on a local government scheme offering grants to households	Telephone call	HJ advised her to speak to EDDC and gave the telephone number to her	HJ
01.10.2025	Lady asked if there were any indoor craft fayres or events in the area because the weather forecast is terrible	Seaton area in general	HJ looked online and advised her to contact The Gateway Theatre also	HJ
01.10.2025	Owner of an art gallery wanted us to display posters for an upcoming event	In the office	HJ took posters	HJ
01.10.2025	Two visitors wanted advice on what to do in Seaton for the day	Seaton	HJ advised Tram, Jurassic Discovery, Cliff Field Gardens, Seafeld Gardens, etc. etc.	HJ
02.10.2025	Resident came into the office to have his international pension form signed as proof that he is still alive	In the office	HJ signed and stamped the form	HJ
02.10.2025	Employee of The Cloth Shop in Seaton came in for a business access parking permit	Queen Street	HJ issued a permit for her	HJ
05.10.2025	Cold call email from a local landscaping company offering their services to us	Email	HJ replied to say thank you for his email and we will keep his details on file for future reference, but no quotes required at the present time	HJ
05.10.2025	Outside the Green Leaf Coffee House at the bottom of Marine Place there are a number of uneven paving stones comprising a trip hazard.	Marine Place	HJ reported online to Devon County Council Highways. Ref: W251897447	HJ

05.10.2025	Email received from a concerned regular sea swimmer in Seaton: "At present the contractor appears to have left about a dozen of the huge rocks in the unloading area where they came off the barge. We're hoping that the intention is to remove them to the working area at the next low spring tide as they will be a danger to all beach users and small boats if they are left in their current location. Some are split as they fell on others at unloading, so have sharp edges. I'm a member of a local swimming group and many have expressed their concerns about the rocks which seem to have been left behind. They're only revealed at low tides so are a hazard once they're covered".	Seaton Hole coastal protection works	HJ replied to say the message will be passed to the relevant contact at EDDC for their attention. Three days later a second email came in: "Just to let you know that the offending rocks are being removed. Probably due to a suitable tide as I expected but it seemed worth mentioning. Many thanks for your help".	HJ
06.10.2025	Visitor asked if he could charge up his mobile phone in our office for an hour	In the office	HJ agreed and allowed him to use a plug socket. He was extremely grateful	HJ
06.10.2025	Allotment holder came in to give formal notice that he is giving up his allotment plot	Allotments	HJ took note	HJ
06.10.2025	Another employee of The Cloth Shop in Seaton came in for a business access parking permit	Queen Street	HJ issued a permit for her	HJ
06.10.2025	Another allotment holder called the office to give formal notice that he is giving up his allotment plot	Allotments	HJ took note	HJ
06.10.2025	Visitor wanted to know if there are river walks near the Axe	Axe River	HJ advised she walks around the Wetlands or goes to Colyton and follows the river walks from there	HJ

07.10.2025	Visitors wanted to know how to obtain a beach hut on Seaton seafront	Seafront	HJ advised the huts are managed by EDDC and there is a waiting list and gave them a telephone number	HJ
07.10.2025	Resident of Beer Hill complaining about overgrown weeds along the pavement	Beer Hill at Seaton Hole	HJ reported online to Devon County	HJ
07.10.2025	NHS Family Team asking about the meeting room availability	Meeting room at Marshlands	HJ advised and gave details for hire and fees etc.	HJ
07.10.2025	Resident of Seaton came into ask if there are any night shelters in the area for homeless people	Seaton area	HJ replied to say there is St Petrock's in Exeter but nothing closer, and gave out the Re-Store community leaflet for rough sleeping and homeless people	HJ
07.10.2025	Is the beach open at Seaton Hole whilst the cliff improvement works are taking place?	Seaton Hole	HJ advised yes, the beach is open to the public but for them to be aware of safety barriers and signage	HJ
08.10.2025	Telephone call from an allotment holder to report the neighbouring plot is dumping rubbish onto the track by the hedge	Allotments	HJ took note and said would email the person to ask them to clear away the rubbish and not continue to deposit	HJ
09.10.2025	Residents wanting to know if the beach is open at Seaton Hole, can they walk on it?	Seaton Hole	HJ advised yes, the beach is open to the public but for them to be aware of safety barriers and signage	PJ
09.10.2025	Email from the Beer Parish Clerk advising there is a consultation event coming up in Branscombe on 14 th November with the project team of The Nutrient Recovery Project at Hangman's Stone, which is a scheme to build a waste treatment plant which converts bio waste into a fertilizer product.	Branscombe	HJ forwarded the email to all Cllrs and colleagues	HJ

10.10.2025	Seaton & District Hospital League of Friends asked if they could install a noticeboard on the wall adjacent to Harbour Road, to display all the Library posters and events	Harbour Road	Jules replied to say yes that's fine and to ask us if they need help with the installation	HJ JM
10.10.2025	Visitor wanted the access code to use the new Changing places toilet on the seafront	New Toilets	HJ advised there is a telephone number to call on the door and the automated message will provide the key pad code	HJ
14.10.2025	Email received from a property maintenance contractor: "Please see the attached Photos. I am emailing to ask if there is anyone who can assist us with an urgent road closure, as we need to set up a cherry picker to access a loose section of render that is between the two buildings shown in the photos"	Marine Place, between Feast Lyme Bay and Lloyds bank building	HJ replied with links to Devon County Council Highways on how to apply for a temporary structure on the highway and for a temporary road closure. Also gave a telephone number to call	HJ
14.10.2025	Room hire enquiry for a private meeting	Marshlands	HJ gave info and hourly rate and availability	HJ
14.10.2025	A lady called asking about social services and that her mother is moving to Devon from Somerset and going into a care home. How do they go about funding this?	Seaton	HJ gave telephone number for Devon County Council Care Direct Team	HJ
14.10.2025	Planning application query about the location of the cash point machine on the new banking hub	Marine Parade	HJ advised she writes her concerns in a letter and HJ wills can and email to EDDC	HJ
14.10.2025	Telephone call, are there any dog friendly hotels in Seaton?	Seaton	HJ suggested she telephone The Mariners to ask if they have dog friendly rooms, otherwise to look at the Sidmouth hotels instead, as more choice and availability	HJ

15.10.2025	<p>Email received: I am sure I cannot be the only person who has contacted you about this issue. The private company who owns Aldi car park charges people when the store is not open. Though there are signs about this, most people will naturally assume like most carparks, that it's free to use after 6pm. Especially when there is nothing to bar entry. I have just been stung by a £40 fine for parking at 5pm on a Sunday for 20 minutes. It's galling to me as I spend £20 on average every few days in Aldi and this does make me hesitate to use your store, it's very off-putting to get a fine as I'm sure it is for many other locals and visitors who haven't realised and merrily park on an evening to use the restaurants or gym.</p> <p>In a small town like Seaton where independent businesses are struggling to stay afloat, would it not make far more sense to have this car park available after store hours? Could it be taken over by the councils rather than a private company who seem to be able to dictate ridiculous terms?</p>	Aldi Car Park in Seaton	<p>Replied as follows:</p> <p>Thank you for your email and we are sorry to hear that you have received a parking fine from the operators of the Aldi car park. This parking area is privately owned by the Aldi chain and not managed by us or the district council. Seaton Town Council cannot intervene and help you with your appeal unfortunately, as the car park is located on private land. However, it is likely they are an approved contractor of the British Parking Association, so you can contact them for guidance on how to further challenge the fine:</p> <p>https://www.britishparking.co.uk/BPA-Approved-Operators</p> <p>There is a complaints page with a link to "know your parking rights" so it might be worth investigating this route if you would like to take things further.</p>	HJ
16.10.2025	Rep from Crealy came in with Halloween posters and flyers	In the office	HJ chatted to Rep about the tourist season just gone and how it was for businesses	HJ
16.10.2025	Could you tell me if Beer newsagents in Fore Street Beer are still there I have been trying to ring them with no success if they are still trading could you let me have a number please regards Janice.	Email received	HJ googled the Beer newsagents and gave her the email and telephone number	HJ

20.10.2025	Visitors came in for a bus timetable to Lyme Regis and a map for Lyme Regis.	Lyme Regis	HJ gave them a map and bus timetable	HJ
20.10.2025	Telephone call from a resident who is very concerned about dogs running off leads on the Esplanade as there is a regular blind person walking on the Esplanade with a guide dog and she would not want to see the guide dog being attacked by a loose dog off the lead. Please update the signage.	Esplanade	HJ listened with sympathy and emailed Environmental Health at EDDC to request they refresh the signage on the Esplanade	HJ
20.10.2025	Telephone call from a resident who has lost a bunch of house keys in Seaton. Have they been handed in?	Seaton in general	HJ took a name and telephone number and a description of the keys and said would contact him if handed in. (Gentleman called again two days later to say he had found the keys in a jacket pocket at home)	HJ
20.10.2025	Are the winter bus timetables out yet?	In the office	HJ said no new booklets due out yet and the websites are regularly checked for updated bus timetables.	JM
20.10.2025	Telephone call from a Lyme Regis resident who wanted to congratulate STC on the wonderful flower displays in the town this year	Seaton in general	HJ thanked the lady for the call and said would pass on her comments to the contractor who produces the floral displays	HJ
20.10.2025	Person came into the TIC asking if he could cut through to the Library via the corridor.	The Library	HJ said no unfortunately he can't walk through because there is no longer access via the corridor which has been blocked off. He was not happy.	HJ

22.10.2025	Resident of Tanyards Court came in asking for the contact details for whoever told the Management of Tanyards Court to remove the seagull netting. Since the netting has been taken down, the seagull guano is unbearable, and he wants the netting re-installed for health reasons.	Tanyards Court	HJ gave details of all three EDDC Cllrs for the Seaton Ward (Del, Dan and Marcus) and the telephone number for the planning team east at EDDC as they would be the people to give permission for the netting to be re-installed. Also gave him the Tel number for the Environmental Health Dept at EDDC to complain about the seagull mess and health concerns	HJ
23.10.2025	Phone call from a resident asking about the Hatch Green town bus service	Seaton Town	HJ gave details for the 391, 392 and 393 service	HJ
23.10.2025	German visitor wanted a map of the Jurassic Coast	In the office	HJ gave her a couple of maps	HJ
23.10.2025	Lady who was deaf came in asking for a list of self-catering accommodation	In the office	HJ gave her the complete accommodation list	HJ
23.10.2025	Seaton in Bloom winner came in to collect her engraved cup	In the office	HJ handed over the cup	HJ
23.10.2025	Allotment holder came into pay the annual allotment rent invoice	In the office	HJ took cash and gave a receipt	HJ
28.10.2024	Seaton Music Society with posters and A5 flyers for display in the TIC	In the office	HJ took posters and leaflets	HJ
28.10.2025	Person who was offered an allotment plot came in to accept a plot			HJ

29.10.2025	Email received: I don't think Seaton Town Council is responsible for maintaining drainage of the roads but you might like to contact the authority that is; be it East Devon or Devon CC. The block drainage gully on Marlpit Lane is at the point where the footpath from Ryalls Court joins it. It has been completed blocked for a couple of years. If you are unable to do so, could you let me know which authority is responsible so that I can contact them?	Marlpit Lane and Ryalls Court	HJ looked on the Devon County Council interactive map and could see where the blocked gully was, and the notes say it is on a three year maintenance/clearance plan. Replied accordingly and the person then made the complaint himself online	HJ
29.10.2025	Email received: Walking around today graffiti on seafront shelters from cafe at the far end along towards the new toilets Shame the shelter by the information sign (about the war) is in such a state No reply necessary	Seafront	HJ replied: Thank you for your email which was forwarded to the East Devon District Council Streetscene team, for their attention. There is a team of Streetscene operatives working in Seaton this week, addressing the graffiti, weeds, and litter and along with a road sweeper, they are generally tidying up the town. The property and estates department are responsible for the maintenance of the shelter.	HJ
NOVEMBER 2025				
03.11.2025	Email received: I have spoken to the local Dementia Team and they said that you might be able to help with the supply of a bath lift for my mum. Either to purchase or hire, it is quite urgent as our previous lift has broken. My mum lives in Colyford and I will be	Email received	Thank you for your email. Seaton Town Council is a small parish council, and we do not have the resources to supply mobility equipment. I have copied into this email, Lyme Bay Mobility who may be able to assist you with a bath lift: https://lymebaymobility.co.uk/	HJ

	there tomorrow 04/11 in the morning and again on Friday 7 th .		Alternatively, you can speak to the Seaton & District Hospital League of Friends, who have a mobility aids shop on 148 Harepath Road, Seaton. EX12 2DU. They are open on Tuesdays and Wednesdays from 10am to 2.30pm.	
03.11.2025	<p>Email received:</p> <p>I have a question regarding permission to park to unload furniture as I am moving into Flat 2 above the Hospice care shop this month. Access to the flat is difficult with heavy goods. I wondered if I could be granted permission to unload around the bottom of Queen Street / Marine Place for the next three Saturdays for a period of up to 1-2 hours on each of these days? If this is not possible, is there somewhere very close by that could be possible or would you have any other suggestions?</p>	Email received	<p>HJ replied as follows:</p> <p>Thank you for your email. We can issue resident's access permits, which allow you to load and unload to your property but only for a maximum of 15 minutes. The area is owned and managed by Devon County Council Highways, and I have looked on the permit pages of their website.:</p> <p>https://www.devon.gov.uk/roads-and-transport/parking/parking-permits/trade-parking-permits/</p> <p>The only resident permits available are in designated parking areas for on street parking, and in the trade permit section, it states:</p> <p>"You don't need a trade permit if you're moving in to or out of a property – sign written removal vans are exempt when loading and unloading unless there are yellow kerb markings to indicate that there is a ban on loading."</p> <p>Therefore, I would suggest that it would be OK for you to unload your bigger furniture items, providing that you are not blocking the highway, causing an obstruction or hazard to pedestrians, and the vehicle is not left in position for more than a couple of hours.</p>	HJ

03.11.2025	Two visitors on an Autumn break asked if anywhere was still open?	Seaton in general	HJ said from 3 rd November most attractions had closed, like the Tram etc. But the Jurassic Discovery Centre remains open all year round, as does the Donkey Sanctuary and a few other attractions in East Devon. Leaflets given out	HJ
04.11.2025	A resident of The Castle on Castle Hill was asking how he could hire a crane/lift/cherry picker and an operative because he has a top floor window that urgently needs repair and the building is listed. Can he hire the cherry picker that the Council uses for putting up the bunting and Xmas lights?	The Castle building on Castle Hill	HJ gave him the telephone number for Harcombe Engineering and said ask Adrian Dommatt if he could help. HJ also gave him the local trade directory for carpenters and glaziers.	HJ
04.11.2025	Resident wanted her French pension form signed as proof that she is still alive	In the office	HJ stamped and signed the form	HJ
04.11.2025	Seaton Music Society wanted some posters put up	In the office	HJ took posters	HJ
04.11.2025	Person wanted a local accommodation list put in the post for them	Telephone call	HJ took address and posted	HJ
04.11.2025	Phone call: Mother and daughter had just walked down the alley outside Woodbine Place and there is a really foul odour coming from the area. It made them cough and gave them both headaches. It definitely wasn't the smell of gas or fuel.	Woodbine Place	HJ gave her the phone number for Environmental Health at EDDC	HJ

04.11.2025	Person from London wants to visit Seaton in the spring and asked for leaflets and bus timetables to be posted to him	Seaton in general	HJ posted a selection of leaflets and bus times.	HJ
06.11.2025	Person came into the office asking for the Councillor Co-Option application forms	In the office	JM gave him the forms and explained the procedure	JM
06.11.2025	Lady house hunting in Seaton wanted maps of the town and surrounding areas	Seaton in general	HJ gave maps	HJ
06.11.2025	Couple who parked in the disabled space wanted to cut through our office to get to the Library.	Library	HJ said not really allowed but would let them through this time. Suggested the park in the disabled bay outside the Library next time they visit	HJ
11.11.2025	Lady from the Seaton Primary School PTA Committee came into the office to speak to Jo and get advice on grant funding	In the office	Jo gave her all the advice she needed to submit a grant funding application to the Council	JH
11.11.2025	What is happening for the Armistice Day ceremony today?	Windsor Gardens	The RBL are holding a small service and will observe the two minute silence in Windsor Gardens	HJ
11.11.2025	Visitors to Seaton looking to go on the Tram	Tram	HJ advised the Tram has closed for winter maintenance and will be re-opening at the end of November for the Xmas season and running the polar express. They were very disappointed the Trams weren't running	HJ
11.11.2025	Lady wanted a special walking map of Ottery St Mary only	Ottery St Mary	Suggested she purchases an Ordnance Survey Explorer Map from the post office	HJ

11.11.2025	Older resident complaining that it is very dangerous trying to cross the road at the junction of Valley View and the Colyford Road. There needs to be an island put there as a safe space for pedestrians to wait whilst trying to cross over to the other side of the road	Valley View & Colyford Road, the junction	HJ said would pass on the request to Devon County Council Highways but it would take a long time to process and would be expensive to install so may not happen	HJ
11.11.2025	Resident of Westcliff Terrace reported sightings of rats in the undergrowth I the pampas grass area of the Council owned land at Cliff Field Gardens. Please can the Council cut back all the undergrowth and get rid of the rats	Cliff Field Gardens	HJ said would report to EDDC Streetscene and Environmental Health as the district council own this area of land	HJ
11.11.2025	Resident complaining that the area to the side of the steps behind The Hideaway Café is very overgrown and needs cutting back more.	Hideaway Café	HJ reported to Streetscene	HJ
11.11.2025	Axminster resident came in for bus timetables and wanted to know the best way to get to the Exeter RD&E Hospital by bus route	Exeter RD&E Hospital	HJ gave all the relevant timetables to him	HJ
12.11.2025	Please can we confirm regulations for seafront parking at this time as there seems to be some confusionn.	Parking on the seafront	HJ confirmed the parking spaces on the seafront are free up to 1 st April 2026 and the EDDC car parks are charging the winter rates now	HJ
13.11.2025	Telephone call from a Beer resident enquiring if we have any old Xmas lights that we want to sell?	Telephone call	HJ passed over to Paul and Phil to arrange	HJ, PJ and PT

13.11.2025	Visiting couple wanted to know all about Shute House and other National Trust properties in the area	Shute House	HJ looked up Shute House on the internet and gave them info and then gave them a National Trust leaflet for Devon	HJ
13.11.2025	Visitor wanted to know if the Trams are still operating?	Tramway	HJ advised no, re-opens at the end of November	HJ
13.11.2025	Allotment waiting list enquiry	Allotments	HJ advised current waiting time	HJ
13.11.2025	Came in for a Midweek Herald	In the office	Advised they try the Post Office or Tesco	HJ
13.11.2025	Email from someone asking for Coach Holiday Brochures for Seaton	Email	HJ replied to say that sadly there are no coach trips from Seaton anymore but he could take a look at the Shearing Coach Holidays website instead.	HJ
13.11.2025	Recycling shop in Fore Street wanted two business access permits for their shop	Fore Street	HJ issued two new permits	HJ
13.11.2025	Person asking about the current parking restrictions on the seafront	Seafront parking spaces	HJ advised that all parking on the seafront is free 24 hours per day from 1 st November to 1 st April	HJ
13.11.2025	Email received: I am currently in the process of buying a property: Flat 2, 6 Fore Street, Seaton, EX12 2LA. The property is Grade II Listed. I would potentially like to double glaze the windows in the property at some point following the purchase. I have been advised by my solicitor that I should contact you regarding this. Would it be possible to have the windows at the property double glazed in light of the Grade II Listed Building status? If it is possible, what Listed Building Consent[s] would be required?	Property in Fore Street	HJ replied with a link to the EDDC Planning Portal suggesting she applies online to see if she needs planning permission. There is a small fee to pay	HJ

14.11.2025	Email from a resident of Haven Court to say thank you for clearing up the coach car park and the footpath running adjacent to Aldi	Coach car park	Thanked her for her comments	HJ
14.11.2025	Email enquiry for room hire for 17 ladies to host a hen party dance class	Room hire	HJ advised she contacts The Gateway Theatre as we don't have a suitable room	HJ
17.11.2025	A couple from Australia visiting the UK wanted lots of information on the Dorset coastline and attractions along the way	Dorset	Gave a few maps and lots of information on Durdle Door, Old Harry's Rocks, Studland Beach, etc etc	HJ & PJ
17.11.2025	Residents of Seaton complaining about the tatty state of the benches on the top of the Moridunum	The Moridunum	JM reported to Streetscene	JM
17.11.2025	Telephone call from someone asking if it would be OK to spread the ashes of a deceased family member, in cliff Field Gardens?	Cliff Field Gardens	HJ advised the general policy is for councils to allow this so it is ok to spread the ashes but please be discreet and careful about where they are spread. (i.e. not directly onto flower beds or within visible public areas)	HJ
18.11.2025	A local election candidate representative wanted to know if they could set up a campaign table in town to canvass for the forthcoming bi-elections?	Seaton town centre	HJ advised the areas where he could set up and who owned the land and to contact EDDC or Highways or Tesco's.	HJ
18.11.2025	Allotment holder called with concern that a pipe has burst up at the allotments	Allotments	HJ thanked her for the call and explained the mains water is turned off so the water is likely to be from heavy rainfall	HJ
20.11.2025	Lady with a catering van wanted to set up regularly in Seaton and attend the local markets.	Seaton Markets	Hj advised she would need to speak to EDDC or Highways to trade out of a mobile catering vehicle in Seaton. Advised she speaks to Caroline at the Chamber to talk about the Seaton Markets.	HJ

21.11.2025	Email To Hester: Hello, someone has dumped a motor mower at the allotments by the noticeboard.	Allotments	HJ replied: Thank you for your email and that's fine about the mower. A new tenant on plot 17B found it buried in the shed, and she doesn't want it but has left it there for our maintenance chap to collect and take away. Thank you for letting me know	HJ
21.11.2025	Local firm of Lawyers wanted to book the meeting room for a Tuesday morning for 6 people.	Meeting room at Marshlands	HJ advised the room is always occupied on a Tuesday morning by a regular group, and gave alternative times instead	HJ
24.11.2025	Email received: My husband and I haven't received polling cards for the election in December although we are registered. Mr & Mrs Coxhead.	Email	HJ reported to EDDC online and sent the reference number to Mr & Mrs Coxhead	HJ
23.11.2025	Email received: The new toilet facility on the promenade is a huge improvement on what was there before. There seems to be a problem with the outside lights, which are sensor controlled. They certainly respond to passers-by but (at night) they flash constantly in random fashion, usually remaining on for several seconds at a time. Is this something that needs attention?	New toilets on West Walk	HJ replied and thanked him for the information and said it has been reported to EDDC as they manage the toilets.	HJ
24.11.2025	Resident of Seaton claims the blue plaque on Montpelier House 1824 is factually incorrect and Rye is spelt wrong. How can this be amended?	Queen Street	HJ looked up online and gave her the contact details for Historic England and Natural England who are guardians of the blue plaque scheme in England	HJ
24.11.2025	Residents of Beer Road have not received their voting cards for the forthcoming bi-election and they are registered.	Beer Road	HJ reported the problem online to EDDC and gave the residents the details and reference number	HJ

24.11.2025	Resident wants to know why she has received a voting card, which election is this for?	In the office	HJ explained that an EDDC Cllr for the Seaton ward has resigned so this bi-election is to replace the EDDC Cllr. It is not a major election yet.	HJ
24.11.2025	Visitor wanted cycling maps for the Exe Estuary and around Exeter.	Exe Estuary	HJ gave maps and also for Woodbury Common and advised he purchases an OS Explorer map for more detailed information	HJ
24.11.2025	Resident of Seaton who does not use email or go online for anything, wants to access the CAB. He can't drive. He has tried to telephone for hours on end, and the phone is never answered.	In the office	HJ advised him to visit Seaton Hospital between 1pm and 3pm on a Wednesday for the CAB or get a bus to Honiton for the CAB in Honiton or the job centre.	HJ
24.11.2025	Visitors to Seaton wanted to know all about the Tram	Tram & Wetlands	HJ explained the Tram is closed until this weekend then opens for the Polar Express service over the Christmas period. Gave them maps and leaflets for the Wetlands	HJ
24.11.2025	Visitors wanted to know how to walk to Beer along the coastal path	Beer & the coastal path	HJ gave maps and leaflets and verbal information	HJ
24.11.2025	Lady called to say there is a burst pipe at the allotments because water is bubbling up and flooding down the car park into the road	Allotments	HJ took note and said the mains water is switched off so likely to be excess water from recent heavy rainfall but thank you for letting us know.	HJ
27.11.2025	Are the winter bus timetables out yet?	In the office	HJ gave print outs from the websites	HJ
27.11.2025	Visitor coming to Seaton wants to hire a wheelchair for a couple of days whilst they are down here	Telephone call	HJ gave him details for Lyme Bay Mobility and also recommended he speaks to the Seaton & District League of Friends as they have recycled equipment he could borrow	HJ

