

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

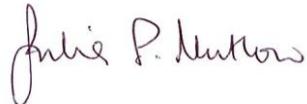
**Meeting of Seaton Town Council  
on Monday, 2<sup>nd</sup> February 2025**

**28 January 2026**

You are hereby summoned to attend the above meeting to be held on **Monday, 2<sup>nd</sup> February 2026 at 6pm, or immediately after 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 taken to ensure that members of the public are not filmed, we cannot guarantee this, especially if you are speaking or taking an active role.



**Julia Mutlow**  
Town Clerk

## **AGENDA**

**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, 8 December 2025

**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 allow any questions or reports 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, in particular with regard to finance

**26/COU/07A Consultation Response on Devon Libraries - motion by Cllr Pike**

'That Seaton Town Council responds to the consultation regarding the future of libraries in Devon opposing, in the strongest of terms, the proposed reduction in opening hours of Seaton Library from 33 to 15 hours per week and supports the retention of a minimum of 33 per week in light of the importance of the library as a well-used community space for all in Seaton and the surrounding areas'.

**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 Interim Audit Report 2025-26**

To note the interim internal audit report and to approve the recommendations arising from the observations therein

**26/COU/11 Griz Fest 2026**

To consider a proposal for funding, from the Council's earmarked reserve for youth projects, to support youth activities at Griz Fest 2026

**26/COU/12 Open Air Cinema 2026**

To consider a proposal for funding, from the Council's events budget to support an openair cinema/community event in 2026

**26/COU/13 Play Park Inspections**

To note the inspection reports

**Minutes of the Seaton Town Council ('the Council')  
Council Meeting  
on Monday, 8 December 2025**

**Present:**

**Chair:** Cllr. A. Singh

**Town**

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

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

**Public:** No members of the public were in attendance.

**111. Apologies for absence**

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

**112. Declarations of Interest**

There were no declarations of interest.

**113. Council Minutes**

Members **RESOLVED** to approve the minutes of a meeting of Seaton Town Council held on Monday, 1 December 2025. (proposed Cllr. Rowland; seconded Cllr. Pike)

**114. County Councillor's Report**

Cllr. Arnott did not attend and there was no county councillor report.

**115. District Councillors' Reports**

No district councillors were present and there were no district councillors' reports.

**116. Public Question Time**

There were no public questions.

**117. Update on Gateway Theatre Company**

There was no update on the Gateway Theatre Company.

**118. Town Clerk's Report**

Members noted the report.

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

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

## **120. Appointments to Committee**

Members **RESOLVED** to make the following appointments to committees:

- Planning Committee – Cllrs. Pengelly & Wright
- Personnel Committee – Cllr. Davies

(proposed Cllr. Burrows; seconded Cllr. Rowland)

## **121. Community Grant Applications**

Members **RESOLVED** to approve the following community grant application:

- Seaton Primary School PTA - £2,000

(proposed Cllr. Singh; seconded Cllr. Pike)

## **122. Communication and Community Engagement Plan**

Members considered a report on a proposed communication and community engagement plan **RESOLVED** to:

- approve the proposed communication and community engagement plan for 2026, as detailed in the report
- authorise the Town Clerk and Officers to make the necessary arrangements to implement the proposed plan in its entirety
- authorise the Town Clerk to subscribe to appropriate software platforms to facilitate implementation of the proposed communication and community engagement plan, such subscriptions to not exceed £750 per year, to be funded from the community engagement budget

(proposed Cllr. Rowland; seconded Cllr. Bowman)

## **123. Community Consultation**

Members considered and noted a report from Breakthrough Communications on the results of the community consultation which informed the subsequent decisions on the budget and precept for 2026-27. A summary of the results would be shared with the community in due course.

## **124. Budget & Precept 2026-27**

Members considered the budgetary report and, **in particular, the implications of local government reorganisation and the** **RESOLVED** to:

- note the actual financial position, as against budget, as at 30 November 2025
- note the earmarked reserves as at 30 November 2025
- approve the Council's budget (V2 – 4 December 2025) for 2026-27
- approve the precept for 2026-27 at £619,638.54 – a rise of £43.75 per year/84p per week on a Band D property - increasing the total annual payment from £133.39 to £177.14 on a Band D property.

(proposed Cllr. Burrows; seconded Cllr. Pike)

## **125. Play Park Inspections**

Members noted the inspection reports.

**126. Planning applications for consideration**

Members considered the following planning applications and **RESOLVED** to:

**25/2313/FUL**

**Mr Richard Glaister  
EX12**

**35 Queen Street Seaton**

**2NY**

Alterations to existing old  
shopfront window to form  
opening window sashes.

Members **RESOLVED** to support the application, subject to the new windows being  
traditional wooden sashes. (moved Cllr Rowland; seconded Cllr Singh)

**25/2347/TCA**

**Mr Ian White  
Seaton**

**Lyndhurst, Manor Road,  
EX12 2AQ**

Box Elder - prune back the  
height by approximately 4m  
and the crown to  
approximately 3m at its widest  
point.

Members **RESOLVED** to leave the decision to East Devon District Council's Tree  
Officers.

(moved Cllr. Burrows; seconded Cllr. Rowland)

The meeting closed at 7.03pm.

**Signed:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

SEATON TOWN COUNCIL (‘the Council’)	
<b>Date of report</b>	<b>2 February 2026</b>
<b>Item of business</b>	<b>26 COU 08</b>
<b>Details</b>	<b>Town Clerk’s Report</b>
<b>Purpose of Report</b>	<b>To provide a summary of the ongoing work and correspondence log of Seaton Town Council</b>
<b>Recommendations</b>	<p>It is <b>RECOMMENDED</b> that Members <b>RESOLVE</b>:</p> <ul style="list-style-type: none"> <li>• to note the report and correspondence log</li> </ul>

## 1. Introduction

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

## 2. Summary of matters to note

- **Community Engagement** – preparation for the new quarterly town council newsletter is underway. The first edition has been drafted and will be distributed at the end of March. 3,000 copies will be printed and added to the newly updated Restore CIC Community Handbook for circulation in prominent locations within the town. The newsletter will be uploaded to the Council’s website and link circulated via social media to allow residents to access an electronic copy. Feedback on the first edition will inform whether there is merit in establishing a direct email system now or later when the newsletter is more firmly established. The first councillor blog post will be uploaded in the last week of January, Members will have received a timetable and suggested content and only a few Members are yet to confirm that they can accommodate the month allocated to them. Greater use is being made of social media and the Council’s Instagram account has been rebranded. The Deputy Clerk continues to focus on the development of a LinkedIn account, changes to the Council’s website and the organisation of the Annual Town Meeting on Thursday 14<sup>th</sup> May, which will be held at the Town Hall. Unfortunately, following a next steps workshop meeting held with Breakthrough Communications on 16<sup>th</sup> December there

has been no further support from them in terms of resources promised to support the Council's community engagement work.

- **Interim audit** – the report has now been received and the results and actions reported as separate item of business.
- **Local Government Reorganisation** – this process is ongoing. The principal authorities submitted their proposals to central government, for the new unitary structure in Devon, by 28 November and it is hoped that a decision will be made as to the structure in the coming months. Members will be kept updated as further information is available.
- **Community Asset Transfers** – the Town Clerk attended a meeting via Teams in December with other town clerks and EDDC officers who acknowledged that they had limited resources to provide comprehensive information and costs information on the many assets that may potentially be considered for transfer from EDDC to the various town councils. They also confirmed that comprehensive costs information may not even be held in some cases and that there were potentially issues with providing a clean and unencumbered title in some cases. The specific information requested from EDDC by the Town Clerk after the initial meeting in Summer 2025 is still awaited. However, a letter has been received from EDDC confirming that a report will be going to Cabinet at EDDC on 4 February entitled 'East Devon – Focussed CAT Programme' and an updated meeting has been set up for town clerks to attend on 5 February when, hopefully, more information will be available. The positive aspect is that, armed with the evidence from the Community Consultation 2026 and the budgetary decisions made, the Council is well-placed to understand residents' priorities and potentially able to fund some of those priorities when more information becomes available.
- **Developer contributions:**
  - **Play park upgrades** – the total cost of the works to upgrade the Council's two play parks amounted to £44,030. A sum of £44,000 has already been approved by EDDC for funding from developer contributions. The additional amount of £4,030 will be considered by EDDC Cabinet on 4 February. The grant paperwork has been completed and payment will be received once a decision has been reached on the additional amount.
  - **Seaton Cricket Club** – an approach was received from Seaton Cricket Club last year regarding the possibility of some of the pot of developer contributions being made available for upgrades to the club's facilities. A sum of £35,000 is being sought toward a total project cost of £45,000. In order for this to be considered by EDDC, it has to be supported by the Town Council. The Town Clerk is meeting with the chair of the club on 30

January to understand more about the proposal and a report will be brought to the March meeting.