27.11.2025	Resident of Wessiters reported a number of streetlights not working from 1 -20	Wessiters	HJ looked online and the lights are already reported as faulty, so are in the system	HJ
27.11.2025	Do we know of any rooms available to rent for a beauty salon? Do we have any rooms or buildings that the council own?	Seaton in general	Advised she speaks to Fortnum Smith & Banwell or looks online	HJ
27.11.2025	Election query, why is there an election and who is standing?	In the office	JM explained the EDDC bi-election and gave details of the four candidates	JM
27.11.2025	Are the winter bus timetables out yet?	In the office	HJ gave print outs from the websites	HJ

DECEMBER 2025

				Officer
01.12.2025	Resident wanted his French pension form signed as proof that he is still alive	In the office	HJ signed and stamped the paperwork	HJ
01.12.2025	Email received. Visitor to Seaton has complained that the new disabled toilet on the seafront is not accessible with a Radar key and this is illegal.	Disabled toilet on the seafront	HJ forwarded to the EDDC Streetscene team for them to respond.	HJ
01.12.2025	Person wanted to know how to access the building in the evening, to attend the council meeting	Marshlands	HJ gave directions and the time to arrive	HJ
01.12.2025	Are there any winter bus timetable booklets out yet?	In the office	HJ advised no but can have the print outs from the internet	HJ
01.12.2025	Email from an Axmouth Parish Cllr who wanted our	Axmouth Parish	HJ gave him details for three play equipment companies	HJ

	advice on play parks and trampolines		and advised him about the wear and tear of trampolines and the frequent breaking down of the springs	
02.12.2025	Returned a home safeguard alarm unit	In the office	HJ took the unit and gave a receipt	HJ
02.12.2025	Posters to put up in our noticeboards please	Noticeboards	HJ took the posters	HJ
02.12.2025	Two out of season tourists wanted to know if the Tram was running.	Tram	HJ gave Tram times and they also took maps and a few leaflets.	HJ
04.12.2025	Visitor to the area wanted postcards	In the office	HJ showed him the range we have available	HJ
06.12.2025	Email received: Can you just clarify for me on the Thursday by-election? I think I understood that there is just one for the District Cllr, but my friend says there should be two. One for the district and one for the town council. Who is right? I look forward to your reply in due course with great interest Thankyou	EDDC bi-election	HJ replied to say this is for the EDDC Seaton Ward vacancy following the resignation of Del Haggerty. There are no longer any elections for the Seaton Town Council vacancies.	HJ
08.12.2025	Person wanting to amend their council tax details cannot get an answer on the telephone to EDDC	EDDC	HJ advised she can change her address online and that the phone lines are always busy but to keep trying	HJ
08.12.2025	Resident handed in her allotment application form	Allotments	HJ thanked and said would add her name to the waiting list	JM

08.12.2025	Rep from Crealy Resort and Adventure Park came in with their Christmas poster and chatted about the current economic climate for tourism in the area	In the office	HJ took poster and engaged in topical conversation with interest	HJ
09.12.2025	Seaton Jurassic Discovery Centre came in with posters advertising Christmas activities	Jurassic Discovery Centre	HJ took posters and added the events to the website	HJ
09.12.2025	Teacher of Tai Chi wanted to display posters advertising his classes	In the office	HJ took posters	JH
15.12.2025	Email received from a Seaton resident: "During my daily walks along the sea front and around the town recently, I have noticed full dog waste bags being left on garden walls and other surfaces around the town simply because we have no bins situated in these areas. The seafront and cliff top areas are fairly well served with bins, but there are none along Beer Road, from Wessiters to Cross Street, nor in the town centre. Could we please have some bins placed in these areas as soon as possible."	Seafront, Beer Road, Wessiters and Cross Street	I will refer your request to our Town Clerk who is the responsible finance officer for Seaton Town Council. Unfortunately, even with a generous supply of universal waste bins and dog waste bins, residents, visitors and the general public are still going to leave their litter and dog waste on our streets. Seaton Town Council pays an annual fee to the District Council to employ a Streetscene operator who is dedicated to keeping the streets and seafront areas in Seaton clean of waste and litter. We also pay a substantial annual fee to the District Council to service the existing dog bins in Seaton	HJ

			and empty them on a regular basis. Obviously with an increased number of dog waste bins, the service costs will increase, which will have an impact on the overall budget for maintenance in the town.	
18.12.2025	Resident of Seaton wanted his international pension form signed as proof that he is still alive	In the office	HJ signed and stamped the form.	HJ
18.12.2025	Email received: "I use this bus stop daily to travel home in Beer. There were 8 of us in the shelter this morning at 1040. The roof was letting the rain through making the seating area completely soaked. British workmanship? Complete rubbish! Also a part of the road has collapsed and is getting worse. As a ratepayer the. Council needs to get their act together!"	New bus shelter on the seafront	HJ replied with sympathy and said would forward his email to Devon County Council who are responsible for the bus shelter and the road	HJ
22.12.2025	Resident of Beer Road wanted the contact details for his local Devon County Councillor. He has received a very unpleasant letter from Devon County that has ordered him to cut back his hedge adjoining the	Beer Road	HJ understood his grievance and provided him with the contact details for Paul Arnott who is the Devon County Cllr for the Seaton Ward.	HJ

	footpath. If he doesn't rectify the overgrown vegetation then Devon County will issue him with a penalty fine. The resident is very angry because there are several more properties near by with much worse overgrowth and they do not seem to have received a letter. Also the state of the weeds on the roads and pavements is horrendous, so Devon County aren't doing their job properly			
23.12.2025	Visitor to Seaton was looking for the Premier Inn but couldn't find it	Premier Inn	HJ gave a local map and verbal directions	HJ

JANUARY 2026

				Officer
01.01.2026	Email from Seaton residents who have been on the beach hut waiting list for seven years and they would like to know their position on the list and how much longer they will have to wait.	Beach huts on Seaton beach.	HJ forwarded to EDDC and told the lady to speak to EDDC who look after the beach huts and manage the waiting list.	HJ
02.01.2025	Email received: Our toilet at 6 Westaway Road is broken and we have no toilet to use I am very ill and have chronic diarrhea Please can	Westaway Road	HJ replied to say that his email has been forwarded to the housing team at EDDC for their urgent attention.	HJ

	you help asap.			
06.01.2026	Resident of Seaton came in to have his international pension form signed as proof that he is still alive.	In the office	HJ signed and stamped the pension form	HJ
07.01.2026	Room hirer came into set up online banking payments for the room hire	In the office	HJ and JM gave details	HJ & JM
07.01.2026	Telephone call from Hi-Line who are working in Seaton to cut down a large beech tree. Do we want the chippings at our allotments?	Allotments	HJ said thank you for the offer but not this time because there is no where to store them and given the time of year they will be washed away by the rain	HJ
12.01.2026	Query about the posters on the seafront regarding parking charges	Seafront	HJ explained that Devon County Council are increasing the parking fees by a small amount from 1 st April 2026	HJ
12.01.2026	Another query about the parking fees going up on the sea front	Seafront	HJ explained as per the above	HJ
12.01.2026	Phone call from a resident who has lost his NHS card, bus pass and rail card. He thinks they fell out of his phone case on the seafront last week	Seafront	HJ took details and a phone number to call in case the cards are handed in	HJ
12.01.2026	Email received: I wrote to Devon County Council last Summer about the wheelchair access to the esplanade pavement opposite Burrow Road, next to the Spot On cafe. The	Hatched area in between parking spaces on the seafront parking zone	HJ copied the comments and submitted an online request via the portal, to Devon County Council Highways	HJ

	<p>hatched area is very faded and was not renewed when the parking spaces were re-lined last year. DCC rejected my complaint claiming the signage was sufficient. Since then cars have frequently parked in this hatched space blocking access for wheelchairs and mobility scooters. This is the only access point along this long stretch of the esplanade. Ideally this hatched area needs re-painting and maybe with "no parking" alongside it. Would the Town Council consider making a request to the County Council as you may have more success in persuading them to review their decision.</p>			
13.01.2026	Query about the parking charges going up on the seafront	Seafront	HJ advised of new rates from 1 st April 2026	HJ
13.01.2026	Room hire enquiry from a U3A poetry group.	Meeting room upstairs	HJ gave details and availability	HJ
13.01.2026	Resident came into the office wanting advice on how to claim universal credit and carers allowance	In the office	JH gave him details about applying online and a telephone number and also for the CAB	JH
14.01.2026	Visit from the local	In the office	Nothing in particular to	HJ

	neighbourhood policing team as a courtesy call		report from either side	
14.01.2026	Email enquiry from a Grizzly competitor asking for advice on where to park his motor home for the Grizzly weekend	Seaton	HJ advised Axe Vale Caravan Park or Manor Farm Caravan Park	HJ
				HJ
15.01.2026	Drop off a home safeguard alarm for collection	In the office	HJ took alarm and gave receipt	HJ
15.01.2026	Phone call from a resident complaining about renovations to a bungalow on old Homer Lane. There is mud and debris all over the road and skips and rubbish and materials littering the highway. The excavations have also breached a Devon bank	Old Homer Lane	HJ said one of us would take photos and submit a complaint online to Devon County Council Highways	HJ
15.01.2026	Resident of Tracey's Avenue complaining about overgrown brambles and vegetation along the footpath half-way down	Tracey's Avenue	HJ said would report online to the Devon County Council Highways portal	HJ
18.01.2026	Email received: Just asking if you can help re the shingle on the Esplanade. As stones are still covering the walk way I do understand about the storm damage but the parkrun has been cancelled twice now.	Seafront and Esplanade	HJ replied to say that contractors will be clearing the walkways and levelling out the beach week commencing 19 th January and hope to have the works	HJ

	If you did not know but parkrun runs every Saturday.		finished by Friday 23 rd January.	
19.01.2026	Email from the Mayor of Chard inviting Seaton Cllrs to Easter events in Chard A charity spring ball and a dragon parade	Chard, Somerset	HJ forwarded the email to all Cllrs.	HJ
19.01.2026	Person on the allotments waiting list wanted to know how near to the top is his name now?	Allotments	He was added on 28 th August 2024 and is currently number 16 on the list. He should get offered a plot this year.	HJ
19.01.2026	U3A Poetry Group wanting to book a regular slot here at Marshlands	Meeting room	Wrote dates into Diary and took names	JH
19.01.2026	Resident of Seaton wanted a leaflet on the Rickshaw bicycle hire for her neighbour	In the office	HJ gave her a leaflet	HJ
19.01.2026	Resident of Seaton came into the office to ask advice on National Express coach travel. She wanted to get from Exeter to Farnham.	In the office	Looking online, HJ advised the best way to travel to Farnham would be by train as no direct coach routes and several route changes would need to be made.	HJ
20.01.2026	Has the shingle been cleared away from the beach yet?	Seafront	HJ advised that EDDC have instructed contractors to undertake the clearance works starting yesterday	HJ
20.01.2026	Telephone call: How much	Telephone call	HJ looked online and said	HJ

	does it cost to send a letter in first class post to be signed for on delivery?		for a standard letter, the price is £3.60 for a signed for delivery	
20.01.2026	Person wanted to apply for an allotment but lives in Colyford so is not eligible	Allotments	HJ advised the allotments are only for Seaton residents	HJ
20.01.2026	A resident at The Saltings in Seaton reported an overgrown oak tree encroaching on his garden from the cycle track outside his garden boundary. He is worried that with all the storms we are having that the tree may fall and damage his property	Cycle Track	HJ reported online to Devon County who own the cycle path, it is a highways issue not a public right of way issue.	HJ
21.01.2026	Letter received from a resident in Hertfordshire who is trying to track down a friend who used to live in the Old Beer Road but has lost his telephone number	Old Beer Road	HJ scanned and emailed the letter to Electoral services at EDDC and sent a reply letter to the Gentleman, to let him know we have tried to help him. Also gave him a list of the Seaton care homes and telephone numbers.	HJ

22.01.2026	Return a home safeguard alarm unit	In the office	HJ took the unit and gave a receipt	HJ
22.01.2026	Allotment holder who has had their plot since 2004 telephoned to let us know that she has now moved to Colyford.	Allotments	HJ had to break the bad news that she will have to relinquish her plot because only residents of Seaton with an EX12 postcode are eligible for an allotment. With 37 names on the waiting list, this rule has to be enforced	HJ
22.01.2026	Lady dropped off the new Ramblers walking leaflets for February to May	In the office	HJ took leaflets and thanked the lady	HJ

22.01.2026	Return another home safeguard alarm unit	In the office	HJ took the unit and gave a receipt	HJ
23.01.2026	<p>Email Received: I am currently writing a book about an old hospital in Sheffield that stood for 150 years before it was eventually demolished. One of the matrons who served there had a nephew, George Earle, who sadly passed away in Seaton in 1994. In his will, George bequeathed to your museum on a photograph titled "<i>Axevale Hounds at the Signpost</i>." I am hoping you might be able to help with two enquiries:</p> <ol style="list-style-type: none"> 1. Do you still hold this photograph in your collection, and if so, would it be possible to obtain an electronic copy for research purposes? 2. George was cremated at Exeter Crematorium in 1994. Would you happen to know where his ashes were scattered? (longshot I appreciate that) <p>Any information you can provide would be greatly appreciated, and it would contribute meaningfully to the historical record I am working to preserve.</p>	Seaton Museum	HJ replied and said his email would be forwarded to the curators of the Axe Vale Heritage Centre. Email sent to Laura Hewitt	HJ
26.01.2026	Man came in with a box of biscuits to give to John Widger as a big thank you to John for helping this man with a puncture on his motor home on the seafront last week	In the office	HJ took the biscuits with thanks and said would pass onto John Widger	HJ
26.01.2026	Lady dropped off the new 2026 Open Gardens Scheme booklets	In the office	HJ took the leaflets and thanked the lady	HJ & JM

28.01.2026	A resident of The Saltings reported his concerns about a large oak tree on the cycle path adjoining his boundary, is looking overgrown and like it needs attention. He is worried that some or all of the tree will come down on top of his house. He already has to clear a lot of leaves and debris from his garden	Cycle path near the sewage works bordering with The Saltings	HJ reported to Devon County who are responsible for the cycle path. No response as of 4 th February but said would keep in touch with the resident when Devon County have responded	HJ
27.01.2026	Email received: I own one of the flats at St Elmo and share the freehold for the building with two other individuals. As you know the building is listed. Unfortunately, however, the maintenance of the building has lapsed quite dramatically recently, mostly due to very poor communication between the freeholders. I wondered if the town council could step in to rectify things? I have suggested that we ask Harris and Harris to manage the freehold but the others are unresponsive. At the moment it is proving to be almost impossible to agree on, and sort out various maintenance issues. It would be great to talk to someone about this.	St Elmo building on Castle Hill	HJ replied to say that STC can't advise or get involved as this is a private matter but to speak to the planning team at EDDC regarding the listed building situation. Also recommended he gets some legal advice. Gave website links and telephone numbers	HJ
28.01.2026	Email received: "Hi Reece, are you the same Reece that was the son of George and Jean that ran the Ships Tavern in the early 80s and had a sister called Joanne? If so reach out if you remember me please, thanks in advance, Dave."	Email received	HJ replied to say that he has probably sent the email to us in error as there is no Reece, George or Jean at STC.	HJ
29.01.2026	Seaton Cricket club want to chop down an oak tree in the middle of their grounds. It looks dead and like its going to fracture and collapse anyway. Does he need permission to do this?	Seaton cricket club grounds	HJ passed over to Pail Johns who advised them to check with EDDC in case the tree has a preservation order on it before they fell it.	HJ HJ & PJ

29.01.2026	Staff member from the Seaton Fish Bar came into renew her business access permit for Queen Street	Queen Street	HJ issued a new permit	HJ
29.01.2026	Three ladies visiting Seaton came in for walking leaflets, maps and brochures about the area	Seaton in general	HJ pointed them to the literature that they were looking for	HJ
31.01.2026	Email from a visitor who is coming to stay in Seaton at the beginning of April and she wants to take her family fossil hunting.	Fossils	HJ replied with the details for a Lyme Regis based fossil walking guide and the contact details for the Heritage Centre in Charmouth and the museum in Lyme Regis.	HJ

FEBRUARY 2026

03.02.2026	Email received: I have a 94 year old client in Axminster who will be discharged from hospital after a month. She has no family and used to support herself with her finances before being hospitalised. She will be discharged on Thursday morning. I would like to kindly request for your food bank services to get her settled in her home while we discuss arrangements for long term support. I look forward to hearing from you soon.	Email received	<p>Thank you for your email. The Seaton Food Bank operates from Number 1, Harepath Road Seaton. EX12 2RP. Tel: 07598 927997 email: foodbankseaton@gmail.com</p> <p>There is a lady called Carmel Chadwick who operates a hot meals-on-wheels service out of Colyton. Tel: 01297 598240. www.carmelskitchen.co.uk Email: meals@carmelskitchen.co.uk</p> <p>The food bank in Axminster is operated at the Axminster Wellbeing Centre: Hanover House, Chard Street, Axminster, United Kingdom, EX13 5DZ</p> <p>Email: info@axminsterwellbeing.com Tel: 01297 32331</p> <p>I hope that helps.</p>	HJ
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03.02.2026	Meeting room hire enquiry from someone who wants to start up a spirituality weekly evening meeting session at Marshlands	Meeting room at Marshlands	HJ replied with the hourly rate and other details and availability.	HJ
03.02.2026	Enquiry about hiring Cliff Field Gardens for a one off outdoor event in the summer lasting a week, bootcamp style event	Cliff Field Gardens	HJ emailed the Hiring Land and Buildings policy document and application form.	HJ
04.02.2026	Resident of Seaton came into the office to have her Swiss pension form signed as proof that she is still alive	In the office	HJ signed and stamped the pension form	HJ
05.02.2026	A resident of Beer Road wanted to know who is responsible for cutting the grass verges along the pavements. Whoever used to do it would leave a corridor of wilderness for the wild flowers to grow and help the bees, but now the whole verge is cut once per year.	Beer Road	HJ explained it would be Devon County Council Highways and they use contractors who work to a schedule and a brief and have probably been told to cut the whole area as tight as they can	HJ
05.02.2026	Gentleman came in with a set of keys that he has recently had cut from spares. He has lost a bunch of keys just like the set in his hand, have they been handed in?	Lost keys on Seaton seafront.	HJ said no keys have been handed into our office. Unfortunately, due to all the severe recent storms, the keys would have been washed away with the pebbles	HJ
05.02.2026	Email from a person who operates a mobile catering unit and wants to be part of the Pirate festival in May.	Email enquiry.	HJ forwarded to The Chamber and the organizer of the pirate festival event.	HJ
09.02.2026	Are there any coach trips/holidays departing from Seaton? They read in the paper that there is an excursion departing from Seaton in April?	Coach Park	HJ explained there have not been any coach trips from Seaton since 2023 and the operator went bankrupt. . Demand was too low, so other operators pulled out. After looking online on her phone, the advert the lady saw was dated 23 rd April 2023.	HJ

09.02.2026	A couple who have given up their car wanted to know how to get from Seaton to the Sowton Park and Ride in Exeter	Sowton, Exeter	HJ gave all the bus timetables for Seaton to Exeter. The only park and ride service to Sowton is now the Stagecoach C Shuttle bus from Sowton to Matford park and ride via Heavitree, the city centre and Haven Banks. The 9A goes through Heavitree.	HJ
09.02.2026	Couple of visitors to Seaton with a dog wanted to know the best places to go to at this time of the year.	Seaton in general	HJ gave maps and advised the dog friendly areas, places to eat and the Gateway Theatre events leaflet	HJ
09.02.226	An elderly resident in Seaton telephoned the TIC to ask for a phone number for the Royal Star & Garter Residential home in Surbiton, Surrey.	Surrey	HJ googled the home and gave out the telephone number	HJ
09.02.2026	Do we have any influence over South West Water? There has been a flood of water coming from a manhole at the junction of Homer Land and Lydgates Lane. There is a huge puddle of water and the drains are all blocked,	Lydgates Road & Homer Lane	PJ and HJ looked at the map and PJ recognized the problem area and confirmed it was SW Water who is responsible. The person has already contacted SW Water and sent several messages to them. No further action required	HJ and PJ
09.02.2026	Are we planning to upgrade the TIC signage in the Town?	Signage around the Town	PJ advised her on who owns which signs and where (i.e. DCC) and said that STC are due to repaint the black finger posts around Seaton, this summer.	PJ
09.02.2026	Posters to put up for a local event	In the office	HJ took three posters	HJ
09.02.2026	Is Seaton in Bloom happening this year?	In the office	HJ advised no, not this year, STC are having a fallow year. May run the event again in 2027.	HJ

09.02.2026	Is The Chamber doing the poppy display on the roundabout again this year?	Fisherman's Gap roundabout	HJ advised she goes up to Little Gems and speaks to Caroline Ziemman or to Paperchain and speak to Emma Griss as they are both members of the Chamber and will know the answer to her question	HJ
09.02.2026	Residents who lived in a flat on Castle Hill have now moved to a flat on Trevelyan Road. Since they moved, they have tried several times to register for Council Tax but have heard nothing from EDDC. The moved in November 2023 and are worried that they are going to get a huge back dated invoice.	Trevelyan Road	HJ took all the detail and emailed EDDC council Tax department. Will keep tack on their response.	HJ
09.02.2026	When is the Council going to clear away the pebbles and shingles from the Esplanade walkway	Esplanade	HJ explained that EDDC Streetscene are scheduled to clear the walk way as soon as they are able to	HJ
10.02.2026	Email received: I had contacted Re:store if they could help in a certain situation but they replied that they unfortunately cannot help but mentioned that yourselves might be able to. I am enquiring for a domestic abuse case where a postal address is needed. Would you be able to help that post for the abuse victim can be sent to your address and the letters could be collected from your office? Or would you know anybody in Seaton who could help?	In the office	HJ replied with links to help and advice on the DCC social services website. Suggested they contact the CAB and also gave website links and details on how to set up a PO Box. Said that STC could not help.	HJ
10.02.2026	A lady who is moving to Seaton soon, took away a lot of leaflets, maps and information relating to the area.	In the TIC	HJ advised her of the Re-Store booklet and the local trade directory	HJ

10.02.2026	Telephone call from a stone mason who is at the Cemetery in Seaton and ready to start works. Does someone want to meet him there or is it ok for him to go ahead and make a start?	Seaton Cemetery	HJ advised he needs to contact EDDC who manage the cemetery in Seaton, and gave him the telephone number. He was grateful	HJ
10.02.2026	Lady took away leaflets and booklets for a friend who wants to get out more and socialize	In the TIC	Gave U3A leaflets, Seaton Music Society and details for the museum who might want volunteers.	HJ
10.02.2026	Telephone call from someone asking when the roadworks will be finished at the Boss Hill Crossroads because they can't get to Seaton otherwise.	Boshill Crossroads, Colyford	HJ advised DCC drainage works have run over due to stormy weather and flooding. Were due to finish on 31 st January. Another way into Seaton is via Whitford and Colyton but could be flooded at Whitford.	HJ
10.02.2026	Email received: I have two questions 1. Does the Council actively lobby DCC in respect of the incredibly poor road conditions in our town. 2. Does the Council actively lobby E.D.D.C. In respect of tree maintenance regarding overhanging branches into neighbouring properties.	Seaton area in general	JM replied: Thank you for your email. In answer to your questions: <ul style="list-style-type: none"> The town council notifies DCC of any potholes that are brought to its attention. The issue has also been raised with DCC Cllr Paul Arnott, when he has attended at meetings of the town council The town council does not actively lobby EDDC regarding overhanging branches but will pass on to EDDC's tree team any issues it is made aware of I hope that answers your questions.	JM
12.2.2026	Resident wanted bus times to Exeter	Exeter	Gave all timetables	HJ
16.2.2026	Allotment holder gave letter of notice to give up his plot	Allotments	Took letter and thanked him	JH