- **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 door – the rollers required replacement, as they were 30 years old and had disintegrated
  - 6 monthly fire alarm, emergency lighting checks were completed 13<sup>th</sup> January
  - monthly legionella checks are continuing as are weekly lift and fire alarm checks
  - quotations being sought for gutter replacement from Harcombe Engineering to the courtyard side of building.
  - advice is being sought on water ingress into the Marshlands and library buildings, caused by damp penetration and roof leaks. Once the issues have been identified, which are not readily obvious, quotations for repair will be sought.
- **Town Hall** – Work has been commissioned for repairs to the building which were originally identified in a condition survey in 2021. This is to stop the alley wall from collapsing onto an emergency exit route from the auditorium. Also repointing work is needed to the apex of the roof above the auditorium, to prevent ingress of water into the ceiling of the Gateway Theatre. The cost of this is £1,085. The Facilities Officer is also seeking quotations to repair/replace fascia boards in the changing room area, to make that part of the building watertight. Discussions have taken place with Harcombe Engineering, and costs are awaited. The annual Fire Risk Assessment (FRA) review was conducted in accordance with Fire Regulation Order 2005 by the Facilities Officer, who met with GTC's manager and the curator of Seaton Museum on 27 January 2026. FRA will be updated to include the recommendations made and signed off.
- **Gateway Theatre Company:**
  - **Finances** – an invoice has now been sent to the Chair and Manager of GTC. The Chair has kindly confirmed that this will be paid in full by the end of this financial year. Detailed financial information from GTC has been promised and this was requested again in December to enable the Council to manage its own risk register. The Chair replied in January and advised that it 'has only been in the last 2/3 weeks that we have begun to produce internal management accounts and these are under review, and

testing.....Again, I will raise the issue of the provision of some financial information at our next meeting in early February as circumstances are changed'. This will be brought to Members confidentially, once available.

- **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 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 three empty plots with all other plots occupied and 36 names on the waiting list. The two empty plots have been offered to those at the top of the list.
- **Christmas Lights** – lights in the town have been installed by the contractor in line with last year's arrangement. 2026 will be the final year of the 3-year contract and officers will liaise with Seaton Chamber to review the arrangement and plan for future years. One item to note is that, due to adverse weather conditions, some lights did not last for the full Christmas period and failed. The Council's current contract permits two free visits from the contractors for repair/replacement. Any further visits incur additional costs. This year, due to several storms, the contractors should have been on site for more than the three visits that they did make. This was managed, due to the Facilities Officer attending town on several nights over the festive period to keep them working. The extra bill to the Council this year, for the third visit was £300, which would have been considerably higher, had the Facilities Officer not stepped in which is above and beyond his usual contracted responsibilities. For the next cycle of three years the Council will need to consider these extra costs and the time spent out of hours by the Facilities Officer.
- **East Devon Soul Festival** - discussions between the EDSF Directors and Officers regarding a community grant application are ongoing and this will be submitted to Council, in due course, if comprehensive information can be provided.
- **Training** - officers have attended seminars on LGR, boosting local councils' identity, generative AI for everyday business tasks and annual fire safety training.  
Additionally, the Facilities Officer has undertaken:
  - ROSPA Routine Playground Inspections – January 2026
  - NEBOSH Certificate in Fire Safety - ongoing
- **Correspondence and enquiries** - various correspondence and enquiries have been dealt with by officers throughout the month and a summary of correspondence is attached.

## RECOMMENDATIONS

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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 Axemouth 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 <sup>th</sup> 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 fossilining 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 <sup>rd</sup> 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. Needs road sweeping and cleaning up, lots of seagull feathers and guano, cigarette buts, 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	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. 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.	Seaton beach	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 <a href="mailto:csc@eastdevon.gov.uk">csc@eastdevon.gov.uk</a> 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	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

	<p>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 hit and miss. But congratulations and well done again Seaton - beautiful area.</p> <p>Kind regards, Helena Carr &amp; Kate Noon. Lymington, Hants.</p>			
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 <sup>th</sup> 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
28.05.2025	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 potholes/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: referred 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 <sup>th</sup> 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 Marlpits Lane complaining about the poor state of the road at the junction with Beer Road and when are the potholes going to be repaired?	Marlpits 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 <sup>th</sup> 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 can 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
19.06.2025	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 on 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 <sup>th</sup> 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 <sup>st</sup> 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