16.2.2026	Telephone call from a well-spoken young man who was enquiring about the nudist beach in Seaton and how to access it. Would the deputy clerk be using the beach? He wanted to know if the deputy clerk had ever used this nudist beach or was thinking of trying it out in the future?	Pebble beach east of Axmouth harbour	JH declined to comment or answer his questions and could only confirm the location of the beach, nothing else.	JH
17.2.2026	Lady telephoned asking for contact telephone numbers for churches in Exmouth	Exmouth	HJ googled a list of places of worship in Exmouth and gave the lady a few telephone numbers	HJ
17.2.2026	New spring Ramblers leaflets delivered	Ramblers	HJ took leaflets with thanks	HJ
17.2.2026	How does someone get advice on Power of Attorney?	In the office	HJ gave details for CAB in Seaton on a Wednesday and the Honiton office and gave the telephone number.	HJ
18.02.2026	Two residents have been trying to renew their car park permit online but the EDDC website is down. Can't get through on the telephone.	Orchard Road car park	HJ looked online and the payment system is down. Gave them a dedicated phone number to try	HJ & PJ HJ
18.02.2026	Phone call from someone in the West Midlands who is wanting to relocate to Seaton this year. He wanted a list of local accommodation and a list of lettings agencies and estate agents.	Seaton in general	HJ emailed him the tourist accommodation list and referred him to several property agents in the area. Sent links online	JM HJ
19.02.2026	Phone call from an elderly resident who wants her redundant sofa bed taken away and disposed of.	Telephone call	HJ advised her to contact the recycling department at EDDC as they will take the item away for a small fee.	HJ


19.02.2026	Very angry and irate man wanting to know why there is no dog warden enforcing the dogs on leads rule on the Esplanade. He has had several people been verbally abusive to him when he has pointed out to dog owners that their dogs must be on leads. Why doesn't STC intervene and insist that EDDC send a dog warden to Seaton. What exactly does STC do?	Esplanade and walk way	HJ referred him to the Town Clerk who reiterated that STC have no jurisdiction over the management of the beach and the Esplanade as this is EDDC owned land. We hear what he says and all we can do is ask EDDC to send out an enforcement officer. Gave him the telephone number for the Environmental Health Dept at EDDC	HJ
20.02.2026	Email from a lady who wants to run a one day event in Seaton focussing on the story of the Forsyte Saga TV series. She is looking for a venue.	An event venue in Seaton	HJ referred her to the Gateway Theatre as this is the ideal venue for her type of event	HJ
22.02.2026	Email received: When will the potholes and uneven surfaces along Sea Hill be repaired? My husband tripped this morning due to the manhole cover not being flush with the road. There are dangerous trip hazards all along the road heading to the sea front.	Sea Hill	HJ replied and referred to DCC saying they have a schedule of works and STC have no access to the schedule or any influence over when the potholes are repaired.	HJ
22.02.2026	When will the clock in Jubilee Gardens be repaired?	Jubilee Gardens	HJ explained the part is on back order and is delayed because it is a special part	HJ
20.02.2026	Email received: On the 21st January I submitted an invoice for your attention concerning the damage caused to my vehicle due to an untreated pothole. I was hoping for at least, a response to my e-mail to acknowledge receipt of same. Could you please acknowledge, thank you.	Email	HJ forwarded to the Customer Service Dept at DCC Highways and replied to him to say that his email has been sent to DCC Highways for their attention.	HJ
21.02.2026	Email received: Please tell me I am contracting the correct place now, in			

	<p>connection with a power cable problem. I have been sent from pillar to post with this. The streetlight outside our property has a few power cables attached to it where insulators have broken off in the bad winds. We are concerned that the wires may touch the pole, which will in turn use the pole to earth the wires. Someone may get a bit of a surprise when touching the pole. While you are fixing this, it would be appreciated if you could put a light blocker on the streetlight, as this light shines directly into a bedroom at the front of the house.</p> <p>Address: 221 Marine Parade, Seatoun, Wellington 6022</p>	Email	<p>It turns out to be an email sent to us in error. She is emailing from Seatoun in New Zealand, so she does not need help from Seaton in Devon, UK</p>	HJ
22.02.2026	<p>Email enquiry from a lady who would like to organise an all-day big event in the town with a "Forsyte Saga" theme, aimed at older residents.</p>	Seaton in general	<p>HJ forwarded to The Gateway Theatre and replied to her accordingly</p>	HJ
22.02.2026	<p>When will the potholes and uneven surfaces along Sea Hill be repaired? My husband tripped this morning due to the manhole cover not being flush with the road. There are dangerous trip hazards all along the road heading to the sea front.</p>	Sea Hill	<p>Thank you for your message. The potholes and uneven surfaces along Sea Hill road have been reported to Devon County Council Highways, who have scheduled the maintenance and repairs into their planned works programme. Unfortunately, we don't know when the repairs will be made.</p>	HJ
23.02.2026	<p>When will the Jubilee Clock be repaired?</p>	Seafeld Gardens	<p>Thank you for your email. The District Council have a specialist contractor who is repairing the clock in Jubilee Gardens. They are waiting for a part to repair the internal mechanism, which is why there has been a delay in getting the clock to work again.</p>	HJ

23.02.2026	<p>The manager of Haven Court emailed to say that residents are complaining that buses and coaches are often parking during the restricted hours. This is restricting light into the properties as well as increasing pollution in the area as the drivers often leave their engines running. It seems to be the case for public and private buses and coaches despite signage. I have been made aware that this seems to be an ongoing problem that has been raised by management here before. We'd like the drivers and companies to be reminded that they are not to park there during the hours stated.</p> <p>On a separate note, can I ask if/when there are plans to tidy up the area surrounding the coach park and bordering our site as it was mentioned this is due to be done in spring?</p>	Coach car park on the Underfleet	<p>HJ contacted Streetscene and the parking services dept. at EDDC. They will instruct the coach drivers not to park during restricted hours.</p> <p>Streetscene will attend site and tidy up the vegetation before the 15th March 2026.</p>	HJ
27.02.2026	Email received: Thank you for installing the dog bin in Seaton Cemetery, however is it possible to have it emptied on a regular basis - it is at the moment overflowing. Thank you.	Seaton Cemetery	HJ forwarded to EDDC Streetscene and replied accordingly	HJ
27.02.2026	<p>Email received: Advice please.</p> <p>I am coming along to Seaton for the "Grizzly" weekend. Would you be able to tell me which car parks are free during the winter months.</p>	Car parks in Seaton	HJ advised the pay and display car parks in Seaton and the hourly rates. Seafront will be closed for the races.	HJ

28.02.2026	The Mayor of Chard sent an email invitation to the Mayor of Seaton, inviting him to their Spring fundraising ball.	Chard	HJ forwarded email to Cllr Amrik Singh	HJ
MARCH 2026				
				Officer
01.03.2026	I'm not sure who to contact on this, but it is concerning that the security gate on the abandoned development on Seaton seafront has either sprung open or been opened. Not problem in itself but it is an open invitation to maybe children or opportunist thieves to get into the open development and cause nuisance and maybe harm to themselves or others.	Fosseway Court development	Thank you for your email. Apparently, there is a site security officer who daily patrols the site, so it could have been this person who left the gate open. If not, then I am sure the security officer would have found this during the daily checks. Thank you for bringing this to our attention.	HJ
03.03.2026	Axminster Physio Practice are setting up a stall & gazebo outside the TIC on the seafront for the Grizzly weekend. Please can they plug into our electric?	TIC building	HJ spoke to Andy West of Axe Valley runners who is going to set up the electric cable for them during the weekend of the Grizzly races.	HJ
04.03.2026	Contractor for EDDC telephoned to ask what colour we would like the streetlamp posts painted on the West Walk?	West Walk	HJ emailed Luke Morgan of EDDC and asked him. Luke said to keep the same colour but the contractor wanted to paint in white.	HJ
09.03.2026	Now the motorcycle parking area has been taken over by a bus stop, where can motorcycles be parked when visiting Seaton?	Fisherman's Gap where the new bus stop is.	EDDC can only enforce the car parks not on the road. Still waiting for a response from Devon County	HJ
10.03.2026	Resident of Homebeye House next door dropped off his full sharps container bin for collection by EDDC clinical waste	In the office	HJ passed to an EDDC representative	HJ

10.03.2026	Person from Warwickshire telephoned asking if his family could spread his late father's ashes on Beer Beach	Beer Beach	HJ advised yes, they can but to be discreet and aware of other users of the beach and be careful of the wind direction	HJ
10.03.2026	Telephone call asking if the collapsed Old Beer Road has been repaired yet?	Old Beer Road	HJ explained no, the road collapsed in 2011 and was unfit for repair as too big a cliff fall, so the road is permanently closed off. Can use Beer Road instead.	HJ
10.3.2026	In Oct 25 a yellow diversion sign was thrown onto the green space between the Underfleet bus shelter and the Aldi wall Seaton. In March 26 while the operator was cutting the grass the sign was discovered, it was moved! When cutting was complete the sign was then thrown onto the pavement by the bus shelter. Please would you arrange for it to be removed completely, it is currently blocking the way and is too heavy for me to lift.	Bus shelter on the Underfleet outside Aldi	HJ asked PT to move the sign but it had gone, so already removed.	HJ & PT
12.03.2026	Telephone call from a resident wanting a recommendation for gardeners and grass cutters.	Telephone call	HJ read out a few details from the local trade directory and advised to look in the classified section of the Midweek Herald	HJ
12.03.2026	Lady who has just moved into the area wants to be added to the allotment waiting list	Allotments	HJ added her to the list and advised of the expected waiting time	HJ
12.03.2026	Allotment holder giving up his plot, wants a pro-rata refund for the remainder of the year	Allotments	HJ will ask if he can have a refund	HJ
16.03.2026	Telephone call, where is there local tennis courts open to the public? The tennis courts in the Honiton leisure centre charge £16 per hour. They just want to turn up somewhere and play for free.	Telephone call	HJ advised Colyton outdoor tennis courts attached to the Reece Strawbridge Centre in Colyton, and also the LED tennis courts in Seafeld Gardens, Seaton	HJ

16.03.2026	Wife of local resident called, he needs his French pension form signed by us as proof that he is still alive but he is currently in hospital. What shall she do?	Telephone call	HJ suggested she ask the Doctors at Wonford if they could sign as proof that he is still alive and then STC can stamp and counter sign the form.	HJ
16.03.2026	Are there any new bus timetables out for the summer season?	In the office	HJ advised not until April or May when we might get the new booklets.	HJ
16.03.2026	Email from someone whose daughter left their teddy on the sea wall on the seafront. Has it been handed in?		HJ forwarded the email and photo to EDDC streetscene team.	HJ
17.03.2026	Telephone call from resident of The Saltings enquiring if Devon County had responded to the report of an overgrown oak tree encroaching their garden from the outside boundary.	The cycle and footpath behind The Saltings residential street	HJ passed on a telephone number for the DCC Public Rights of Way Team and advised him of works planned for 23 rd to 27 th March so hopefully reducing the oak tree is part of the works.	HJ
17.03.2026	Resident in Seaton has noticed a memorial plaque on a bench on the Esplanade and the surname is the same as her family's name. How can she find out if they are related?	Esplanade	HJ advised she contacts EDDC but doubts if they will give out any personal information due to GDPR. She could also ask for help in the Library with contacting Ancestry.com	HJ
17.03.2026	When is the Seaton Carnival this year?	Telephone call	HJ has not received a confirmed date yet but advised its likely to be the same time as the previous two years, around the 5 th September 2026.	HJ
17.03.2026	Why has the STC council tax precept come up so much?	Telephone call	JM explained reasons and emailed the press release.	JM

18.03.2026	Person wanting to know where she is on the allotment waiting list?	Allotments	HJ advised she is now at number 15 on the list, so doing well	HJ
18.03.2026	Email received: I have noted the huge council tax contribution increase (32.8%) which is over six times more than the police, fire service, DCC or EDDC - in fact it is a 14.8% greater increase than them all combined. You will now be receiving more per household than EDDC. My contribution to you this year will be £1574.60. Please can you advise me, in detail, what this will be spent on to benefit my household or my life as a Seaton resident?	Email	<p>JM replied: The part of the council tax due to Seaton Town Council, as part of the overall bill, equates to £177.14 on a Band D property. This is a £43.75/32.8% increase over 2025-26. I attach a copy of a statement, recently published by the town council, which explains the reasons for the increase.</p> <p>Should you have any further questions, please do not hesitate to contact me or any of the town councillors. There is also a councillor surgery being held ay Seaton Library on Saturday 11 April from 10-12pm where you can attend and meet councillors or attend and speak at any of the Council's meetings.</p>	JM
18.03.2026	Allotment holder asked if he could take on a second plot	Allotments	HJ replied: Unfortunately, the Allotment rules permit one plot per household only, because of the number of people on the waiting list. Ten years ago, when there was no waiting list, there were several tenants who had two if not three plots, but vacant plots are in too much demand now. The waiting time is currently two years, which is below the national average of four years.	HJ
18.03.2026	<p>Email received from a company called Beachcleaned who want to hold regular beach cleans in Seaton and wanted STC to help promote the events.</p> <p>Forwarded to the Deputy Clerk to respond.</p>	Seaton beach & Esplanade	The deputy clerk looked at her website and it appeared she runs a private for profit business from her beach clean finds, so very different from Peter's SAS beach cleans! DC will respond and link her up with Pete Blyth and Caitlin Davies at EDDC	HJ & JH

			so she can ensure she has the appropriate permissions. In terms of promoting community beach cleans, that's not a problem but I think we need some assurance regarding what happens to the rubbish that is collected as we cannot promote an event that is used to support a person's business.	
19.03.2026	Email from someone who wants to book a stall at the markets in Seaton	Email	HJ forwarded to the Seaton Chamber and replied accordingly	HJ
19.03.2026	Email received: We are frequent visitors to Axmouth / Seaton and love Haven Cliff beach accessed past the little quayside cafe. As I'm sure you are aware, the pathway to the beach has been closed for several months now due to the small rock and vegetation downfall resulting bad weather last year. Could you please advise when this path will be cleared and open again? Now the sun is out, a fair number of people are wanting to get to the beach (often stopping off at the cafe en route, which continues to lose business as a result of no beach access).	Pathway under the cliffs alongside Axmouth Harbour	HJ forwarded to Peter Blythe at EDDC and asked him to respond to the email and let us know what the plans are to re-open the pathway.	HJ
19.03.2026	Email from the tenant of plot 21A wanting to swap to 15A which is about to become vacant	Allotments	HJ agreed that he could swap over to plot 15A. Plot 21A will be available to the waiting list from 1 st April	HJ
19.03.2026	Email received: I read with interest your note of 13/03/26 outlining the substantial increase in the precept. I have just received my council tax bill indicating that	Email	HJ forwarded to the Town Clerk who responded accordingly and attached the press release	JM

	<p>my payment to Seaton Town Council has gone up 32.8% I am a little uncomfortable with the line in your note which suggests that 'While the precise details and timescales are still being developed', which all seems rather vague.</p>			
20.03.2026	<p>I have received Council Tax bill for 2026/7 which includes a Seaton Town Council amount increased 32.8% over prior year, total for 2026/7 £216.50 for band E. I am assuming this can't be correct - perhaps you can advise me of the correct amount and what items this actually includes.</p>	Email	HJ forwarded to the Town Clerk who responded accordingly and attached the press release	JM
20.03.2026	<p>Email received: Pleased find attached invoice for the damage caused to my vehicle by an untreated pot-hole situated at roundabout in Seaton where Manor Road, Colyford Road, the Underfleet and Fore Street join. The damage happened on the 5th January, fortunately being a member of the AA the mechanic was able to transport the vehicle to Colyton Garage. My Wife and I are both in our late eighties and this incident was very stressful for both of us, I have noticed that since the damage caused by the pot-hole it appears that an attempt has been made to repair the said pot-hole. The reason for the delay in sending this e-mail is because I sent it in the first place to the wrong department. I hope you can help me in this matter and I await your reply with interest.</p>	Roundabout at Manor Road and Colyford Road	HJ replied to say that it is a DCC Highways issue and all compensation claims have to be made online via their portal. HJ gave them a list of the documents they will need and offered to make the application for them, if they can come into STCs office with the documents.	HJ

24.03.2026	Resident came into the office to report the Underfleet footpath is overgrown and full of brambles	Underfleet footpath	HJ passed information onto PT who will arrange for the path to be cut back	HJ & PT
25.03.2026	Newly moved into Seaton and wanted local info and bus times	Seaton in general	HJ gave out Re-Store handbook and bus times and they helped themselves to leaflets	HJ
26.03.2026	Room hire enquiry for a family liaison group at Devon County Council	Meeting room	HJ replied with hourly rate and availability.	HJ
26.3.2026	Phone call from someone who wanted Whimble Town Council	Whimble	Wrong number	HJ
26.3.2026	A lady who owns a B&B took lots of leaflets to stock up her rooms	Seaton and surrounding areas	HJ gave her the most popular leaflets and maps	HJ
26.03.2026	Email received: Please find attached invoice for the damage caused to my vehicle by an untreated pot-hole situated at roundabout in Seaton where Manor Road, Colyford Road, the Underfleet and Fore Street join. The damage happened on the 5th January, fortunately being a member of the AA the mechanic was able to transport the vehicle to Colyton Garage. My Wife and I are both in our late eighties and this incident was very stressful for both of us, I have noticed that since the damage caused by the pot-hole it appears that an attempt has been made to repair the said pot-hole. The reason for the delay in sending this e-mail is because I sent it in the first place to the wrong department. I hope you can help me in this matter and I await your reply with interest.	Roundabout in between Manor Road, the Underfleet and Fore Street	HJ replied to say that all compensation claims have to be made online and offered to help them with their claim. HJ gave them a list of all the documents they would need in order to submit a successful claim. The person replied with thanks and will call to arrange a mutually convenient time for them to come in with their paperwork.	HJ

29.03.2026	Email received: Is it possible to renew / increase the "dogs on leads " signs on the beach front walkways? I have noticed that some dog walkers do not realise that their dogs should be on leads when walking in this area.	Esplanade and walkway	HJ forwarded to Streetscene and replied accordingly	HJ
30.03.2026	Visitor to Seaton really wanted to buy a Seaton themed key ring	In the office	HJ gave her a shoppers map and recommended which shops to try, who might stock Seaton themed key rings	HJ
30.03.2026	Polish visitor wanted to buy a map of how to drive to Bristol	Bristol	HJ advised he visits the Post Office as they sell maps. Also gave directions to the M5 from either Exeter or Cullompton	HJ
30.03.2026	<p>I have recently found a rat burrow in my garden which I am dealing with - my neighbours (1 and 2 Burnham Close) have also had recent problems with rats. There is some abandoned land between number 3 and 4 - 8 Burnham Close which is very overgrown and I believe is an ideal environment for rats to breed in. I realise that rats are a constant issue but I think that the population must have grown as they being seen much more if the recent days now that the weather is better.</p> <p>I think that the land is owned by the the owners 4-7 Burnham Close but no one has cared for this land except for clearing the foot path for many years. Is there anything that the council can do to help with this problem?</p>	Burnham Close	HJ forwarded to EDDC Environmental Health, also the abandoned overgrown area of land is owned by EDDC, so its their responsibility to pest control the area	HJ
31.03.2026	Email received: I'm looking at men excavating the field by manor farm and am very concerned. I recently bought a house		HJ replied and said would ask the Planning Dept if there have been any applications submitted for housing development. The	HJ

	<p>neighbouring the field next to it and did due diligence prior to purchasing it. The searches did not show any proposed building taking place there. Also a few years ago the town successfully fought against development in that field. It concerns me greatly that these men have quietly entered that field to investigate over a couple of weeks and as neighbouring properties we have not received any notice of the council's new intention to allow building there.</p> <p>Can someone please explain to my and my equally concerned neighbours what is going on and why we have not been informed of any new building intentions.</p>	<p>Land between Manor Farm Campsite and Honey Ditches Drive</p>	<p>lady replied to say:</p> <p>“Apparently, the men are digging trenches for two weeks to see if there are any roman artefacts regarding developing the field. A pity the Council didn't have the courtesy to contact you seeing as it is your town!</p> <p>The planning application you saw may be for a different field. As far as I am aware the Farm have only been informed of the above and told to shut the field to their dog walkers who usually use it. Really an issue as it's a holiday fortnight and our visitors are being inconvenienced. It all has a knock on effect on the town.”</p>	

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	13 April 2026
Item of business	26 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		
2021/22 (May-Oct) (Harbour Road)	187		117		304
	STC	TIC	STC	TIC	
2022/23	825	2007	687	100	3,619

	STC	TIC	STC	TIC	Weekdays	Weekends	Total
2023/24	849	2,263	634	183	3,193	763	3,929
2024/25	542	1,836	469	90	2,094	843	2,937
2025/26							
	STC	TIC	STC	TIC	Weekdays	Weekends	Total
April	73	133	51	3	232	28	260
May	36	159	46	12	123	130	253
June	59	362	29	6	308	148	456
July	60	284	34	22	296	104	400
August	35	399	29	8	223	248	471
September	35	280	28	14	228	129	357
October	45	46	28	1	120	-	120
November	47	29	32	-	108	-	108
December	25	8	12	-	45	-	45
January	24	2	15	-	41	-	41
February	41	13	13	3	70	-	70
March	25	15	26	2	68	-	68
2025/26 TOTAL					1,789	787	2,649

3. Opening hours

Weekday opening hours are 9.30am to 1.30pm from Monday, Tuesday and Thursday. Weekend and bank holiday opening hours 10am to 2pm (depending on availability of volunteers).

Cllr Bowman has arranged a rota of volunteers to open over the Easter weekend.

4. RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the update

Seaton Town Council Fixed Asset Register 2025-26

Asset Type	Description	Date Acquired	Purchase Price	Current Location	Comments	Date of last check	Date asset disposed of
Land & Buildings	Town Hall	Apr-16	£ 1.00		Asset transfer from EDDC	Mar-26	
	Marshlands Centre	Apr-16	£ 86,000.00		Purchased from Devon County Council	Mar-26	
	Cliff Field Gardens	Sep-09	£ 1.00		Asset transfer from EDDC	Mar-26	
	Elizabeth Road Park and Playing Field	Sep-09	£ 1.00		Asset transfer from EDDC	Mar-26	
	Seaton Down Road Picnic Site	Oct-09	£ 1.00		Asset transfer from EDDC	Mar-26	
	Allotments	1974	£ 1.00		Local Government Reorganisation	Mar-26	
	Scout Hut, Scalwell Lane	Sep-09	£ 1.00		Asset transfer from EDDC	Mar-26	
	Martial Arts Hut, Scalwell Lane	Sep-09	£ 1.00		Asset transfer from EDDC	Mar-26	
	Air Ambulance Landing Strip Emergency Lighting Installation	Invoice dated 18/9/18	£ 6,408.31	Seaton Cricket Ground	Purchase price inc cost of installation. Breakdown: Bespoke Hinged Lighting column c/w floodlight bracket & cut out £1226.50 2 No 150 watt LED High Output Floodlighting £682.50 GSM Switch / Power Pack / Relay Aerial to form Control Unit £519.77 Assorted cables £225 & £333.17		
	Fishermand Gap Roundabout		£ 1.00			Mar-26	
Vehicles	Van	22-Nov-22	£ 11,100.00	Marshlands car park	Included purchase price and highways warning livery	Mar-26	
	Shark Vacuum Cleaner	Jan-22	£ 100.00			Mar-26	
Marshlands Equipment	Tables x 10	04/04/2016	£ 1,308.00	Function Room		Mar-26	
	Tables semi circles x 10	04/04/2016	£ 1,536.00	Function Room		Mar-26	
	Chairs x 50	04/04/2016	£ 813.50	Function Room			
	Office Chairs x 2	06/01/2002	£ 119.98	Reception / Admin Office / DC Office /	Authorised by Clerk & two Cllrs under Scheme of Delegation	Mar-26	
	Urn	15/01/2020	£ 62.39	Ground Floor Kitchen	Authorised by Clerk & two Cllrs under Scheme of Delegation	Mar-26	
	Crockery and Cutlery	08/08/2016	£ 714.65	Ground Floor Kitchen		Mar-26	
	Chairs x 30	08/11/2017	£ 484.40	Ramp		Mar-26	
	TIC Reception Desk	01/03/2022	£ 1,350.00	TIC		Mar-26	
	Wimius Projector	07/11/2019	£ 215.00	DC Office	Authorised by Clerk & two Cllrs under Scheme of Delegation	Mar-26	
	Office equipment	unknown	£ 5,000.00	DC Office	Taken from Asset Register 2015 but possibly includes Epson Projector, 2 x large office desks, reception furniture, admin office furniture, display boards in Home Care office, 2 x Henry Hoovers, Security Safe and pictures transferred from Town Hall	Mar-26	
	Shredder	06/01/2020	£ 72.00	Function Room	Authorised by Clerk & two Cllrs under Scheme of Delegation	Mar-26	
	Buffalo Coffee Maker	unknown	£ 120.00	Kitchen	Original purchase price and date not located so an approximate replacement value has been provided	Mar-26	
	Upgraded PC & IT Equipment		£ 2,722.00	Reception / Admin Office / DC Office / TC Office		Mar-26	
	HP Multifunction Colour Network Printer	08/10/2020	£ 477.00	TC Office		Mar-26	
	iZettle card reader & dock	20/04/2020	£ 81.60	Admin Office		Mar-26	
	Regalia	unknown	£ 4,000.00	Office Safe / Mayor's Home Address	from asset register 2015	Mar-26	
	Grant of Arms	unknown	£ 659.00	Function Room	from asset register 2015	Mar-26	
	Toy Library Shed	04-Apr-22	£ 267.00	Courtyard		Mar-26	
	iPad	16-Jun-22	£ 366.00	Store room		Mar-26	
	Laptop	21-Jul-22	£ 1,070.00	Store room		Mar-26	
	Giant Deckchair	16/02/2022	£ 555.00	New TIC office		Mar-26	
	Exterior signs x 2	15/02/2022	£ 1,100.00	Marshlands - seafront side		Mar-26	
	Interior perspex sign	15/02/2022	£ 155.00	New TIC office		Mar-26	
	Travel Show - STC Stand Display	01/09/2022	£ 1,830.00	Maintenance Store Room		Mar-26	
	Television	24/01/2022	£ 249.00	New TIC office		Mar-26	
	Windchaser Flags x 2	20/07/2025	£ 278.00	Marshlands - seafront side		Mar-26	
	Play equipment (Underfleet)				Total value of equipment £57243.73		
Lillie Toddler steel basket swing	29/02/2016	£ 1,145.70	Underfleet	This has been replaced since original purchase	Mar-26		
Roty Inclusive roundabout	29/02/2016	£ 1,077.94	Underfleet		Mar-26		
Circus trampoline	29/02/2016	£ 3,912.50	Underfleet		Mar-26		
Landscape tunnel	29/02/2016	£ 787.42	Underfleet		Mar-26		
Walk and Stretch posts (balance walk)	29/02/2016	£ 311.45	Underfleet		Mar-26		
6m high net pyramid (climbing frame)	29/02/2016	£ 8,946.14	Underfleet		Mar-26		
Eco gaping Ghyll (rope bridge)	29/02/2016	£ 1,305.46	Underfleet		Mar-26		

Playpark Equipment	Willy Jeep spring mounted	29/02/2016	£ 4,018.34	Underfleet		Mar-26
	Nexus Viper Rope Swing (giant rope swing)	29/02/2016	£ 3,658.45	Underfleet		Mar-26
	Titan (carousel swing)	29/02/2016	£ 4,359.31	Underfleet		Mar-26
	Cyclops (basket swing)	29/02/2016	£ 2,931.90	Underfleet		Mar-26
	2.4m sleeper bench x 4	29/02/2016	£ 854.15	Underfleet		Mar-26
	2.4m sleeper picnic table x 3	29/02/2016	£ 1,615.04	Underfleet		Mar-26
	Amonite Stone Sculptures	29/02/2016	£ 185.00	Underfleet		Mar-26
	Dino Zip Wire	29/02/2016	£ 3,318.48	Underfleet		Mar-26
	Dinosaur ribcage walkway arch	29/02/2016	£ 3,459.40	Underfleet		Mar-26
	Loping balance weave	29/02/2016	£ 249.84	Underfleet		Mar-26
	Stone Sculptures	29/02/2016	£ 700.00	Underfleet		Mar-26
	Fossil Stepping Stones	29/02/2016	£ 240.00	Underfleet		Mar-26
	Goal x 2	29/02/2016	£ 1,243.30	Underfleet		Mar-26
	Bat Web Rox	29/02/2016	£ 10,356.50	Underfleet		Mar-26
	UniMini Kerra Unit (play tower with ladder and slide)	29/02/2016	£ 2,567.41	Underfleet		Mar-26
	Play equipment (Elizabeth Road)	Feb-13	£ 50,000.00	Elizabeth Road	From asset register 2015. Purchased with Section 106 funding but Town Council asset	Mar-26
		Slide		Elizabeth Road		Mar-26
		Carousel Dish		Elizabeth Road		Mar-26
		Roundabout		Elizabeth Road		Mar-26
		Games area with basketball hoop		Elizabeth Road		Mar-26
		Multitplay		Elizabeth Road		Mar-26
		Toddler Multitplay		Elizabeth Road		Mar-26
		Rocking Horse		Elizabeth Road		Mar-26
		Spinning Unit (Titan)		Elizabeth Road		Mar-26
		Toddler 1 Bay 2 Seat		Elizabeth Road		Mar-26
		Junior 1 Bay 2 Seat		Elizabeth Road		Mar-26
		Swing Net		Elizabeth Road		Mar-26
		Football Goal	Nov-20	£ 800.00	Elizabeth Road	Mar-26
	Football nets x 2	Oct-19	£ 372.00	Underfleet	Mar-26	
	Titan Rope Ladder	Apr-19	£ 234.00	Underfleet	Mar-26	
Other	Tommy Silhouette	01/01/2022	£ 176.00	Windsor Gardens		Mar-26
	Litter pickers	01/11/2021	£ 165.00	Maintenance Store Room		Mar-26
	Folding Tables x 13	Jul-19	£ 546.00	Marshlands	C&OSC - 28.5.2019	Mar-26
	Gazebos & weights x 9	2016-17	£ 3,779.00	Marshlands		Mar-26
	Power cable for CFG	01/01/2022	£ 182.00	Maintenance Store Room		Mar-26
	New Seaton Devon Flags x 2	14/05/2020	£ 274.48	Admin Office		Mar-26
						Mar-26
	Mobile scaffold tower	26/01/2024	£ 1,227.00	Maintenance storage room		Mar-26
	Beacons x 2	unknown	£ 500.00	Maintenance Store Room	Value is approximate replacement value based on internet research as original supplier unknown	Mar-26
	Flags	unknown	£ 100.00	1 Windsor Gardens, 1 Admin Office	from asset register 2015	Mar-26
	Metal Shed	10/11/2016	£ 335.00	Side of Marshlands Centre		Mar-26
	Petrol chainsaw	27/06/2016	£ 312.50	Maintenance Store Room		Mar-26
	Petrol Brushcutter	27/06/2016	£ 315.00	Maintenance Store Room		Mar-26
	Hedge trimmer attachment	27/06/2016	£ 171.66	Maintenance Store Room		Mar-26
	General maintenance equipment & tools	unknown	£ 1,100.00	Van	from asset register 2015. Maintenance Officer to provide uptodate list and value estimate for	Mar-26
	Makita SDS Drill 18V	04/06/2018	£ 130.00	Maintenance Store Room		Mar-26
	Makita Angle Grinder 18V	04/06/2018	£ 107.96	Maintenance Store Room		Mar-26
	Makita DKP 1812 brushless motor 18V planer	21/10/2020	£ 209.96	Maintenance Store Room		Mar-26
	Chainsaw/trimmer	23/06/2025	£ 580.00	Maintenance store room		Mar-26
	Makita DH680Z 18V brushless motor circular saw	21/10/2020	£ 169.98	Maintenance Store Room		Mar-26
Christmas lights	LED lights, cables, converters and replacement bulbs	23-Aug-23	£ 2,837.00	Maintenance Store Room		Mar-26
	Christmas Lights	01/11/2019	£ 735.00	Maintenance Store Room	C&OSC - 28.10.2019	Mar-26
	Christmas lighting frames x 10	30/05/2023	£ 750.00	Maintenance Store Room		Mar-26
Seaton Town Items	Town Fixtures		£ 29,494.02	Various - see separate sheet		
	Planters		£ 21,868.52	Various - see separate sheet		
	Benches		£ 26,944.99	Various - see separate sheet		
TOTAL ASSETS VALUE			330,882.63			

Request for a motion regarding Admiral Nurses (received from a local resident)

'I am writing to you as a concerned resident and a full time carer for my partner with vascular dementia of Seaton to highlight a critical gap in our local healthcare provision. Currently, the Seaton area lacks coverage from an Admiral Nurse—a specialist dementia nurse who provides essential one-to-one support for families and carers. As you may be aware, dementia is a growing crisis, now estimated to affect 1 in 3 families. While the medical needs of the patient are often addressed, the surrounding network—carers, family members, neighbours, and friends—is frequently left without the expert guidance needed to manage complex cases at home.

I would like to request that the Council considers a formal motion to investigate and advocate for the placement of an Admiral Nurse in our town. Supporting this motion would:

Empower Carers: *Provide professional mental health and clinical support to those looking after loved ones.*

Reduce Crisis Admissions: *Expert intervention helps prevent caregiver burnout and unnecessary hospital visits.*

Strengthen Seaton's Community: *Ensure our town is truly "dementia-friendly" by providing professional expertise locally.*

I understand that such a service involves coordination with Dementia UK and local health authorities, but the first step starts with the Town Council recognizing the urgent need for our residents. I would appreciate the opportunity to discuss how we can get this onto the agenda for the next Full Council meeting. Thank you for your time and for your dedication to the well-being of Seaton's residents.

<https://www.dementiauk.org/for-professionals/how-to-host-or-commission-an-admiral-nurse-service/>

Response from Town Clerk

Thank you for your email.

I understand that Admiral Nurses make a huge difference so absolutely understand the reasons for and importance of your request.

Whilst, unfortunately, the town council does not have the capacity to investigate and actively lead on advocating for such a service in Seaton, I am more than happy to add a motion to the next agenda seeking the Council's support for this service. I further understand that the process to appoint an Admiral Nurse requires collaboration with the local community, as well as fundraising and the Council also has a community grants scheme that may be able to assist with a small amount of funding should the service come to the town.

The next meeting is on Monday 13 April, so I will add your request to the agenda.

RECOMMENDATION

It is **RECOMMENDED** that the Council supports any community-led initiative to place an Admiral Nurse in Seaton.



COMMUNITY GRANT SCHEME

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

Name	Amount Sought	Detail	Comments
Seaton Scouts	£2000.00	To assist with the costs associated with the replacement of the Scout Hall floor	<p>A comprehensive grant application has been submitted seeking funding support for the costs to replace the Scout Hall floor. The deterioration of the floor will lead to safety risks and its replacement is essential to ensure continued Scout provision within the town.</p> <p>The Scout group have carefully considered multiple quotes to ensure a cost effective and durable option.</p> <p>A copy of their policy organisation rules was provided with the application however this has not been included with the grant pack due to it being 429 pages long. The POR covers the group's constitution and safeguarding policy and procedures.</p> <p>Whilst the number of people who will benefit from this work has been detailed in the application form, Members are kindly asked to note that this benefit will extend beyond current Scout members to future Scouts in the coming years. Seaton Scouts have confirmed that their numbers are constantly growing and with a lot of interest from new members. Some young people do leave</p>

			as they reach 18 but the hope is that they will continue with us in an adult volunteer capacity. The number of joiners definitely outweighs the leavers.
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SEATON TOWN COUNCIL (‘the Council’)	
Date of report	13 April 2026
Item of business	26 COU 13
Details	Review of direct debits & bank mandate 2026-27
Purpose of Report	To approve direct debits and authorised signatories 2026-27
Power/authority	Financial Regulation 5; Local Audit & Accountability Act 2014
Recommendations	<p>It is RECOMMENDED that Members review and:</p> <ul style="list-style-type: none"> • approve existing authorised signatories 2026-27 • add Cllr Hartnell as a signatory to the Council’s bank account and for online banking purposes • approve direct debits set out in this report

Introduction

Each month the Council settles several payments by direct debit. It is good practise for the Council to review from time to time and confirm their continued appropriateness.

Additionally, as most of the Council’s payments are made via online banking it should regularly review its account signatories

This report is intended to discharge these requirements.

Bank signatories and online authorisation

Currently, the following individuals are both authorised signatories and authorised to set up online payments on the Council’s business account at Lloyds:

- Cllr Singh
- Cllr Ledger
- Town Clerk

The late Cllr Beer was removed as a signatory after his death in July 2025.

Whilst the Town Clerk is a signatory, this authorisation is only rarely used in two situations:

- to set up payments on the account, ready for dual authorisation, once authorised by two of the Chair, Deputy Chair and Chair of Finance & General Purposes
- to counter sign cheques to top up the petty cash float or where urgent payment is required to a supplier by cheque (albeit both instances are very rare)

In order to facilitate the ongoing and efficient dispatch of the Council's business it is recommended that two more signatories are added to the account.

It would be helpful if any additional signatories were readily available to sign or give effect to dual authorisation of the weekly payments schedules. This has worked well over the last 6 years as it avoids delays in payments to suppliers and ensures the Council's financial position is always up-to-date making for better transparency and easier year-end and audit processes.

Whilst it is obviously a matter for Members, the Town Clerk would recommend that, perhaps Cllr Hartnell is added as a signatory for ease as he is usually available and geographically close to Marshlands, should a signature be required on a cheque.

Schedule of Direct Debits

The following table sets out regular payments made by the Council by direct debit:

Direct Debits 2026-27			
Invoice date	Payee	Description	Amount inc. VAT
1st	EDDC	Marshlands-Business Rates	£585.00
10th	Talk Talk	Telephone	£ 84.10
30th	Eon	Marshlands - Gas	Variable
30th	Eon	Marshlands - Electricity	Variable
30th	Core IT Ltd	IT Support	£1,362.00
30th	Copycare Ltd	Photocopies/lease	Variable
30th (paid annually in March)	ICO	Annual fee to ICO	£ 47.00
30th (paid annually in March)	SW Hygiene	Annual fee - sanitary bins	£ 390.07
		TOTAL	Variable

RECOMMENDATIONS

It is **RECOMMENDED** that Members review and:

- approve existing authorised signatories 2026-27
- add Cllr Hartnell as a signatory to the Council's bank account and for online banking purposes
- approve direct debits set out in this report

SEATON TOWN COUNCIL

Schedule of Meetings 2026/27*

Date	Time	Council/Committee
Monday, 11 May	5.45pm	Planning Committee
Monday, 11 May	6pm or immediately after Planning	Council - AGM
Thursday, 14 May	6pm	Annual Town Meeting 2026
Monday, 1 June	5.45pm	Planning Committee
Monday, 1 June	6pm or immediately after Planning	Council
Monday, 15 June	5.45pm	Planning Committee
Monday, 6 July	5.45pm	Planning Committee
Monday, 6 July	6pm or immediately after Planning	Council
Monday, 20 July	5.45pm	Planning Committee
Monday, 20 July	6pm or immediately after Planning	Finance & General Purposes Committee
NO MEETINGS IN AUGUST		
Monday, 7 September	5.45pm	Planning Committee
Monday, 7 September	6pm or immediately after Planning	Council
Monday, 14 September	5.45pm	Planning Committee
Monday, 5 October	5.45pm	Planning Committee
Monday, 5 October	6pm or immediately after Planning	Council
Monday, 19 October	5.45pm	Planning Committee
Monday, 19 October	6pm or immediately after Planning	Finance & General Purposes Committee
Monday, 2 November	5.45pm	Planning Committee
Monday, 2 November	6pm or immediately after Planning	Council
Monday, 16 November	5.45pm	Planning Committee
Monday, 16 November	6pm or immediately after Planning	Finance & General Purposes Committee
Monday, 7 December	5.45pm	Planning Committee
Monday, 7 December	6pm or immediately after Planning	Council
Monday, 21 December	5.45pm	Planning Committee
NO MEETING OF FULL COUNCIL IN JANUARY		
Monday, 18 January	5.45pm	Planning Committee
Monday, 18 January	6pm or immediately after Planning	Finance & General Purposes Committee
Monday, 1 February	5.45pm	Planning Committee
Monday, 1 February	6pm or immediately after Planning	Council
Monday, 15 February	5.45pm	Planning Committee
Monday, 1 March	5.45pm	Planning Committee

Monday, 1 March	6pm or immediately after Planning	Council
Monday, 15 March	5.45pm	Planning Committee
Monday, 5 April	5.45pm	Planning Committee
Monday, 5 April	6pm or immediately after Planning	Council
Monday, 19 April	5.45pm	Planning Committee
Monday, 19 April	6pm or immediately after Planning	Finance & General Purposes Committee
Monday, 10 May	5.45pm	Planning Committee
Monday, 10 May	6pm	Council - AGM
Monday, 13 May	6pm	Annual Town Meeting 2027

*** All meetings will be scheduled to begin at 5.45pm and held in the Council Chamber on the first floor of the Marshlands Centre, unless the summons for the meeting states otherwise. Other meetings may from time to time be scheduled and agendas will be published in line with the relevant statutory requirements.**

Crazy Crabs Beach School Annual Report 2025/26.

Across the 2025/26 season, Crazy Crabs Beach School has had continued support from Seaton Town Council and the public. This report will evaluate how we have been able to provide Beach School sessions throughout the year and how well they have performed.

Advertising and promotion

Our primary advertisement method is to post information about upcoming sessions onto Facebook and Instagram. Our recent Facebook post involving Easter Sessions reached over 800 people and is a main distributor of session information. Some of our secondary methods include of posters displayed around Seaton, information emailed to local schools, and word of mouth. This has been very successful and often leads to many sessions being fully booked.

We participated in the Seaton festival and will be at the Pirate Festival in May increasing our outreach to different people. Local schools have reached out to us to enquire if we can do beach school sessions for their pupils.

To enhance our advertising and promotion we could create a TikTok account and post videos about our sessions on that platform, although this can be difficult if parents do not consent to their children being in photos.

Booking

Booking is still being processed via Claire's personal mobile number, the Crazy Crabs email or direct messages on Facebook and Instagram. This has been successful for us, and we currently have no issues with it, nor do the people booking. At the moment, we see no need to change this process, however, if the volume of people significantly increases, we may have to look at a different method, potentially Spond.

For payment, £3 cash is given to Claire during the sessions and is kept safe until it is passed on to Seaton council.

Programme content and delivery

Our main goal is to produce informative, educational and fun sessions for kids of all ages, focussing on marine wildlife, coastal ecosystems, climate awareness and beach safety (which we feel is extremely important for children to be aware of). Claire possesses a vast amount of relative knowledge about both local and national marine wildlife and is the main source of information during sessions. There are also reading materials present which people are free to use to help identify species and animals. Kids leave with a worksheet to complete in their own time (e.g. word search, crossword).

Our sessions cater for a range of ages; crabbing and rock pooling are aimed at slightly older children, as its more hands-on and immersive, while still learning about marine animals and how to treat them with respect. The arts and crafts sessions are aimed at younger children and allows them to engage in colouring, drawing and building.

We trialled a new session, the Seaweed Hunt, which saw 13/16 spaces taken up and very positive reviews from children and parents. We will continue to keep thinking of new session ideas.

Overall, people are happy with the programme content and delivery that we provide. The 9 most recent responses on our Microsoft forms to “Would you recommend this to others?” shows people feel strongly towards recommending friends and returning. Note – parents are aware that they cannot leave their children unattended.

anonymous	Yeah
anonymous	Yes of course!
anonymous	Yes I had so much fun doing it and would want my friends to also take part
anonymous	Yes, my kids had a lovely time and will be coming back
anonymous	Yes, would definitely recommend to others as a great price for 2-3 hours of childcare, and being able to take their crafts home was fantastic!
anonymous	Yes 100% would recommend! Excellent value for money.
anonymous	Of course
anonymous	Yes, very informative
anonymous	I will be recommending this session to all of my friends. I have a 6 year old daughter and an 8 year old son and they both thoroughly enjoyed their day out here! It's a great activity for kids of any age... we will be coming back!

Attendance and participation

Similar to last year, we have seen very positive results in our attendance. Over the 19 sessions on offer we had 277 spaces filled out of the 304 available.

Table 1 shows the number of sessions per month and the attendance in those sessions. The possible attendance has decreased from last year by 9 because an average has been taken, 16 per session (e.g. arts and crafts have a significantly higher capacity than crabbing).

Comparing to the 2024/25 season, there is the same number of full sessions, but a small increase of 7 people attending. A large increase from 3 full sessions to 6 in August was seen, this is likely to be due to more turning up on the day after learning it was running from posters around town. The attendance in the earlier half of the year

is slightly greater than the September, October and January sessions. Although there is only ~2 spaces fewer booked in these sessions, so for coming into the off season, we are happy that attendance is still mostly being maintained.

Figure 1 shows the average attendance per month for any sessions within that month. April, July, and August are all above the average, these are the most important months as they all have 2 or more sessions, except for September which is our lowest average with having 2 sessions. The overall average of 14.53 per session is very strong.

Month	Sessions	Number of Full Session	Ratio of full sessions compared to total number of sessions (%)	Attendance	Possible Attendance (average)
Apr	2	1	50	31	32
May	2	1	50	28	32
Jul	2	2	100	32	32
Aug	8	6	75	118	128
Sep	2	0	0	24	32
Oct	1	0	0	14	16
Jan	1	0	0	14	16
Feb	1	1	100	16	16
Total	19	11	N/A	277	304

Table 1. Attendance to sessions throughout the year.

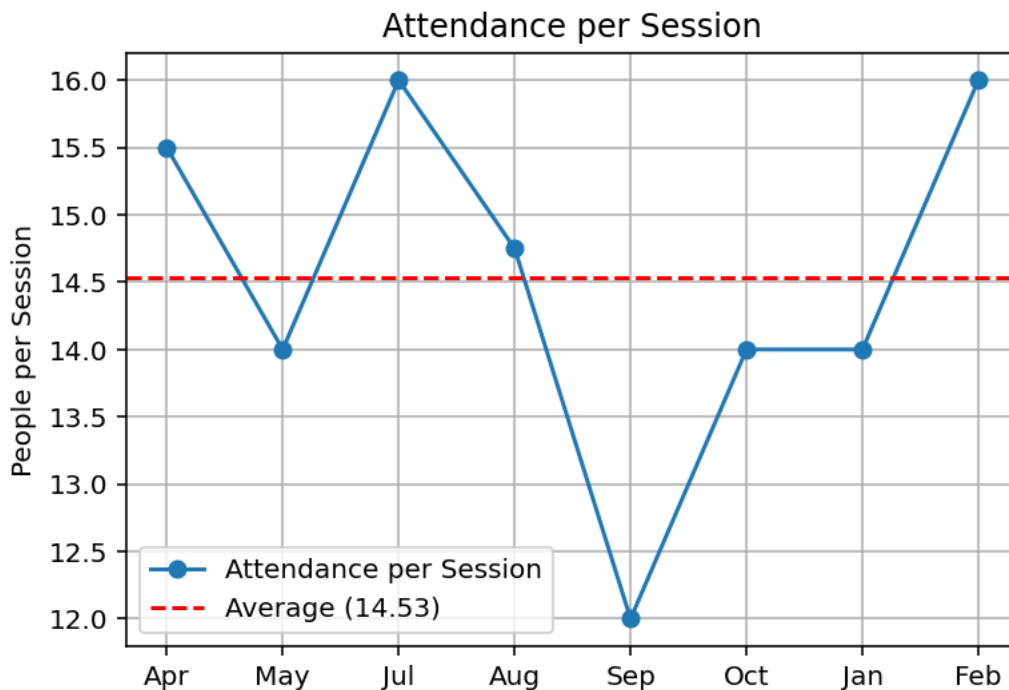


Figure 1: Average attendance per month.

Feedback

This year we had lots of constructive feedback that we would like to implement into our sessions. We had over 40 people fill out our Microsoft form with many people noting how great Claire is at running the sessions, children loved it, and that it was both educational and fun.

One issue we faced was some crabbing sessions lacked crabs, most of the time this is out of our control, but we provide additional activities to keep children entertained if this does occur. Going forward we will ensure tide times are correct, which will help reduce the chances of a disappointing show, however, this is not always avoidable. Images below show highlighted words when it comes to reviews.





Future Propositions

In the future we would like to expand Crazy Crabs Beach School to offer more consistent sessions to local schools like Beer, Branscombe, Colyton and Seaton. This would help educate children from a young age about the environment around them and inspire a passion for it. It would also increase awareness and knowledge around beach safety which is one of our main priorities.

Start a TikTok account to raise publicity and reach a different demographic. This would be ideal to show off what our sessions look like and what people can expect when they show up.

Conclusion

Overall, this has been a very successful year for Crazy Crabs, with high attendance and exceedingly positive feedback. As usual, the strong support from Seaton Town Council cannot be understated and helps us provide sessions for the local community. As we look forward into the new season, we are hoping to provide more exciting and educational activities that can positively impact people.



Safety Inspection Report

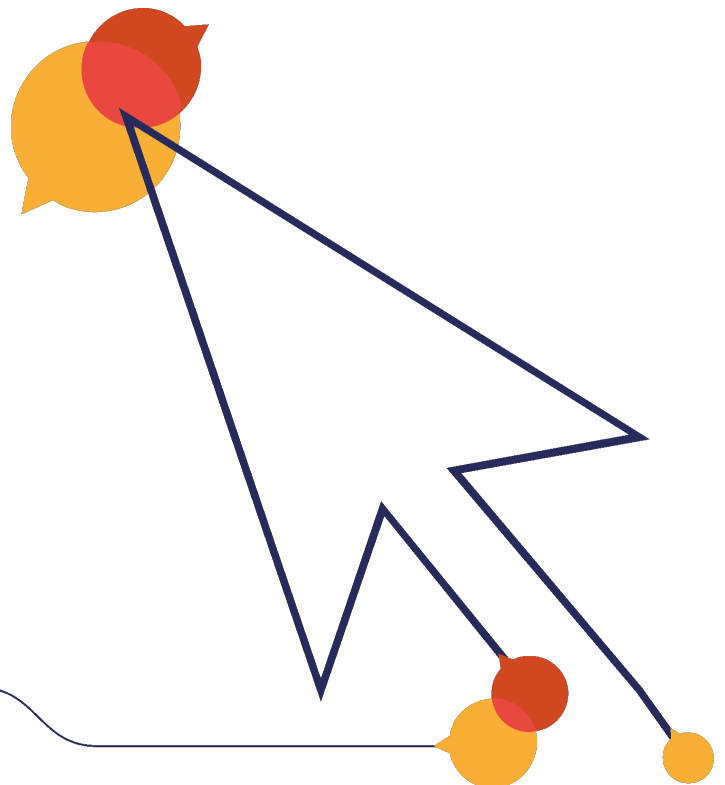
Annual Inspection

Seaton Elizabeth Road



Seaton Town Council

30 March 2026



Safety Inspection Report

Annual Inspection

Site name: **Seaton Elizabeth Road**
Date of inspection: **30 March 2026**
Inspector: **Bill Slater**



Dog Grid

Innate risk score:

 4

Description	Tasks	Risk score
No Findings		

Gates

Innate risk score:

 4

Description	Tasks	Risk score
No Findings		

Fencing - Mixed

Innate risk score:

 3

Description	Tasks	Risk score
No Findings		

Litter Bin

Innate risk score:

 2

Description	Tasks	Risk score
No Findings		

Seating

Innate risk score:

 2

Description	Tasks	Risk score
No Findings		

Signage - Info/Operator

Innate risk score:

 2

Description	Tasks	Risk score
No Findings		

MUGA

Innate risk score:







 8

Description	Tasks	Risk score
No Findings		

Multiplay - Teen - With Spinner

Innate risk score:


 7

Description	Tasks	Risk score
Overhead ladders and rings provide significant play value and benefits to children, and with it the risk of falling. Ensuring the surface remains in good condition will help to keep the correct balance between benefits and risk.	The protective surface under all bars and rings must be kept in good condition.	 8
Surface is wearing.	Repair.	 6
Bolt(s) missing.	Replace missing bolt(s).	 6
Chain link connectors notched.	Read the notes for further action.	 4
Item has corrosion.	Treat and repair.	 3
The paint is chipped.	Touch up the paint.	 2

Rotator - Overhead

Innate risk score:

 8

Description	Tasks	Risk score
Paintwork is in poor condition.	De-scale back to good base material and coat with lead free paint, using appropriate precautions. Repairs may be necessary where corrosion is severe.	 3

Swing - Mixed - 2 Bay 1 Basket 2 Junior Seat

Innate risk score:

 8

Description	Tasks	Risk score
Seat(s) set at incorrect height.	Adjust to give a minimum of 350 mm clearance for standard seats, and 400 mm for tyres, baskets and other groups seats. We recommend a minimum of 500 mm seat height to reduce foot drag and surface wear.	 8

Carousel - Roundabout

Innate risk score:



 5

Description	Tasks	Risk score
Item has corrosion.	Treat and repair.	 6

Rocker - Rocking Horse

Innate risk score:

 6

Description	Tasks	Risk score
Item is cracked.	Monitor and plan for replacement.	 3
Item has corrosion.	Treat and repair.	 3

Slide

Innate risk score:

 6

Description	Tasks	Risk score
No Findings		

Carousel - Dish

Innate risk score:

 5

Description	Tasks	Risk score
No Findings		

Multiplay - Toddler

Innate risk score:

 4

Description	Tasks	Risk score
No Findings		

Swing - Toddler - 1 Bay 2 Seat

Innate risk score:

 4

Description	Tasks	Risk score
No Findings		

How to read your report

The assets on site are categorised as **Ancillary Items** or **Play Items**, and listed under those headings.

Each item is listed in the style shown in the image below, which contains labels to aid interpretation as follows:

- 1) The name of the asset
- 2) The manufacturer of the asset, if known,
- 3) The innate or default risk score of the asset, assuming it has no faults and complies with standards,
- 4) The actual risk score of the asset at the time of inspection, being the highest of the finding risks or the innate risk,
- 5) A statement about whether the item complies with the appropriate standards, including the names of those standards,
- 6) Details about findings, if any, including what is wrong (Description), what to do about it (Tasks), notes to aid understanding (Notes), and photograph(s) of the issue.

Primary Items

Sample Asset Name 1

Manufactured by Manufacturer Name 2

asset image here


Innate risk level: █ █ █ █ █

Actual risk level: █ █ █ █ █

Risk level: █ Low

Potential risk score reduction: █ 1 3

Remedial tasks: █ 1 4



Surface: Grass

Standards: 5
EN 1176-1:2017, EN 1176-2:2017
The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Finding

Description Item is rusting in places.	Risk level: █ Low
Tasks Replace.	Risk score: █ 7
Note Two of the frame washers are rusting.	

Finding Photos

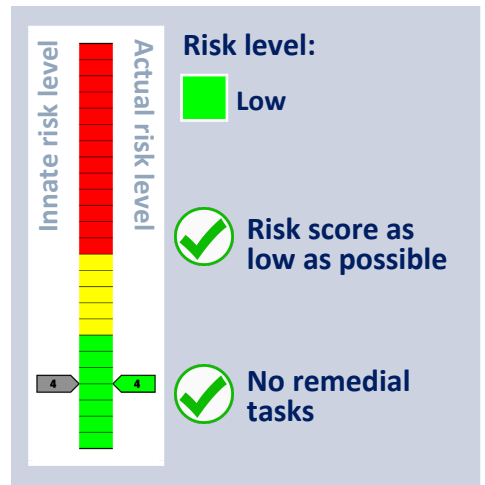
asset image here

asset image here

4

Inspection SI0000142594. Report produced on 16/12/2019 at 12:11:07

Dog Grid



Fencing - Mixed



Innate risk level

Actual risk level

Risk level:

- Very low
- Risk score as low as possible
- No remedial tasks

Gates



Innate risk level

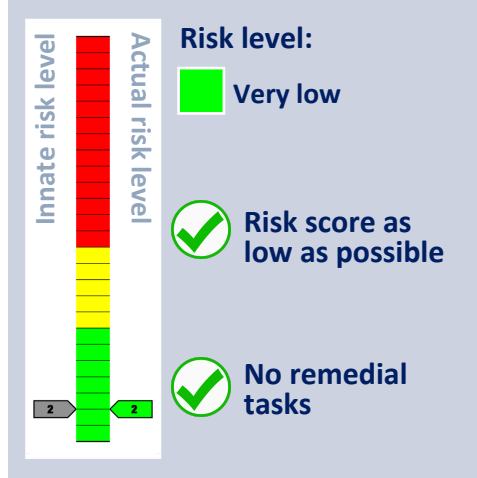
Actual risk level

Risk level:
Low

✓ Risk score as low as possible

✓ No remedial tasks

Litter Bin



Seating

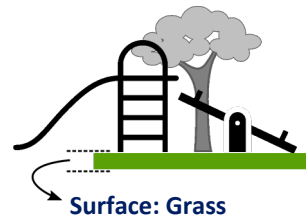


Innate risk level

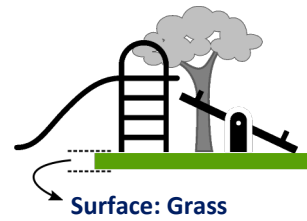
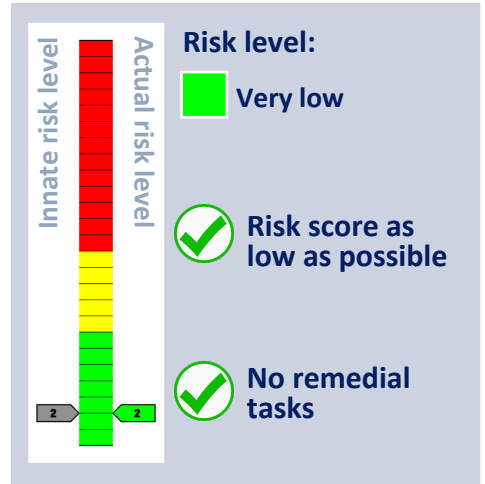
Actual risk level

Risk level:

- Very low
- Risk score as low as possible
- No remedial tasks

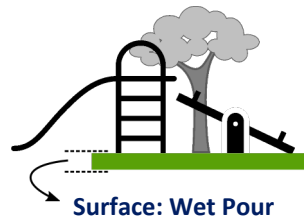
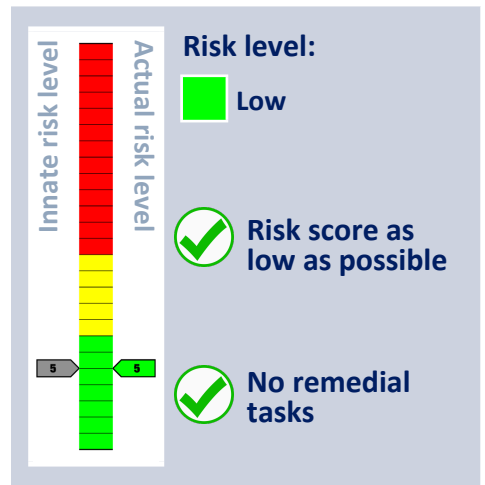


Signage - Info/Operator



Carousel - Dish

Manufactured by (Unknown)



Standards:



EN 1176-1:2017+A1:2023, EN 1176-5:2019

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Carousel - Roundabout

Manufactured by G L Jones Playgrounds Ltd



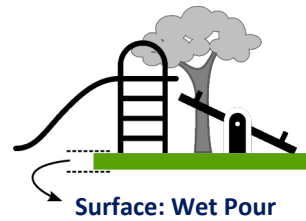
Innate risk level

Actual risk level

Risk level:
Low

Potential risk score reduction:
1

Remedial tasks:
1



Standards:



EN 1176-1:2017+A1:2023, EN 1176-5:2019

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Maintenance Finding

Description

Item has corrosion.

Tasks

Treat and repair.

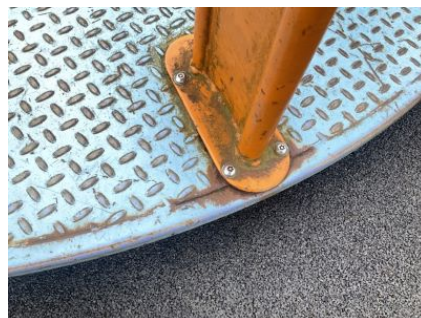
Risk level:

Low

Risk score:

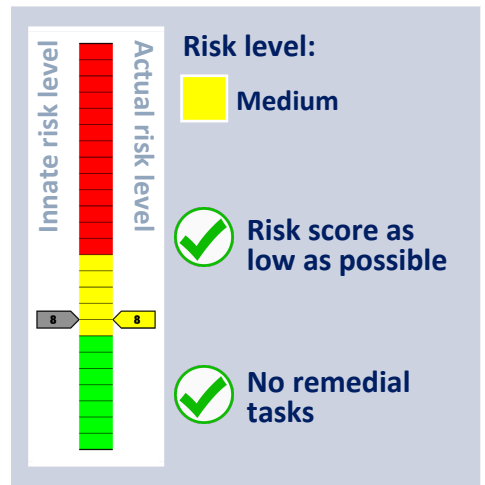
6

Finding Photos



MUGA

Manufactured by Wicksteed Leisure Ltd

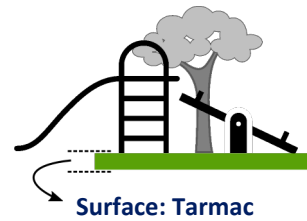


Standards:



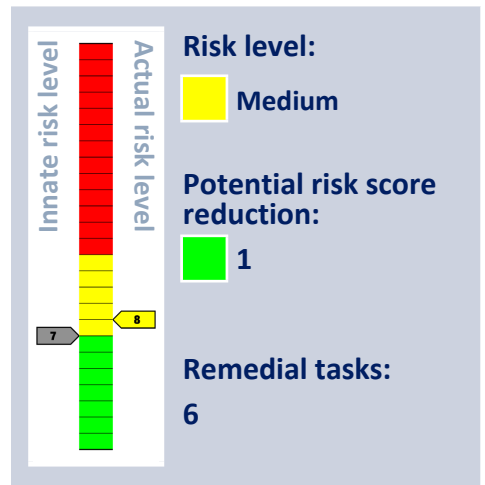
EN 15312:2007+A1:2010

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.



Multiplay - Teen - With Spinner

Manufactured by SMP (Playgrounds) Ltd



Standards:



EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Maintenance Finding

Description

Overhead ladders and rings provide significant play value and benefits to children, and with it the risk of falling. Ensuring the surface remains in good condition will help to keep the correct balance between benefits and risk.

Tasks

The protective surface under all bars and rings must be kept in good condition.

Risk level:

Medium

Risk score:

8

Finding Photos



Maintenance Finding

Description

Surface is wearing.

Tasks

Repair.

Risk level:

 Low

Risk score:

 6

Finding Photos



Maintenance Finding

Description

Bolt(s) missing.

Tasks

Replace missing bolt(s).

Note

Bolts missing from panels on fireman's pole platform.

Risk level:

 Low

Risk score:

 6

Finding Photos



Maintenance Finding

Description

Chain link connectors notched.

Tasks

Read the notes for further action.

Note

Top of rope ladder. Monitor.

Risk level:

 Low

Risk score:

 4

Finding Photos



Maintenance Finding

Description

Item has corrosion.

Tasks

Treat and repair.

Risk level:

 Very low

Risk score:

 3

Finding Photos



Maintenance Finding

Description

The paint is chipped.

Tasks

Touch up the paint.

Risk level:

■ Very low

Risk score:

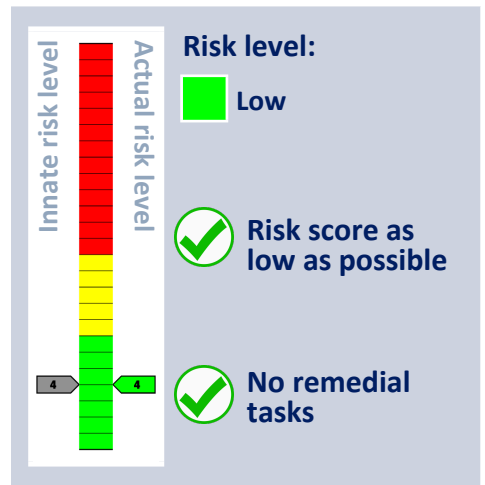
■ 2

Finding Photos



Multiplay - Toddler

Manufactured by Wicksteed Leisure Ltd



Standards:



EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.



Rocker - Rocking Horse

Manufactured by Wicksteed Leisure Ltd



Innate risk level

Actual risk level

Risk level:
Low

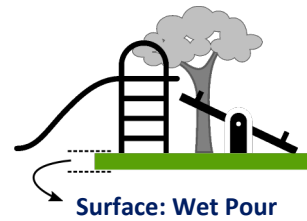
Risk score as low as possible

Remedial tasks:
2

Standards:

EN 1176-1:2017+A1:2023, EN 1176-6:2017

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.



Maintenance Finding

Description

Item is cracked.

Tasks

Monitor and plan for replacement.

Risk level:

Very low

Risk score:

3

Finding Photos



Maintenance Finding

Description

Item has corrosion.

Tasks

Treat and repair.

Risk level:

 Very low

Risk score:

 3

Finding Photos



Rotator - Overhead

Manufactured by HAGS SMP



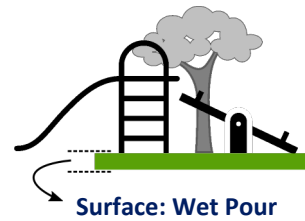
Innate risk level

Actual risk level

Risk level:
Medium

Risk score as low as possible

Remedial tasks:
1



Standards:

EN 1176-1:2017+A1:2023, EN 1176-5:2019

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Maintenance Finding

Description

Paintwork is in poor condition.

Tasks

De-scale back to good base material and coat with lead free paint, using appropriate precautions. Repairs may be necessary where corrosion is severe.

Risk level:

Very low

Risk score:

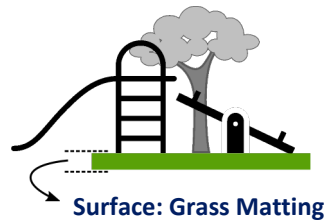
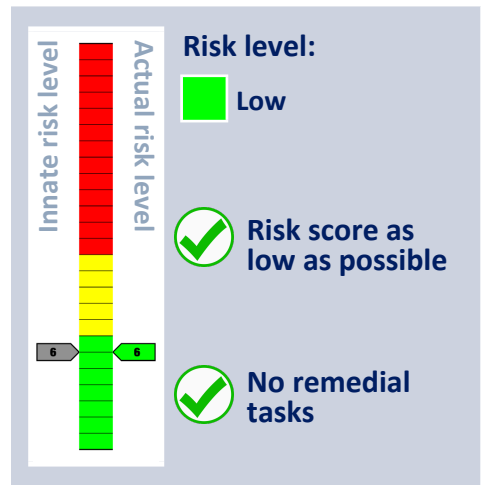
3

Finding Photos



Slide

Manufactured by Wicksteed Leisure Ltd



Standards:

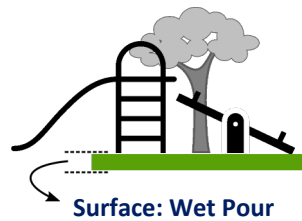
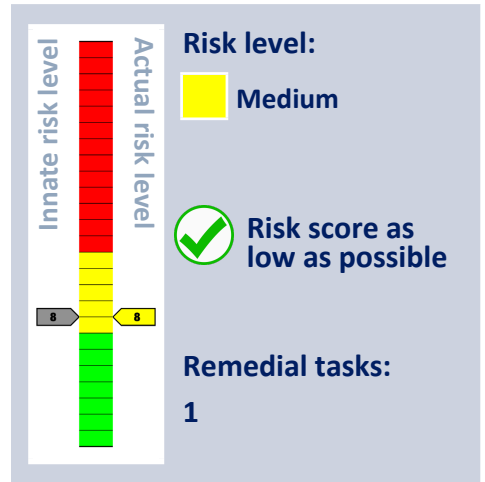


EN 1176-1:2017+A1:2023, EN 1176-3:2017

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Swing - Mixed - 2 Bay 1 Basket 2 Junior Seat

Manufactured by HAGS SMP



Standards:



EN 1176-1:2017+A1:2023, EN 1176-2:2017

The surfacing meets with the requirements of the relevant standards. The item is not compliant with the requirements of the relevant standards for the following reasons:

Equipment Standard Compliance Findings

1. Seat(s) set at incorrect height.

There are no maintenance findings for this item.

Standard Compliance Finding

Description

Seat(s) set at incorrect height.

Tasks

Adjust to give a minimum of 350 mm clearance for standard seats, and 400 mm for tyres, baskets and other groups seats. We recommend a minimum of 500 mm seat height to reduce foot drag and surface wear.

Note

Basket seat:
400 mm ground clearance required through full range of motion on rigid parts.
New surface has decreased clearance.

Risk level:

 Medium

Risk score:

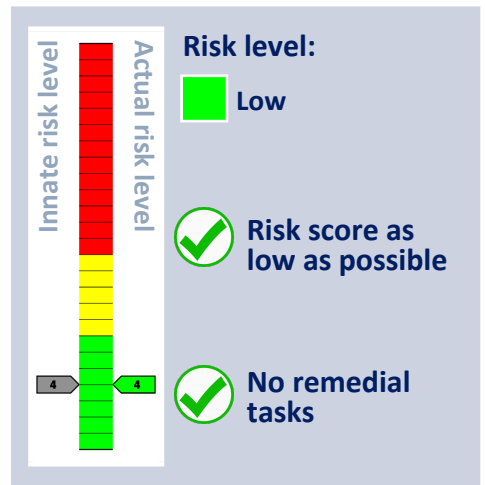
 8

Finding Photos



Swing - Toddler - 1 Bay 2 Seat

Manufactured by HAGS SMP

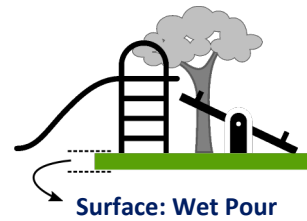


Standards:



EN 1176-1:2017+A1:2023, EN 1176-2:2017

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.



General Notes

The risk scores are calculated by plotting the likelihood of harm against the severity of the injury sustained. The likelihood is given a score of 1 to 5, and the severity is given a score of 1 to 5. In doing this a matrix is produced which gives a numerical assessment of the risk on a score of 1 to 25, and a judgement is made as to which risks are low, which are medium and which are high. Risk scores may be adjusted in the light of experience and therefore may not be exactly as per the table. For example, a score of 7 may be noted.

Risks are calculated in this way:

1. An assessment of the likelihood of harm taking place is made using the numbers 1 to 5, by following these descriptions:
 - a. 1 = Rare
 - b. 2 = Unlikely
 - c. 3 = Moderate
 - d. 4 = Likely
 - e. 5 = Certain
2. An assessment of the severity of the injury sustained is made using the numbers 1 to 5, by following these descriptions:
 - a. 1 = Insignificant
 - b. 2 = Minor
 - c. 3 = Moderate
 - d. 4 = Major
 - e. 5 = Catastrophic
3. The two numbers are multiplied to give a risk score on a scale of 1 to 25.
4. Scores of 1 to 7 inclusive are considered to be low risk and are considered to be tolerable where this is the innate risk of the item, but where remedial works are identified these should be undertaken,
5. Scores of 8 to 12 are considered to be medium risk and some control measures may be identified to reduce the risks to low, tolerable levels,
6. Score of 13 and above are considered to be high risk and urgent action is considered to be necessary to reduce the risks to tolerable levels.

General Notes

It is important to note that where an outcome is catastrophic, but for which the likelihood is rare this will present a score of $1 \times 5 = 5 =$ low risk. Similarly, a certain event for which the consequence is insignificant will present a score of $5 \times 1 = 5 =$ low risk. It is important to consider likelihood and consequence, and not just one of the factors in isolation.

The multiplication of the factors into a risk matrix is given here in Table 1, with a judgement made as to risk scoring indicated by colour.

Green = LOW risk, Amber = MEDIUM risk, Red = HIGH risk.

Table 1 – Risk Score Matrix

		Severity				
L i k e l i h o o d		1 Insignifi- cant	2 Minor	3 Moderate	4 Major	5 Catastro- phic
	1 = Rare	1 LOW	2 LOW	3 LOW	4 LOW	5 LOW
	2 = Unlikely	2 LOW	4 LOW	6 LOW	8 MEDIUM	10 MEDIUM
	3 = Moderate	3 LOW	6 LOW	9 MEDIUM	12 MEDIUM	15 HIGH
	4 = Likely	4 LOW	8 MEDIUM	12 MEDIUM	16 HIGH	20 HIGH
	5 = Certain	5 LOW	10 MEDIUM	15 HIGH	20 HIGH	25 HIGH

General Notes

Inspection Scope

The inspections are undertaken using the RPII's inspection scope.

Compliance with Standards

Inspections are undertaken with reference to the appropriate standards, which are listed next to each item. Compliance with these standards is not mandatory in law, but it is useful to know whether items comply or not. If we think a change is needed, then this is noted in our report. Non-compliance does not necessarily mean that a change is needed. Where a standard is undated the current version is applied, unless overlap periods are allowed by the standards committee at the time of update. The information provided herein is to assist the owner/operator to fulfil its responsibilities as detailed in the relevant standards. Other standards referenced within the listed standards do not form part of this inspection, unless they are also explicitly listed here.

The listed standards are relevant to all installations of equipment which are publicly accessible, including public parks, pay to play parks, schools, nurseries, public houses, holiday parks, indoor play centres, farm parks and the like. All equipment used in publicly accessible areas should meet with the requirements of the relevant listed standard.

Additionally, EN 1176-7 provides guidance on installation, inspection, maintenance and operation to owners/operators of equipment and ancillary items. In the United Kingdom the National Foreword forms an important part to the understanding and implementation of the recommendations set out in EN 1176-7. It clarifies the application of the document within the UK as best practice guidance, as the document has been used since its initial publication. Therefore the EN 1176-7 contains no requirement in the UK and needs to be read and implemented as guidance, with the use of the terms 'shall' therefore becoming a recommendation, as in the term 'should'.

Domestic equipment falls outside the scope of standards for publicly accessible spaces. Domestic play equipment has its own standard (BS EN 71 – Safety of Toys). Where domestic equipment can be identified this will be acknowledged in the report, but compliance may be assessed to the applicable standard relating to publicly accessible equipment.

When water play items, including spray parks, are inspected any comments concerning compliance within the inspection will refer to EN 1176. We have not assessed these against the requirements of EN 17232 (Water play equipment and features).

Compliance with standards is not always a clear-cut thing. Some interpretation can be needed, and our interpretation may differ from the interpretation of others. In some cases, we may decide not to note non-compliance in cases where we think it may mislead or be unhelpful so to do.



General Notes

What We Inspect

Annual and Post Installation inspections will take into consideration compliance with current standards and defects related to wear and vandalism. Items not listed in the report have not been included in the inspection. The inspection will cover the playground equipment and the active area (that area which is obviously part of the playground), nominally up to 3.0 metres around, the fence line if closer, or other areas as agreed.

Operational inspections only take into consideration defects related to cleanliness, equipment ground clearances, ground surface finishes, exposed foundations, sharp edges, missing parts, excessive wear (of moving parts), structural integrity, wear and vandalism. Routine visual inspections (if undertaken) relate only to the most obvious defects such as broken or missing parts, vandalism and issues created by severe weather conditions (the intention is to identify hazards created by storm damage).

The inspection is non-dismantling, non-destructive and does not include any structural, toxicology or impact assessments defined in the standard; however, the inspector will undertake a manual test for stability and if equipment fails under manual load, or any other hazard is identified as an unacceptable risk, the owner/operator will be notified as soon as practicably possible.

The inspector will access all reasonably accessible equipment and will assess all reasonably accessible parts above the standing surface. Where it is not possible to access parts of the equipment without employing an alternative means of access the report will record the action required by the owner/operator to ensure the continued safe use of the equipment. Ancillary equipment will be assessed using the inspector's knowledge and experience of the standards named in this document to ensure as far as is reasonably practicable the continued safe use of the items concerned. The owner/operator is responsible for the overall safety of the equipment and area. Inspectors who are trained to use ladders may use them where it is safe to do so, but if members of the public are present on site ladders may not be used to access the equipment.

What We Don't Inspect

The inspector will not undertake any of the following works unless specifically agreed in writing at the time of order:

Checking the depth and underlying structural integrity of any surface areas and/or carrying out any testing of impact absorbing properties of any surfaces. The identification of any corrosion, rot or other deterioration in any apparatus or equipment other than by an external inspection or the inspection of any equipment (or part thereof) that is underground or beneath the playing surface. Tightening any bolts, hinges or other fixing devices on any apparatus or equipment. Assessing or inspecting any electrical installations contained on any site and/or apparatus and/or equipment. Assessing or inspecting any water supplies and/or water features and/or any associated computerised systems (including carrying out any programming).



General Notes

The owner/operator should have a 'design risk assessment' provided by the manufacturer/designer of the area for the equipment and location in which the facility is installed.

We have inspected without dismantling or destruction and so some aspects of the relevant standards may not be testable on site.

The operator is responsible for managing risks of their provision and is required by law to carry out a 'suitable and sufficient assessment' of the risks associated with a site or activity and this inspection shall be considered as contributing to the operator's discharge of this responsibility.

Exposure to Risk

Exposure to acceptable levels of risk and challenge is essential to children's development and allows them to exercise their right to play. Therefore, it can be judged that levels of risk above low risk can be acceptable. The risk scores shown allow the operator to make a judgement after first considering the benefit of the activity to which the risk score relates.

Ownership

There may be cases where we report issues that are not the site owner's responsibility. It is not necessarily possible for us to determine who owns what, and in any case we need to bring all risks to your attention if they can affect the safety of the site's users.

Contemporaneous Findings

Our report shows the findings at the time of inspection. Subsequent events may affect the condition of the site. Suggested remedial actions are based upon our knowledge and experience. The owner/operator should seek the advice of the manufacturer or a competent person when undertaking repairs and/or modifications to equipment.

Timber

Where timbers are set into the ground it is not always possible to determine levels of decay. The owner/operator should ensure it conducts appropriate inspections to identify decay before it becomes a problem.

We can undertake more in-depth testing of your playground timbers using resistance penetration.

Timber is known to decay from the inside out. This makes it very important that you ensure proper testing and inspection is undertaken of your playground timbers, especially where defects may be hidden inside the structures. Testing using resistance penetration can help to identify defects before they become outwardly apparent, but can also confirm the condition of good timbers to prevent premature replacement with its associated costs. The testing is undertaken using a specialist machine, which uses electronically controlled drill resistance measurement. The drill is fine enough that it does not cause permanent damage to reduce the lifespan of the equipment.

Please contact us for pricing and further information.

Planting and Trees

Where planting or trees are mentioned in our report, please be advised that we do not undertake any arboricultural, horticultural or toxicological assessment of suitability or condition. You must ensure you undertake suitable inspections from an appropriate expert.



General Notes

How This Inspection Contributes to Your Annual Main Inspection

The owner/operator is responsible for following the guidance of the relevant standards. The standards give guidance on the installation, inspection, maintenance and operation of the various types of facility. The inspection guidance is listed in Table 1, with an indication of which parts will be included in your RoSPA inspection [the items in the first column are the items which comprise an “Annual Main Inspection”, the second column shows which elements form part of a RoSPA inspection, items with a cross are not included, some items may have limitations as shown in the notes to the Table 1). The standards also contain additional parts which the owner/operator should follow.

Table 1

Inspection Recommendations of relevant standards These form the Annual Main Inspection	Included in RoSPA Inspection?
6.1 d) Overall levels of safety of equipment (see note 1)	✓ [1]
6.1 d) Overall levels of safety of foundations (see note 1)	✓ [1]
6.2 d) Overall levels of safety of playing surfaces (see note 2)	✓ [2]
6.1 d) Compliance with the relevant parts of the standard and or risk assessment (see note 3)	✓ [3]
6.1 d) Effects of weather	✓
6.1 d) Presence of rot, decay or corrosion (see note 1)	✓ [1]
6.1 d) Assessment of repairs made or added or replaced components (see note 4)	✓ [4]
6.1 d) Excavation or dismantling/additional measures	✗
6.2.1 Assessment of glass reinforced plastics (see note 5)	✓ [5]
6.2.1 Inspection of one post equipment (see note 1)	✓ [1]
6.2.4 Undertaking the Operators inspection protocol	✓
6.2 c) Presence of rot or corrosion (see note 2)	✓ [2]
6.2 c) Assessment of repairs made/added or replaced components (see note 5)	✗
<p>N.B. The clause numbers above are taken from BS EN 1176-7:2020. The content is equally applicable to all other relevant standards. Playgrounds contains a range of equipment from different manufacturers and installed over a number of years; operators should implement any guidance provided by the manufacturer. Item specific detail is not readily available to RPII Playground Inspectors, whose report contributes to the operator’s overall Annual Main Inspection as details in the relevant standard.</p> <p>Notes</p> <p>[1] A manual test only is undertaken for stability. Wear and instability are only detectable where readily apparent without dismantling or destruction and without the use of tools, excavation or specialist equipment. Rot and corrosion are tested for with a hammer and/or steel rod. Decay in timber may exist which can only be found with specialist equipment. We therefore cannot be held responsible for the presence of such decay.</p> <p>[2] Only the visible condition and dimensional compliance of surface extent is considered. Neither testing of impact attenuating properties nor measurement of the thickness of bound surfaces are undertaken on annual inspections. We can conduct impact testing for additional fees.</p> <p>[3] The inspection assesses compliance where this can be tested on site using manual methods without dismantling, destruction and without the use of tools or specialist equipment</p> <p>[4] The operator should use manufacturer’s recommended parts, or equivalent. We are unable to verify if such parts have been used, and any subsequent change in quality or performance</p> <p>[5] Visible glass fibres will be noted in reports. The operator is responsible for repairs or replacement.</p>	

EN 1176 Notes – Summary of Requirements

PROTECTION AGAINST INJURIES IN THE FREE SPACE

- * No obstacles in the minimum space (other than structures to assist or safeguard the user)
- * Traffic flows should not go through the minimum space

PROTECTION AGAINST INJURIES IN THE FALLING SPACE

- * Free height of fall should not exceed 3m * No obstacles in the falling space * Platforms with fall heights of more than 1m between them require surfacing

PROTECTION AGAINST INJURIES DUE TO OTHER TYPES OF MOVEMENT

- * No unexpected obstacles

SURFACING SAFETY REQUIREMENTS

- * Surfacing should have no sharp edges or protrusions * Loose fills should be 100mm more than the depth required to meet the HIC reading (usually total 300mm up to 2m, and 400mm up to 3m) * Hard surfaces should only be used outside where children fall * Testable Impact absorbing surfaces if falls over 600mm are possible. Good turf may be used up to 1.5m

DESIGN AND MANUFACTURE

- * The equipment must be suitable for the user and risks should be identifiable by the child * Accessibility: adults must be able to gain access to help children * Grip requirements: permitted diameter 16 - 45mm (e.g. overhead bars) * Grasp requirements: maximum diameter 60mm (e.g. handrails on steps)

- * Requirements for easily accessible equipment

FINISHING

- * Timber species and synthetics should be splinter resistant * No protrusions or sharp-edged components * Bolts should not protrude by more than 8mm * Corners, edges or projecting parts over 8mm should have a 3mm radius. * No hard and sharp-edged parts (e.g. razor blade effect caused by sheet steel) * No crushing or shearing points
- * Connections should not come loose by themselves and should resist removal. * Timber connections should not rely solely on screws or nails. * Leaking lubricants should not stain or impair the safety of the equipment

FIBRE ROPES

- * Conform to EN 701 or 919 or have a material and load certificate
- * Ropes used by hands shall have a soft, non-slip covering

WIRE ROPES

- * Non-rotating and corrosion resistant with no splayed wires outside the ferrule * Wire connector clip threads should protrude less than 8mm * Turnbuckles should be enclosed, have a loop at each end and be secured

CHAINS

- * Maximum opening of individual links: 8.6mm in any one direction.
- * Connecting links between chains must be less than 8.6mm or over 12mm

SWINGING SUSPENDED ROPES

- * Not combined with swings in the same bay * Less than 2m long: over 600mm from static parts; over 900mm from swinging parts * 2m - 4m long: over 1000mm from anything * Diameter: 25 - 45mm

CLIMBING ROPES

- * Anchored at both ends and movement less than 20% of rope length
- * Single climbing rope diameter: 18 - 45mm (nets comply with Grip requirements)

ENTRAPMENTS

- * Entrapment: a place from which children cannot extricate themselves unaided There are six probes: the Torso Probe, the Large Head Probe, The Small Head probe, the Wedge Probe and the two Finger Rods. There is a toggle test to reduce the dangers of clothing toggles being caught on slides, fireman's poles and roofs, and a ring gauge to test for rocker hand/foot rest protrusions.

BRIDGES

- * The space between the flexible bridge and rigid sides should be not less than 230mm

ENTRAPMENT OF FEET AND LEGS

- * Inclined planes (not suspension bridges) less than 38° should have no gaps over 30mm
- * There are no requirements for suspension bridge gaps other than the main entrapment requirements

FINGER ENTRAPMENTS

These occur in: 1. gaps where child's movement may cause a finger to become stuck; 2. open-ended tubes; 3. moving gaps

- * Tube ends should be securely enclosed and removable only with tools
- * Moving gaps should not close to less than 12mm

BARRIERS AND GUARD-RAILS

- * Handrail: a rail to help the child balance * Guard-rail: a rail to prevent children falling * Barrier: a guard-rail with non-climbable in-fill

HAND-RAILS

- * Where required they should be between 600 and 850mm above the standing surface

EASILY ACCESSIBLE EQUIPMENT

- * Platforms over 600mm require a barrier with a minimum height of 700mm high + impact absorbing surfacing

NOT EASILY ACCESSIBLE EQUIPMENT

- * Platforms up to 1000mm: No barriers or guard-rails required + impact absorbing surface over * Platforms 1000-2000mm: 600 - 850mm high guard-rail + impact absorbing surfacing * Platforms 2000-3000mm: 700mm high barrier + impact absorbing surfacing * No bars, infills or steps which can be used as steps. Tops should discourage standing or sitting

MEANS OF ACCESS

All means of access should have no entrapments; be securely fixed; be level to $\pm 3^\circ$ (ramps across width) and have a constant angle. It does not refer to agility equipment used as an access i.e. arched climbers, scramble nets. There are specific measurements for ladders, stairs and ramps.

EN 1176 Notes – Summary of Requirements

SWINGS

REQUIREMENTS

* No all-rigid suspension members (i.e. solid bar top to bottom) * Design should be principally for use by seated children (RoSPA interpretation) * Two seats per bay maximum. * Some types of swings have slightly different requirements. Information should be obtained from the supplier * Single points swing chains should not twist round each other * Single point swings require a secondary bearing support mechanism * Group seats must have their own bay.

DIMENSIONS

* Minimum ground clearance at rest: 350mm (400mm for group seats) * No maximum seat surface height but RoSPA recommends a max. height of 635mm for cradles and flat seats * Distance between seat and frame: 20% of swing suspension + 200mm * Distance between seats: 20% of the swing suspension + 300mm * Pivot splay (separation distance) at crossbar: width between seat fixings plus 5% of swing suspension length (+30% for group and Type 4 seats)

SITING

* Swing sets for young children should be separated from those for older children and sited to avoid cross traffic

SURFACING REQUIREMENTS

Forward and Back

* Different areas for synthetic and loose-fill surfaces in a box or pit. Measurements each way are: 1. synthetic: 0.867 x length of suspension member + 1.75m + 0.5m of obstacle-clear space 2. loose-fill: 0.867 x length of suspension member + 2.25m

Side width

* Seat width no greater than 500mm: 1.75m minimum (i.e. .875m each way from seat centre)

* Areas for two seats in one bay may overlap providing the distance between seats is correct

Single point swings

* Circular area with a radius equal to the Forward and Backward figure for other swings

SLIDES

SAFETY REQUIREMENTS

* Free-standing slides: the max. vertical height which a stairway can reach without a change of direction is 2.5m. * Starting section at the top of each chute: length 350mm minimum, zero to 5° downwards at the centre line.

N.B. This can be the platform if the slide is attached to it * If the starting section is over 400mm long, platform requirements apply *

From a platform, the gap to the slide is the same width as the slide * Attachment slides over 1m free fall height should have starting section barriers 500mm min. high at one point * Attachment slides over 1m FFH should have a guard-rail across the entrance at a ht. of between 700-900mm

Sliding sections

* Maximum angle: 60° at any one point and an average of 40° * The width of open and straight slides over 1500mm long should be less than 700mm or greater than 950mm * Spiral or curved slides should have a width less than 700mm

RUN -OUTS

* Run-outs of at least 300mm are required if the sliding section is under 1.5m long. * Additional requirements are required for different types of slides * Average angle of run-outs: type 1 = 10°, type 2 = 5° (both downwards) * Height of run-out: Less than 1.5m sliding length: max. 200mm. Greater than 1.5m sliding length: max. 350mm * Users should come to a stop on the run-out section (type 2 only)

* Chutes should have a side height related to the fall height: 1.2m: 100mm minimum : 1.2m - 2.5m: 150mm minimum : Over 2.5m: 500mm minimum

* Maximum side angle from slide bed: 30° * Tops of sides should be rounded or radiused to at least 3mm * Tunnel slides should be a minimum 750mm high and 750mm wide * Tunnels should start on or at the end of the starting section and be continuous over the sliding section only

SURFACING REQUIREMENTS

Normal distances except for the run-out which should be: * type 1: 1m each side and 2m beyond (or just 1.5m beyond for short slides) * type 2: 1m each side and 1m beyond

CABLE RUNWAYS

SAFETY REQUIREMENTS

* Stop at end should progressively slow down the traveller * Traveller should not be removable except with tools * No access to internal mechanism * Suspension mechanism: flexible, exclude risk of strangulation or be at least 2m above the ground in the middle * Where children hang by the hands, the grip should not be enclosed (i.e. a loop)

* Climbing should be discouraged onto the grip * Children should be able to get off the seat at any time (i.e. no loops or straps) *

Maximum loaded (69.5kg) speed is 7m per second * If two cables are placed parallel the min. distance between them is 2m

IMPACT AREAS

* 2m either side of main cable

ROTATING ITEMS

NOTE: Rotating items under 500mm diameter are excluded from these requirements

SAFETY REQUIREMENTS

* Maximum free height of fall: 1000mm (For overhead items: 1500 - 3000mm) * Max. speed at periphery under reasonable use: 5m per second. As no method is given, this cannot be tested * Hand grips should be between 16 - 45mm

SPECIFIC REQUIREMENTS

There are specific requirements for different types of roundabout. The two most common ones are:

Platform roundabouts:

* Platforms should be circular and enclosed * All parts should revolve in the same direction * No super-structure over the edge of the platform * Mechanism should be enclosed * Height between underside and ground 60 – 110mm for 300mm inwards

EN 1176 Notes – Summary of Requirements

Giant revolving discs

* Clearance of underside at lowest point: 300mm in loose-fill, 400 mm for synthetic * Max. platform height: 1m * Free space: 3m * Upper surface should be continuous, smooth and with no handles or grips * Underside should be continuous, smooth and without any radial variations (i.e. spokes) or indentations

MINIMUM SPACE

* Free space: Horizontal: 2m all round * Vertical head clearance from platform: sitting 1.5m ; standing 1.8m * Small rotating items under 500mm diameter are excluded,

SURFACING REQUIREMENTS

* There are no special extra requirements for surfacing areas * Surfaces should be continuous underneath and level

ROCKING ITEMS

DEFINITIONS

* Rocking equipment which can be moved by the user and is supported from below

* Damping: any movement restricting device. (N.B. Springs are treated as self-damping)

SAFETY REQUIREMENTS

* Throughout the range of movement gaps in all accessible joints should be under 12mm * Progressive restraint at extremity of movement is required * Foot rests should be provided where the ground clearance is less than 230mm * Hand grips should be provided for each seat or standing position

* Foot rests and hand grips should be firmly fixed and non-rotating * Hand grip diameter: 16 - 45mm (for toddler items: 30mm maximum) * Right -angled corners on moving equipment should be 20mm radius min. (e.g. a bird's beak)

MINIMUM SPACE

* 1000mm between items at maximum movement.

SURFACING REQUIREMENTS

* Minimum 1000 mm for springers, except if standing is allowed in which case 1500 mm * 1500 mm minimum for type 1.

INSTALLATION, INSPECTION, MAINTENANCE AND OPERATION

SAFETY

* Appropriate safety systems must be established by the operator * No access should be allowed to unsafe equipment or areas *

Records should be kept by the playground operator * Effectiveness of safety measures should be assessed annually * Signs should be provided giving owner details and emergency service contact points * Entrances for emergency services should be freely accessible

* Information on accidents should be kept

* Staff and users should be safe during maintenance operations

INSPECTION

* Manufacturers will recommend the inspection frequency although some sites may need a daily check

Frequency

Routine visual inspections: identification of hazards from vandalism, use or weather conditions (RoSPA recommends a recorded daily or weekly inspection) Operational inspection: every 1 -3 months or as recommended. Checks operation, stability, wear etc. Annual main inspection: checks long-term levels of safety

* An inspection schedule should be prepared for each playground, listing components and methods

* Appropriate action should be taken if defects are noted

ROUTINE MAINTENANCE

* Basic routine maintenance details should be supplied by the manufacturer

CORRECTIVE MAINTENANCE

* This covers remedial work and repairs as required * Alterations should only be carried out after consultation & agreement with the supplier or a competent person





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Safety Inspection Report

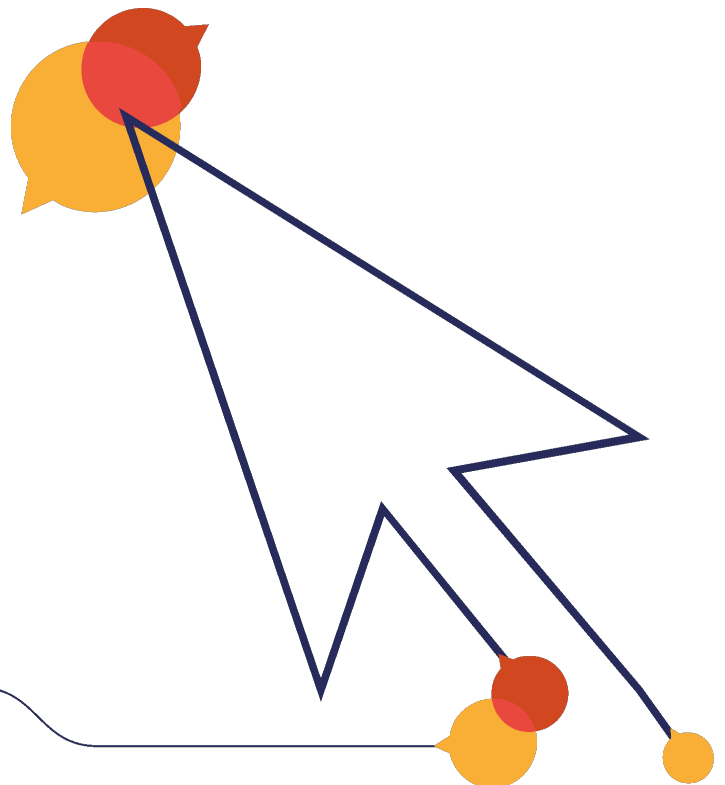
Annual Inspection

Underfleet Play Park



Seaton Town Council

30 March 2026



Safety Inspection Report

Annual Inspection

Site name: **Underfleet Play Park**
Date of inspection: **30 March 2026**
Inspector: **Bill Slater**



Gates

Innate risk score:

 4

Description	Tasks	Risk score
No Findings		

Cycle Rack

Innate risk score:

 3

Description	Tasks	Risk score
No Findings		

Seating - Mixed

Innate risk score:

 3

Description	Tasks	Risk score
No Findings		

Signage

Innate risk score:

 2

Description	Tasks	Risk score
Item is damaged.	Repair.	 3

Fencing

Innate risk score:

 2

Description	Tasks	Risk score
No Findings		

Pathways - Gravel (Internal)

Innate risk score:



 2

Description	Tasks	Risk score
No Findings		

Cableway

Innate risk score:

 7

Description	Tasks	Risk score
Timber is decayed.	Replace affected parts.	 10
Item has been immobilised, fenced or removed to prevent use.	No Tasks for this Finding	 0

Goal Posts x 2

Innate risk score:



 8

Description	Tasks	Risk score
No Findings		

Spatial Network

Innate risk score:

 8

Description	Tasks	Risk score
The tiles are easily lifted.	Fix firmly to prevent lifting.	 3
Surface has unintended grass, moss or weeds.	No Tasks for this Finding	 2

Swing - Basket

Innate risk score:

 8

Description	Tasks	Risk score
No Findings		

Swing - Rope - Horizontal - Snake

Innate risk score:

 8

Description	Tasks	Risk score
No Findings		

Carousel - Hanging

Innate risk score:

 7

Description	Tasks	Risk score
Item has corrosion.	Treat and repair.	 4

Climber - Rocks - With Net

Innate risk score:

 7

Description	Tasks	Risk score
No Findings		

Swing - Basket - Twin Pole

Innate risk score:

 6

Description	Tasks	Risk score
Surface has unintended grass, moss or weeds.	No Tasks for this Finding	 2

Bouncing Facility - Small

Innate risk score:



 6

Description	Tasks	Risk score
No Findings		

Agility - Trim Trail

Innate risk score:

 6

Description	Tasks	Risk score
Surface needs repair.	Repair.	 3
Exposed metal rope core(s).	No reasonably practicable action is identified.	 2

Boulders x 8

Innate risk score:



 5

Description	Tasks	Risk score
No Findings		

Carousel - Rotator - Disc

Innate risk score:





 5

Description	Tasks	Risk score
Dry bearings.	Treat with oil, grease or silicon spray according to supplier's instructions.	 3
Item has corrosion.	Treat and repair.	 2

Multiplay - Slide Climber

Innate risk score:



 5

Description	Tasks	Risk score
Slide bar not fitted across the access to the slide.	Replace.	 3
Item has corrosion.	Treat and repair.	 3
Delamination of wood.	Monitor.	 3
Surface has unintended grass, moss or weeds.	No Tasks for this Finding	 2

Rocker - Jeep

Innate risk score:

 5

Description	Tasks	Risk score
Item has corrosion.	Treat and repair.	 3
Delamination of wood.	Monitor.	 3

Tunnel

Innate risk score:


 5

Description	Tasks	Risk score
No Findings		

Boulders x 4

Innate risk score:

 4

Description	Tasks	Risk score
There is an obstacle in the falling space or minimum space.	Read the notes for further action.	 3

Boulders x 5

Innate risk score:

 4

Description	Tasks	Risk score
No Findings		

Play Feature - Dinosaur Rib Cage - Steel

Innate risk score:

 3

Description	Tasks	Risk score
No Findings		

Play Feature - Fossils - Surface

Innate risk score:

 2

Description	Tasks	Risk score
No Findings		

How to read your report

The assets on site are categorised as **Ancillary Items** or **Play Items**, and listed under those headings.

Each item is listed in the style shown in the image below, which contains labels to aid interpretation as follows:

- 1) The name of the asset
- 2) The manufacturer of the asset, if known,
- 3) The innate or default risk score of the asset, assuming it has no faults and complies with standards,
- 4) The actual risk score of the asset at the time of inspection, being the highest of the finding risks or the innate risk,
- 5) A statement about whether the item complies with the appropriate standards, including the names of those standards,
- 6) Details about findings, if any, including what is wrong (Description), what to do about it (Tasks), notes to aid understanding (Notes), and photograph(s) of the issue.

Primary Items

Sample Asset Name 1

Manufactured by Manufacturer Name 2

asset image here


Innate risk level: █ █ █ █ █

Actual risk level: █ █ █ █ █

Risk level: █ Low

Potential risk score reduction: █ 1 3

Remedial tasks: █ 1 4



Surface: Grass

Standards: 5

EN 1176-1:2017, EN 1176-2:2017
The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Finding

Description Item is rusting in places.	Risk level: █ Low
Tasks Replace.	Risk score: █ 7
Note Two of the frame washers are rusting.	

Finding Photos

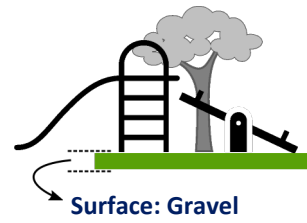
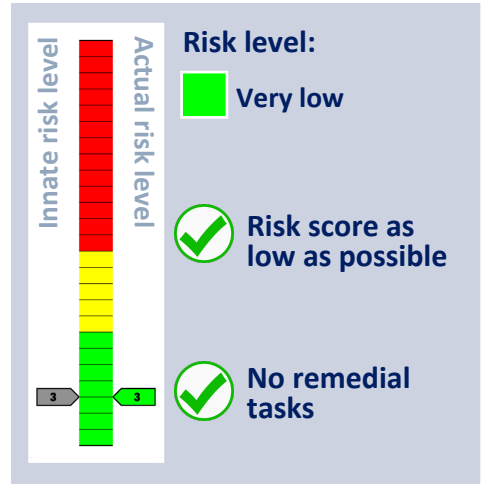
asset image here

asset image here

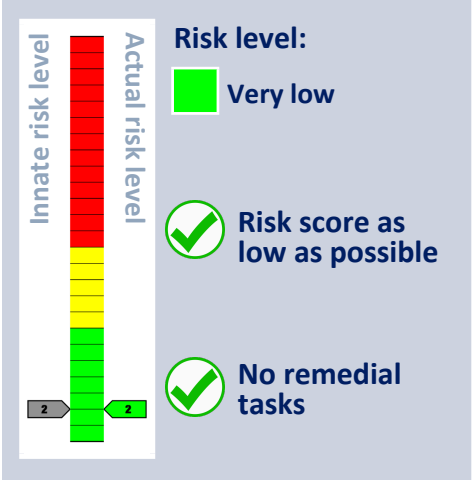
4

Inspection SI0000142594. Report produced on 16/12/2019 at 12:11:07

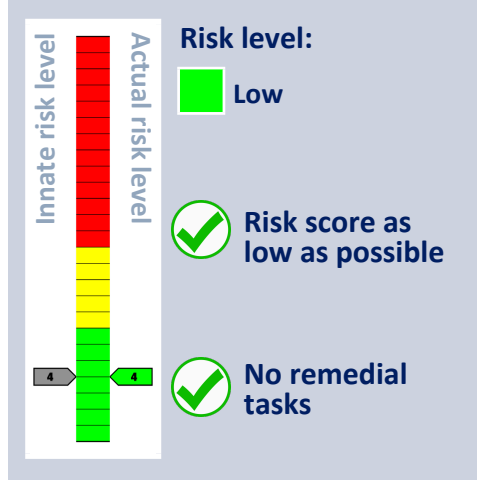
Cycle Rack



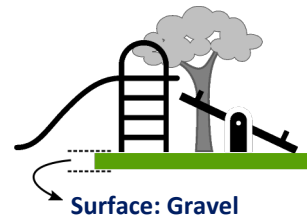
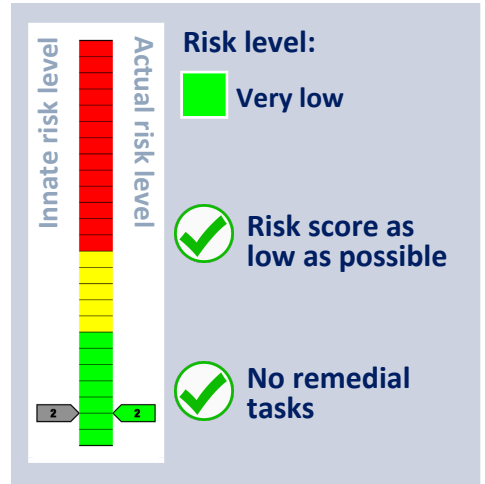
Fencing



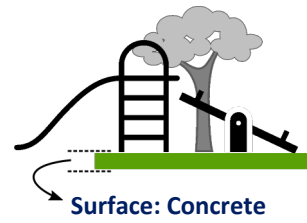
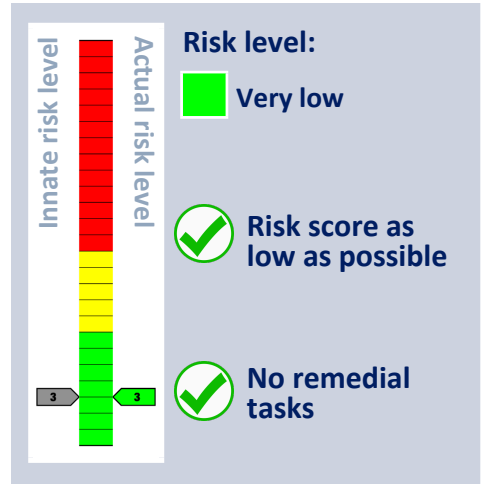
Gates



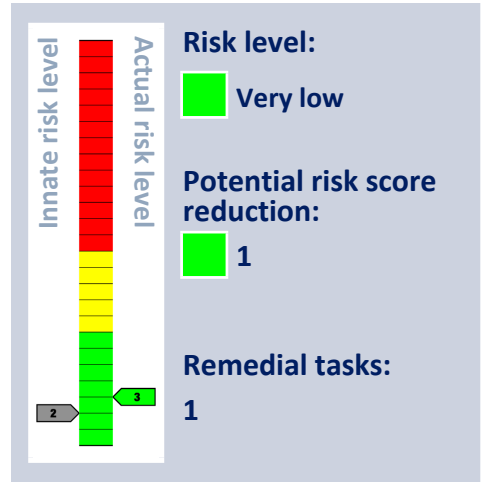
Pathways - Gravel (Internal)



Seating - Mixed



Signage



Maintenance Finding

Description

Item is damaged.

Tasks

Repair.



Finding Photos



Boulders x 4

Manufactured by (Unknown)



Innate risk level

Actual risk level

Risk level:
Low

Risk score as low as possible

Remedial tasks:
1

Standards:



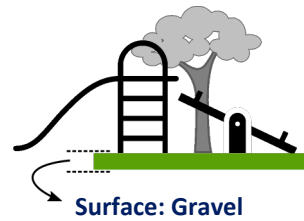
EN 1176-1:2017+A1:2023

The surfacing meets with the requirements of the relevant standards. The item is not compliant with the requirements of the relevant standards for the following reasons:

Equipment Standard Compliance Findings

1. There is an obstacle in the falling space or minimum space.

There are no maintenance findings for this item.



Standard Compliance Finding

Description

There is an obstacle in the falling space or minimum space.

Tasks

Read the notes for further action.

Note

Relocate cycle rack.

Risk level:

 Very low

Risk score:

 3

Finding Photos



Boulders x 5

Manufactured by (Unknown)



Innate risk level

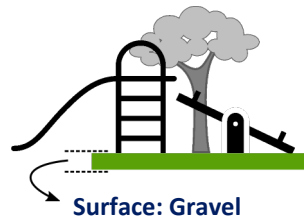
Actual risk level

Risk level:

- Low

✓ Risk score as low as possible

✓ No remedial tasks



Standards:

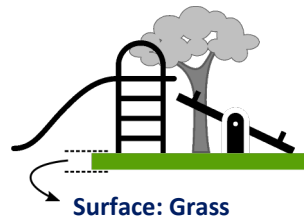
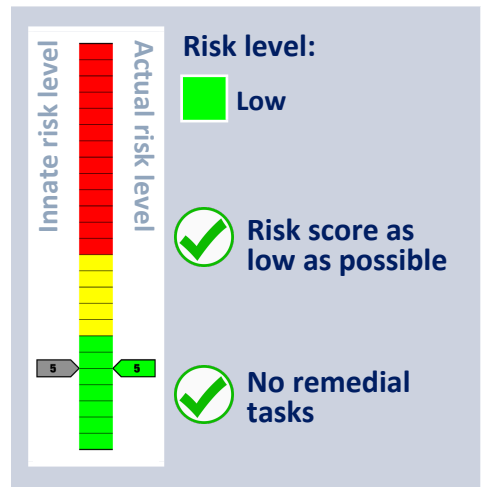


EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Boulders x 8

Manufactured by (Unknown)



Standards:



EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Cableway

Manufactured by HAGS SMP



Innate risk level

Actual risk level

Risk level: Medium

Potential risk score reduction: 3

Remedial tasks: 1



Standards:



EN 1176-1:2017+A1:2023, EN 1176-4:2017

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Maintenance Finding

Description

Timber is decayed.

Tasks

Replace affected parts.

Note

Support at end section is now decaying as well as delaminating.

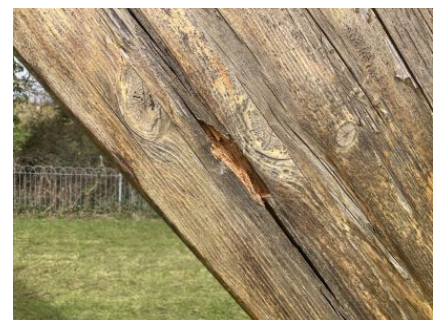
Risk level:

Medium

Risk score:

10

Finding Photos



Maintenance Finding

Description

Item has been immobilised, fenced or removed to prevent use.

Tasks

No Tasks for this Finding

Note

Cable has been removed.

Photo not possible

Risk level:

 Very low

Risk score:

 0

Carousel - Hanging

Manufactured by HAGS SMP



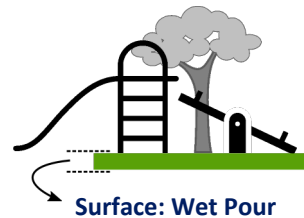
Innate risk level

Actual risk level

Risk level:
Low

Risk score as low as possible

Remedial tasks:
1



Standards:

EN 1176-1:2017+A1:2023, EN 1176-5:2019

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Maintenance Finding

Description

Item has corrosion.

Tasks

Treat and repair.

Note

Central column rotator.

Risk level:

Low

Risk score:

4

Finding Photos



Carousel - Rotator - Disc

Manufactured by HAGS SMP



Innate risk level

Actual risk level

Risk level:
Low

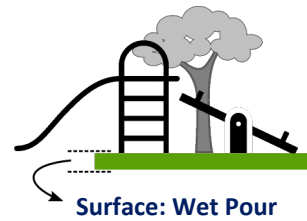
Risk score as low as possible

Remedial tasks:
2

Standards:

EN 1176-1:2017+A1:2023, EN 1176-5:2019

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.



Maintenance Finding

Description

Dry bearings.

Tasks

Treat with oil, grease or silicon spray according to supplier's instructions.

Risk level:

Very low

Risk score:

3

Photo not possible

Maintenance Finding

Description

Item has corrosion.

Tasks

Treat and repair.

Risk level:

■ Very low

Risk score:

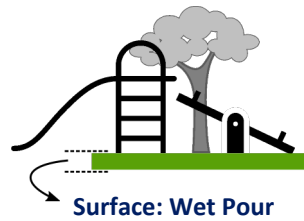
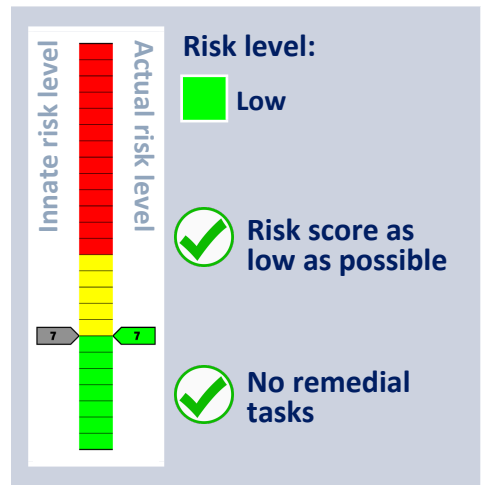
■ 2

Finding Photos



Climber - Rocks - With Net

Manufactured by (Unknown)



Standards:



EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Goal Posts x 2

Manufactured by (Unknown)



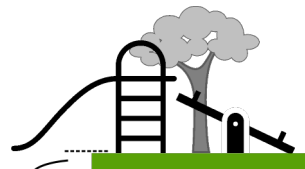
Innate risk level

Actual risk level

Risk level:
Medium

✓ Risk score as low as possible

✓ No remedial tasks



Surface: Rubber - Mulch - Bonded

Standards:

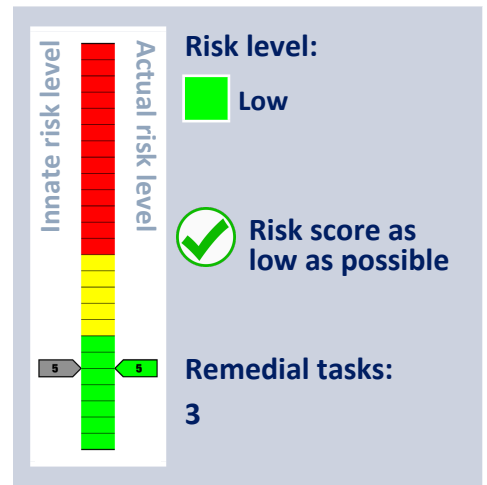


EN 748:2013, BS 8461:2005+A1:2009

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Multiplay - Slide Climber

Manufactured by HAGS SMP



Standards:



EN 1176-1:2017+A1:2023, EN 1176-3:2017

The surfacing meets with the requirements of the relevant standards. The item is not compliant with the requirements of the relevant standards for the following reasons:

Equipment Standard Compliance Findings

1. Slide bar not fitted across the access to the slide.

The item has the following maintenance findings:

1. Item has corrosion.
2. Delamination of wood.
3. Surface has unintended grass, moss or weeds.

Standard Compliance Finding

Description

Slide bar not fitted across the access to the slide.

Tasks

Replace.

Risk level:

 Very low

Risk score:

 3

Finding Photos



Maintenance Finding

Description

Item has corrosion.

Tasks

Treat and repair.

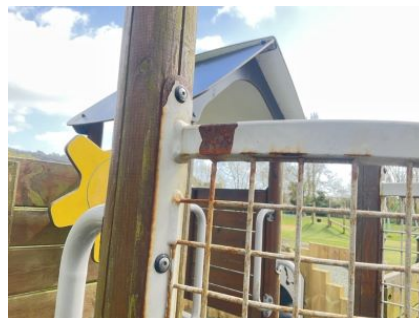
Risk level:

 Very low

Risk score:

 3

Finding Photos





Maintenance Finding

Description

Delamination of wood.

Tasks

Monitor.

Risk level:

 Very low

Risk score:

 3

Finding Photos



Maintenance Finding

Description

Surface has unintended grass, moss or weeds.

Tasks

No Tasks for this Finding

Risk level:

 Very low

Risk score:

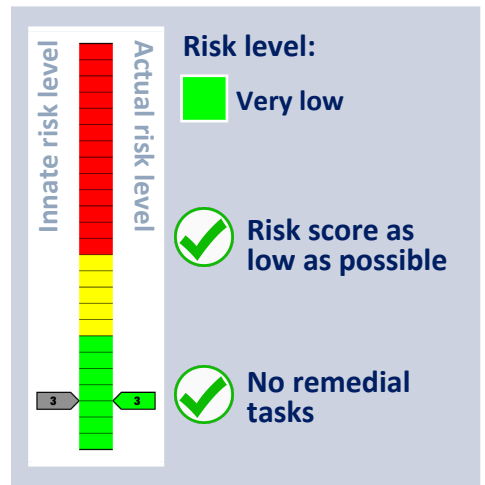
 2

Finding Photos



Play Feature - Dinosaur Rib Cage - Steel

Manufactured by (Unknown)

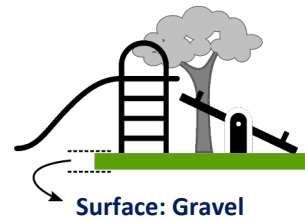


Standards:



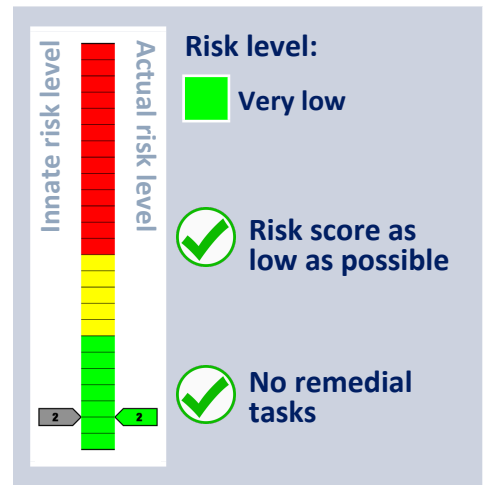
EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.



Play Feature - Fossils - Surface

Manufactured by (Unknown)

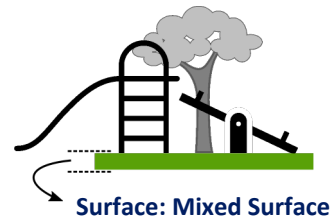


Standards:



EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.



Rocker - Jeep

Manufactured by HAGS SMP



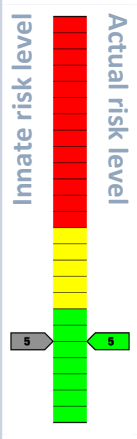
Innate risk level

Actual risk level

Risk level:
Low

Risk score as low as possible

Remedial tasks:
2

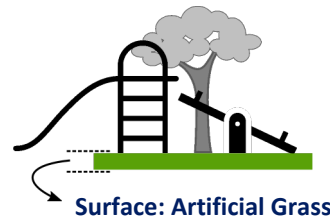


Standards:



EN 1176-1:2017+A1:2023, EN 1176-6:2017

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.



Maintenance Finding

Description

Item has corrosion.

Tasks

Treat and repair.

Risk level:

Very low

Risk score:

3

Finding Photos





Maintenance Finding

Description

Delamination of wood.

Tasks

Monitor.

Risk level:

■ Very low

Risk score:

■ 3

Finding Photos



Spatial Network

Manufactured by Tayplay Ltd



Innate risk level

Actual risk level

Risk level:
Medium

Risk score as low as possible

Remedial tasks:
1



Standards:



EN 1176-11:2014, EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Maintenance Finding

Description

The tiles are easily lifted.

Tasks

Fix firmly to prevent lifting.

Risk level:

Very low

Risk score:

3

Finding Photos



Maintenance Finding

Description

Surface has unintended grass, moss or weeds.

Tasks

No Tasks for this Finding

Risk level:

 Very low

Risk score:

 2

Finding Photos



Swing - Basket

Manufactured by HAGS SMP



Standards:

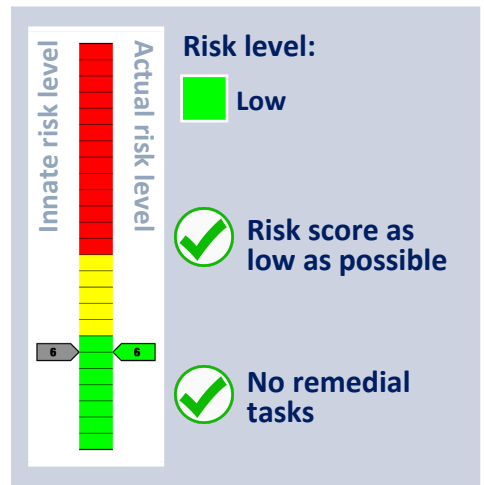


EN 1176-1:2017+A1:2023, EN 1176-2:2017

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Swing - Basket - Twin Pole

Manufactured by HAGS SMP



Standards:



EN 1176-1:2017+A1:2023, EN 1176-2:2017

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Maintenance Finding

Description

Surface has unintended grass, moss or weeds.

Tasks

No Tasks for this Finding

Risk level:

Very low

Risk score:

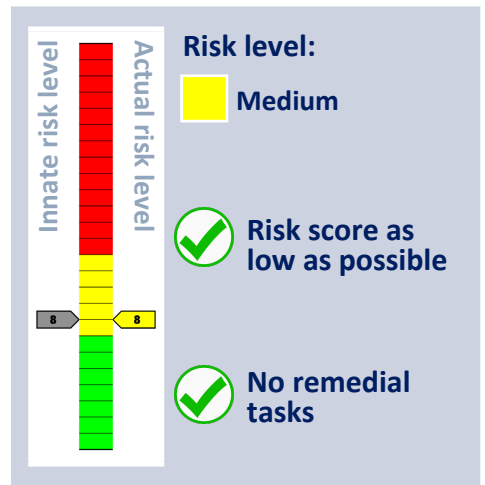
2

Finding Photos



Swing - Rope - Horizontal - Snake

Manufactured by SMP (Playgrounds) Ltd



Standards:

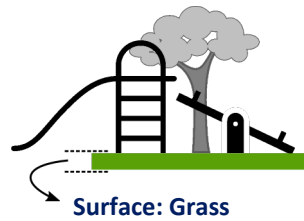
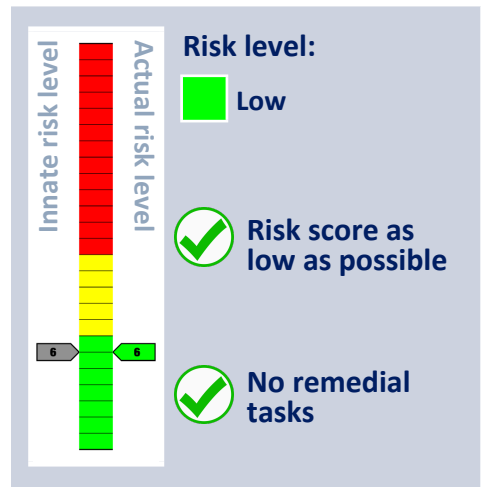


EN 1176-1:2017+A1:2023, EN 1176-2:2017

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Bouncing Facility - Small

Manufactured by Huck Nets [UK] Ltd



Standards:

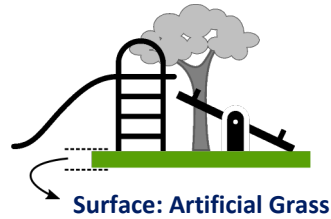
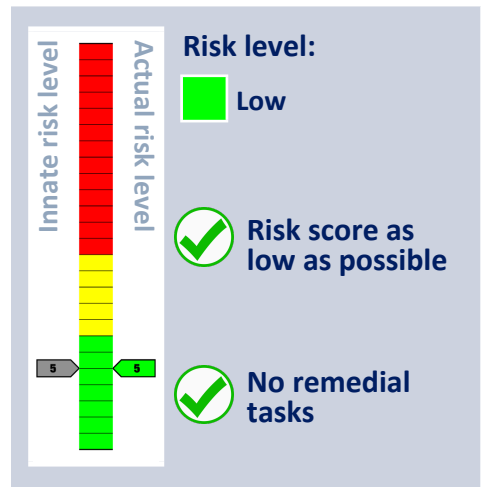


EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Tunnel

Manufactured by (Unknown)



Standards:



EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

Agility - Trim Trail

Manufactured by (Unknown)



Innate risk level

Actual risk level

Risk level:
Low

Risk score as low as possible

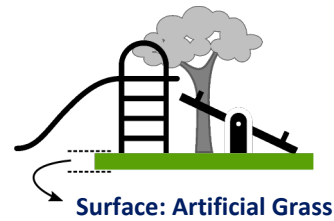
Remedial tasks:
2

Standards:



EN 1176-1:2017+A1:2023

The item and its surfacing (where applicable) meet with the requirements of the relevant standards.



Maintenance Finding

Description

Surface needs repair.

Tasks

Repair.

Risk level:

Very low

Risk score:

3

Finding Photos



Maintenance Finding

Description

Exposed metal rope core(s).

Tasks

No reasonably practicable action is identified.

Risk level:

■ Very low

Risk score:

■ 2

Finding Photos



General Notes

The risk scores are calculated by plotting the likelihood of harm against the severity of the injury sustained. The likelihood is given a score of 1 to 5, and the severity is given a score of 1 to 5. In doing this a matrix is produced which gives a numerical assessment of the risk on a score of 1 to 25, and a judgement is made as to which risks are low, which are medium and which are high. Risk scores may be adjusted in the light of experience and therefore may not be exactly as per the table. For example, a score of 7 may be noted.

Risks are calculated in this way:

1. An assessment of the likelihood of harm taking place is made using the numbers 1 to 5, by following these descriptions:
 - a. 1 = Rare
 - b. 2 = Unlikely
 - c. 3 = Moderate
 - d. 4 = Likely
 - e. 5 = Certain
2. An assessment of the severity of the injury sustained is made using the numbers 1 to 5, by following these descriptions:
 - a. 1 = Insignificant
 - b. 2 = Minor
 - c. 3 = Moderate
 - d. 4 = Major
 - e. 5 = Catastrophic
3. The two numbers are multiplied to give a risk score on a scale of 1 to 25.
4. Scores of 1 to 7 inclusive are considered to be low risk and are considered to be tolerable where this is the innate risk of the item, but where remedial works are identified these should be undertaken,
5. Scores of 8 to 12 are considered to be medium risk and some control measures may be identified to reduce the risks to low, tolerable levels,
6. Score of 13 and above are considered to be high risk and urgent action is considered to be necessary to reduce the risks to tolerable levels.

General Notes

It is important to note that where an outcome is catastrophic, but for which the likelihood is rare this will present a score of $1 \times 5 = 5 =$ low risk. Similarly, a certain event for which the consequence is insignificant will present a score of $5 \times 1 = 5 =$ low risk. It is important to consider likelihood and consequence, and not just one of the factors in isolation.

The multiplication of the factors into a risk matrix is given here in Table 1, with a judgement made as to risk scoring indicated by colour.

Green = LOW risk, Amber = MEDIUM risk, Red = HIGH risk.

Table 1 – Risk Score Matrix

		Severity				
		1 Insignifi- cant	2 Minor	3 Moderate	4 Major	5 Catastro- phic
L i k e l i h o o d	1 = Rare	1 LOW	2 LOW	3 LOW	4 LOW	5 LOW
	2 = Unlikely	2 LOW	4 LOW	6 LOW	8 MEDIUM	10 MEDIUM
	3 = Moderate	3 LOW	6 LOW	9 MEDIUM	12 MEDIUM	15 HIGH
	4 = Likely	4 LOW	8 MEDIUM	12 MEDIUM	16 HIGH	20 HIGH
	5 = Certain	5 LOW	10 MEDIUM	15 HIGH	20 HIGH	25 HIGH

General Notes

Inspection Scope

The inspections are undertaken using the RPII's inspection scope.

Compliance with Standards

Inspections are undertaken with reference to the appropriate standards, which are listed next to each item. Compliance with these standards is not mandatory in law, but it is useful to know whether items comply or not. If we think a change is needed, then this is noted in our report. Non-compliance does not necessarily mean that a change is needed. Where a standard is undated the current version is applied, unless overlap periods are allowed by the standards committee at the time of update. The information provided herein is to assist the owner/operator to fulfil its responsibilities as detailed in the relevant standards. Other standards referenced within the listed standards do not form part of this inspection, unless they are also explicitly listed here.

The listed standards are relevant to all installations of equipment which are publicly accessible, including public parks, pay to play parks, schools, nurseries, public houses, holiday parks, indoor play centres, farm parks and the like. All equipment used in publicly accessible areas should meet with the requirements of the relevant listed standard.

Additionally, EN 1176-7 provides guidance on installation, inspection, maintenance and operation to owners/operators of equipment and ancillary items. In the United Kingdom the National Foreword forms an important part to the understanding and implementation of the recommendations set out in EN 1176-7. It clarifies the application of the document within the UK as best practice guidance, as the document has been used since its initial publication. Therefore the EN 1176-7 contains no requirement in the UK and needs to be read and implemented as guidance, with the use of the terms 'shall' therefore becoming a recommendation, as in the term 'should'.

Domestic equipment falls outside the scope of standards for publicly accessible spaces. Domestic play equipment has its own standard (BS EN 71 – Safety of Toys). Where domestic equipment can be identified this will be acknowledged in the report, but compliance may be assessed to the applicable standard relating to publicly accessible equipment.

When water play items, including spray parks, are inspected any comments concerning compliance within the inspection will refer to EN 1176. We have not assessed these against the requirements of EN 17232 (Water play equipment and features).

Compliance with standards is not always a clear-cut thing. Some interpretation can be needed, and our interpretation may differ from the interpretation of others. In some cases, we may decide not to note non-compliance in cases where we think it may mislead or be unhelpful so to do.



General Notes

What We Inspect

Annual and Post Installation inspections will take into consideration compliance with current standards and defects related to wear and vandalism. Items not listed in the report have not been included in the inspection. The inspection will cover the playground equipment and the active area (that area which is obviously part of the playground), nominally up to 3.0 metres around, the fence line if closer, or other areas as agreed.

Operational inspections only take into consideration defects related to cleanliness, equipment ground clearances, ground surface finishes, exposed foundations, sharp edges, missing parts, excessive wear (of moving parts), structural integrity, wear and vandalism. Routine visual inspections (if undertaken) relate only to the most obvious defects such as broken or missing parts, vandalism and issues created by severe weather conditions (the intention is to identify hazards created by storm damage).

The inspection is non-dismantling, non-destructive and does not include any structural, toxicology or impact assessments defined in the standard; however, the inspector will undertake a manual test for stability and if equipment fails under manual load, or any other hazard is identified as an unacceptable risk, the owner/operator will be notified as soon as practicably possible.

The inspector will access all reasonably accessible equipment and will assess all reasonably accessible parts above the standing surface. Where it is not possible to access parts of the equipment without employing an alternative means of access the report will record the action required by the owner/operator to ensure the continued safe use of the equipment. Ancillary equipment will be assessed using the inspector's knowledge and experience of the standards named in this document to ensure as far as is reasonably practicable the continued safe use of the items concerned. The owner/operator is responsible for the overall safety of the equipment and area. Inspectors who are trained to use ladders may use them where it is safe to do so, but if members of the public are present on site ladders may not be used to access the equipment.

What We Don't Inspect

The inspector will not undertake any of the following works unless specifically agreed in writing at the time of order:

Checking the depth and underlying structural integrity of any surface areas and/or carrying out any testing of impact absorbing properties of any surfaces. The identification of any corrosion, rot or other deterioration in any apparatus or equipment other than by an external inspection or the inspection of any equipment (or part thereof) that is underground or beneath the playing surface. Tightening any bolts, hinges or other fixing devices on any apparatus or equipment. Assessing or inspecting any electrical installations contained on any site and/or apparatus and/or equipment. Assessing or inspecting any water supplies and/or water features and/or any associated computerised systems (including carrying out any programming).



General Notes

The owner/operator should have a 'design risk assessment' provided by the manufacturer/designer of the area for the equipment and location in which the facility is installed.

We have inspected without dismantling or destruction and so some aspects of the relevant standards may not be testable on site.

The operator is responsible for managing risks of their provision and is required by law to carry out a 'suitable and sufficient assessment' of the risks associated with a site or activity and this inspection shall be considered as contributing to the operator's discharge of this responsibility.

Exposure to Risk

Exposure to acceptable levels of risk and challenge is essential to children's development and allows them to exercise their right to play. Therefore, it can be judged that levels of risk above low risk can be acceptable. The risk scores shown allow the operator to make a judgement after first considering the benefit of the activity to which the risk score relates.

Ownership

There may be cases where we report issues that are not the site owner's responsibility. It is not necessarily possible for us to determine who owns what, and in any case we need to bring all risks to your attention if they can affect the safety of the site's users.

Contemporaneous Findings

Our report shows the findings at the time of inspection. Subsequent events may affect the condition of the site. Suggested remedial actions are based upon our knowledge and experience. The owner/operator should seek the advice of the manufacturer or a competent person when undertaking repairs and/or modifications to equipment.

Timber

Where timbers are set into the ground it is not always possible to determine levels of decay. The owner/operator should ensure it conducts appropriate inspections to identify decay before it becomes a problem.

We can undertake more in-depth testing of your playground timbers using resistance penetration.

Timber is known to decay from the inside out. This makes it very important that you ensure proper testing and inspection is undertaken of your playground timbers, especially where defects may be hidden inside the structures. Testing using resistance penetration can help to identify defects before they become outwardly apparent, but can also confirm the condition of good timbers to prevent premature replacement with its associated costs. The testing is undertaken using a specialist machine, which uses electronically controlled drill resistance measurement. The drill is fine enough that it does not cause permanent damage to reduce the lifespan of the equipment.

Please contact us for pricing and further information.

Planting and Trees

Where planting or trees are mentioned in our report, please be advised that we do not undertake any arboricultural, horticultural or toxicological assessment of suitability or condition. You must ensure you undertake suitable inspections from an appropriate expert.



General Notes

How This Inspection Contributes to Your Annual Main Inspection

The owner/operator is responsible for following the guidance of the relevant standards. The standards give guidance on the installation, inspection, maintenance and operation of the various types of facility. The inspection guidance is listed in Table 1, with an indication of which parts will be included in your RoSPA inspection [the items in the first column are the items which comprise an “Annual Main Inspection”, the second column shows which elements form part of a RoSPA inspection, items with a cross are not included, some items may have limitations as shown in the notes to the Table 1). The standards also contain additional parts which the owner/operator should follow.

Table 1

Inspection Recommendations of relevant standards These form the Annual Main Inspection	Included in RoSPA Inspection?
6.1 d) Overall levels of safety of equipment (see note 1)	✓ [1]
6.1 d) Overall levels of safety of foundations (see note 1)	✓ [1]
6.2 d) Overall levels of safety of playing surfaces (see note 2)	✓ [2]
6.1 d) Compliance with the relevant parts of the standard and or risk assessment (see note 3)	✓ [3]
6.1 d) Effects of weather	✓
6.1 d) Presence of rot, decay or corrosion (see note 1)	✓ [1]
6.1 d) Assessment of repairs made or added or replaced components (see note 4)	✓ [4]
6.1 d) Excavation or dismantling/additional measures	✗
6.2.1 Assessment of glass reinforced plastics (see note 5)	✓ [5]
6.2.1 Inspection of one post equipment (see note 1)	✓ [1]
6.2.4 Undertaking the Operators inspection protocol	✓
6.2 c) Presence of rot or corrosion (see note 2)	✓ [2]
6.2 c) Assessment of repairs made/added or replaced components (see note 5)	✗
<p>N.B. The clause numbers above are taken from BS EN 1176-7:2020. The content is equally applicable to all other relevant standards. Playgrounds contains a range of equipment from different manufacturers and installed over a number of years; operators should implement any guidance provided by the manufacturer. Item specific detail is not readily available to RPII Playground Inspectors, whose report contributes to the operator’s overall Annual Main Inspection as details in the relevant standard.</p> <p>Notes</p> <p>[1] A manual test only is undertaken for stability. Wear and instability are only detectable where readily apparent without dismantling or destruction and without the use of tools, excavation or specialist equipment. Rot and corrosion are tested for with a hammer and/or steel rod. Decay in timber may exist which can only be found with specialist equipment. We therefore cannot be held responsible for the presence of such decay.</p> <p>[2] Only the visible condition and dimensional compliance of surface extent is considered. Neither testing of impact attenuating properties nor measurement of the thickness of bound surfaces are undertaken on annual inspections. We can conduct impact testing for additional fees.</p> <p>[3] The inspection assesses compliance where this can be tested on site using manual methods without dismantling, destruction and without the use of tools or specialist equipment</p> <p>[4] The operator should use manufacturer’s recommended parts, or equivalent. We are unable to verify if such parts have been used, and any subsequent change in quality or performance</p> <p>[5] Visible glass fibres will be noted in reports. The operator is responsible for repairs or replacement.</p>	

EN 1176 Notes – Summary of Requirements

PROTECTION AGAINST INJURIES IN THE FREE SPACE

- * No obstacles in the minimum space (other than structures to assist or safeguard the user)
- * Traffic flows should not go through the minimum space

PROTECTION AGAINST INJURIES IN THE FALLING SPACE

- * Free height of fall should not exceed 3m * No obstacles in the falling space * Platforms with fall heights of more than 1m between them require surfacing

PROTECTION AGAINST INJURIES DUE TO OTHER TYPES OF MOVEMENT

- * No unexpected obstacles

SURFACING SAFETY REQUIREMENTS

- * Surfacing should have no sharp edges or protrusions * Loose fills should be 100mm more than the depth required to meet the HIC reading (usually total 300mm up to 2m, and 400mm up to 3m) * Hard surfaces should only be used outside where children fall * Testable Impact absorbing surfaces if falls over 600mm are possible. Good turf may be used up to 1.5m

DESIGN AND MANUFACTURE

- * The equipment must be suitable for the user and risks should be identifiable by the child * Accessibility: adults must be able to gain access to help children * Grip requirements: permitted diameter 16 - 45mm (e.g. overhead bars) * Grasp requirements: maximum diameter 60mm (e.g. handrails on steps)

- * Requirements for easily accessible equipment

FINISHING

- * Timber species and synthetics should be splinter resistant * No protrusions or sharp-edged components * Bolts should not protrude by more than 8mm * Corners, edges or projecting parts over 8mm should have a 3mm radius. * No hard and sharp-edged parts (e.g. razor blade effect caused by sheet steel) * No crushing or shearing points
- * Connections should not come loose by themselves and should resist removal. * Timber connections should not rely solely on screws or nails. * Leaking lubricants should not stain or impair the safety of the equipment

FIBRE ROPES

- * Conform to EN 701 or 919 or have a material and load certificate
- * Ropes used by hands shall have a soft, non-slip covering

WIRE ROPES

- * Non-rotating and corrosion resistant with no splayed wires outside the ferrule * Wire connector clip threads should protrude less than 8mm * Turnbuckles should be enclosed, have a loop at each end and be secured

CHAINS

- * Maximum opening of individual links: 8.6mm in any one direction.
- * Connecting links between chains must be less than 8.6mm or over 12mm

SWINGING SUSPENDED ROPES

- * Not combined with swings in the same bay * Less than 2m long: over 600mm from static parts; over 900mm from swinging parts * 2m - 4m long: over 1000mm from anything * Diameter: 25 - 45mm

CLIMBING ROPES

- * Anchored at both ends and movement less than 20% of rope length
- * Single climbing rope diameter: 18 - 45mm (nets comply with Grip requirements)

ENTRAPMENTS

- * Entrapment: a place from which children cannot extricate themselves unaided There are six probes: the Torso Probe, the Large Head Probe, The Small Head probe, the Wedge Probe and the two Finger Rods. There is a toggle test to reduce the dangers of clothing toggles being caught on slides, fireman's poles and roofs, and a ring gauge to test for rocker hand/foot rest protrusions.

BRIDGES

- * The space between the flexible bridge and rigid sides should be not less than 230mm

ENTRAPMENT OF FEET AND LEGS

- * Inclined planes (not suspension bridges) less than 38° should have no gaps over 30mm
- * There are no requirements for suspension bridge gaps other than the main entrapment requirements

FINGER ENTRAPMENTS

These occur in: 1. gaps where child's movement may cause a finger to become stuck; 2. open-ended tubes; 3. moving gaps

- * Tube ends should be securely enclosed and removable only with tools
- * Moving gaps should not close to less than 12mm

BARRIERS AND GUARD-RAILS

- * Handrail: a rail to help the child balance * Guard-rail: a rail to prevent children falling * Barrier: a guard-rail with non-climbable in-fill

HAND-RAILS

- * Where required they should be between 600 and 850mm above the standing surface

EASILY ACCESSIBLE EQUIPMENT

- * Platforms over 600mm require a barrier with a minimum height of 700mm high + impact absorbing surfacing

NOT EASILY ACCESSIBLE EQUIPMENT

- * Platforms up to 1000mm: No barriers or guard-rails required + impact absorbing surface over * Platforms 1000-2000mm: 600 - 850mm high guard-rail + impact absorbing surfacing * Platforms 2000-3000mm: 700mm high barrier + impact absorbing surfacing * No bars, infills or steps which can be used as steps. Tops should discourage standing or sitting

MEANS OF ACCESS

All means of access should have no entrapments; be securely fixed; be level to $\pm 3^\circ$ (ramps across width) and have a constant angle. It does not refer to agility equipment used as an access i.e. arched climbers, scramble nets. There are specific measurements for ladders, stairs and ramps.

EN 1176 Notes – Summary of Requirements

SWINGS

REQUIREMENTS

* No all-rigid suspension members (i.e. solid bar top to bottom) * Design should be principally for use by seated children (RoSPA interpretation) * Two seats per bay maximum. * Some types of swings have slightly different requirements. Information should be obtained from the supplier * Single points swing chains should not twist round each other * Single point swings require a secondary bearing support mechanism * Group seats must have their own bay.

DIMENSIONS

* Minimum ground clearance at rest: 350mm (400mm for group seats) * No maximum seat surface height but RoSPA recommends a max. height of 635mm for cradles and flat seats * Distance between seat and frame: 20% of swing suspension + 200mm * Distance between seats: 20% of the swing suspension + 300mm * Pivot splay (separation distance) at crossbar: width between seat fixings plus 5% of swing suspension length (+30% for group and Type 4 seats)

SITING

* Swing sets for young children should be separated from those for older children and sited to avoid cross traffic

SURFACING REQUIREMENTS

Forward and Back

* Different areas for synthetic and loose-fill surfaces in a box or pit. Measurements each way are: 1. synthetic: 0.867 x length of suspension member + 1.75m + 0.5m of obstacle-clear space 2. loose-fill: 0.867 x length of suspension member + 2.25m

Side width

* Seat width no greater than 500mm: 1.75m minimum (i.e. .875m each way from seat centre)

* Areas for two seats in one bay may overlap providing the distance between seats is correct

Single point swings

* Circular area with a radius equal to the Forward and Backward figure for other swings

SLIDES

SAFETY REQUIREMENTS

* Free-standing slides: the max. vertical height which a stairway can reach without a change of direction is 2.5m. * Starting section at the top of each chute: length 350mm minimum, zero to 5° downwards at the centre line.

N.B. This can be the platform if the slide is attached to it * If the starting section is over 400mm long, platform requirements apply *

From a platform, the gap to the slide is the same width as the slide * Attachment slides over 1m free fall height should have starting section barriers 500mm min. high at one point * Attachment slides over 1m FFH should have a guard-rail across the entrance at a ht. of between 700-900mm

Sliding sections

* Maximum angle: 60° at any one point and an average of 40° * The width of open and straight slides over 1500mm long should be less than 700mm or greater than 950mm * Spiral or curved slides should have a width less than 700mm

RUN -OUTS

* Run-outs of at least 300mm are required if the sliding section is under 1.5m long. * Additional requirements are required for different types of slides * Average angle of run-outs: type 1 = 10°, type 2 = 5° (both downwards) * Height of run-out: Less than 1.5m sliding length: max. 200mm. Greater than 1.5m sliding length: max. 350mm * Users should come to a stop on the run-out section (type 2 only)

* Chutes should have a side height related to the fall height: 1.2m: 100mm minimum : 1.2m - 2.5m: 150mm minimum : Over 2.5m: 500mm minimum

* Maximum side angle from slide bed: 30° * Tops of sides should be rounded or radiused to at least 3mm * Tunnel slides should be a minimum 750mm high and 750mm wide * Tunnels should start on or at the end of the starting section and be continuous over the sliding section only

SURFACING REQUIREMENTS

Normal distances except for the run-out which should be: * type 1: 1m each side and 2m beyond (or just 1.5m beyond for short slides) * type 2: 1m each side and 1m beyond

CABLE RUNWAYS

SAFETY REQUIREMENTS

* Stop at end should progressively slow down the traveller * Traveller should not be removable except with tools * No access to internal mechanism * Suspension mechanism: flexible, exclude risk of strangulation or be at least 2m above the ground in the middle * Where children hang by the hands, the grip should not be enclosed (i.e. a loop)

* Climbing should be discouraged onto the grip * Children should be able to get off the seat at any time (i.e. no loops or straps) *

Maximum loaded (69.5kg) speed is 7m per second * If two cables are placed parallel the min. distance between them is 2m

IMPACT AREAS

* 2m either side of main cable

ROTATING ITEMS

NOTE: Rotating items under 500mm diameter are excluded from these requirements

SAFETY REQUIREMENTS

* Maximum free height of fall: 1000mm (For overhead items: 1500 - 3000mm) * Max. speed at periphery under reasonable use: 5m per second. As no method is given, this cannot be tested * Hand grips should be between 16 - 45mm

SPECIFIC REQUIREMENTS

There are specific requirements for different types of roundabout. The two most common ones are:

Platform roundabouts:

* Platforms should be circular and enclosed * All parts should revolve in the same direction * No super-structure over the edge of the platform * Mechanism should be enclosed * Height between underside and ground 60 – 110mm for 300mm inwards

EN 1176 Notes – Summary of Requirements

Giant revolving discs

* Clearance of underside at lowest point: 300mm in loose-fill, 400 mm for synthetic * Max. platform height: 1m * Free space: 3m * Upper surface should be continuous, smooth and with no handles or grips * Underside should be continuous, smooth and without any radial variations (i.e. spokes) or indentations

MINIMUM SPACE

* Free space: Horizontal: 2m all round * Vertical head clearance from platform: sitting 1.5m ; standing 1.8m * Small rotating items under 500mm diameter are excluded,

SURFACING REQUIREMENTS

* There are no special extra requirements for surfacing areas * Surfaces should be continuous underneath and level

ROCKING ITEMS

DEFINITIONS

* Rocking equipment which can be moved by the user and is supported from below

* Damping: any movement restricting device. (N.B. Springs are treated as self-damping)

SAFETY REQUIREMENTS

* Throughout the range of movement gaps in all accessible joints should be under 12mm * Progressive restraint at extremity of movement is required * Foot rests should be provided where the ground clearance is less than 230mm * Hand grips should be provided for each seat or standing position

* Foot rests and hand grips should be firmly fixed and non-rotating * Hand grip diameter: 16 - 45mm (for toddler items: 30mm maximum) * Right -angled corners on moving equipment should be 20mm radius min. (e.g. a bird's beak)

MINIMUM SPACE

* 1000mm between items at maximum movement.

SURFACING REQUIREMENTS

* Minimum 1000 mm for springers, except if standing is allowed in which case 1500 mm * 1500 mm minimum for type 1.

INSTALLATION, INSPECTION, MAINTENANCE AND OPERATION

SAFETY

* Appropriate safety systems must be established by the operator * No access should be allowed to unsafe equipment or areas *

Records should be kept by the playground operator * Effectiveness of safety measures should be assessed annually * Signs should be provided giving owner details and emergency service contact points * Entrances for emergency services should be freely accessible

* Information on accidents should be kept

* Staff and users should be safe during maintenance operations

INSPECTION

* Manufacturers will recommend the inspection frequency although some sites may need a daily check

Frequency

Routine visual inspections: identification of hazards from vandalism, use or weather conditions (RoSPA recommends a recorded daily or weekly inspection) Operational inspection: every 1 -3 months or as recommended. Checks operation, stability, wear etc. Annual main inspection: checks long-term levels of safety

* An inspection schedule should be prepared for each playground, listing components and methods

* Appropriate action should be taken if defects are noted

ROUTINE MAINTENANCE

* Basic routine maintenance details should be supplied by the manufacturer

CORRECTIVE MAINTENANCE

* This covers remedial work and repairs as required * Alterations should only be carried out after consultation & agreement with the supplier or a competent person





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