	<p>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.</p>		<p>speak to and a link to the website</p>	
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 Jurassix Shanty Singers are performing at the Mariner's Hall on 18 <sup>th</sup> 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	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 Seafield Gardens (picking up litter on the way). Cannot believe how the gardens have	Seafield 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	<p>Seaton &amp; District Hospital League of Friends want to have a collection bucket to raise funds for the charity at the following events:</p> <p>6th September 2025 - Seaton Carnival 29th November 2025 - Seaton Christmas Lights Turn on.</p> <p>Please can we provide the relevant documentation which needs to be completed ASAP.</p>	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 bad 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 Fosseway Court development?	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	HJ
17.07.2025	When is the Library opening?	Library	Advised official opening date is Friday 25 <sup>th</sup> 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 :</p> <p><a href="#"><u>Report overgrown trees and vegetation - Roads and transport</u></a></p> <p>Alternatively, you can contact the Highways Team on 0345 155 1004.</p> <p>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	Visitor complained there is no bus service to Lyme Regis on a Sunday or a bank holiday	Lyme Regis	Advised rural bus network and small operating company does not have the resources to deliver a 7-day service	TIC Vol
19.07.2025	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.	Axmouth bridge	Took note	TIC Vol
21.07.2025	Residents of Seaton wanted help with telephone numbers for car insurance for the over 80 year old driver	In the office	HJ looked on line and gave telephone numbers for SAGA, Swinton and Premier One car insurance	HJ
21.07.2025	Wanted to know all about folk music in the area	Seaton	Advised Sidmouth Folk Week is coming up soon, and gave them the brochure.	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 <sup>th</sup> 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 <sup>th</sup> 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 :  <a href="#">Report overgrown trees and vegetation - Roads and transport</a>  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 Fosseway Court development?	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	HJ
31.07.2025	What is happening with the Fosseway Court development?	Fosseway 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"> <li>• Which commercial units in the town centre or surrounding area are currently unoccupied</li> </ul>	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"> <li>• Approximate rental terms or price ranges (if known)</li> <li>• Contact details for landlords or letting agents managing these spaces</li> </ul> <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	<p>JH replied :-</p> <p>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 <a href="mailto:susan.carter869@gmail.com">susan.carter869@gmail.com</a></p>	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 are 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 they 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
18.08.2025	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 do 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	Daisys 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 Scalwell 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 Seafield 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 Seafield 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 Seafield 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 <sup>nd</sup> 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 probably 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 Seafield Gardens?	Seafield 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, Seafield 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 <sup>th</sup> 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 will 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><a href="https://www.britishparking.co.uk/BPA-Approved-Operators">https://www.britishparking.co.uk/BPA-Approved-Operators</a></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: <a href="https://lymebaymobility.co.uk/">https://lymebaymobility.co.uk/</a>	HJ
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	there tomorrow 04/11 in the morning and again on Friday 7 <sup>th</sup> .		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><a href="https://www.devon.gov.uk/roads-and-transport/parking/parking-permits/trade-parking-permits/">https://www.devon.gov.uk/roads-and-transport/parking/parking-permits/trade-parking-permits/</a></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 <sup>rd</sup> 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 Dommett 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 / 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 confusion.	Parking on the seafront	HJ confirmed the parking spaces on the seafront are free up to 1 <sup>st</sup> 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 <sup>st</sup> November to 1 <sup>st</sup> 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 Tescos.	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 by-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

<b>JANUARY 2026</b>				
				<b>Officer</b>
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 <sup>st</sup> 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 <sup>st</sup> 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 <sup>th</sup> January and hope to have the works	HJ

	If you did not know but parkrun runs every Saturday.		finished by Friday 23 <sup>rd</sup> 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 <sup>th</sup> 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

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>2 February 2026</b>
<b>Item of business</b>	<b>26 COU 09</b>
<b>Details</b>	<b>Report on Tourist Information Centre (‘TIC’)</b>
<b>Purpose of Report</b>	<b>To provide an update on tourist information enquiries</b>
<b>Power/Authority</b>	<b>Local Government Act 1972, s144 – power to encourage visitors</b>
<b>Recommendations</b>	<p>It is <b>RECOMMENDED</b> that Members:</p> <ul style="list-style-type: none"> <li>• note the update</li> </ul>

## 1. Background

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

## 2. Summary of enquiries

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

<b>Month</b>	<b>Visits</b>		<b>Telephone</b>		<b>Total STC/TIC Enquiries</b>
	<b>STC</b>	<b>TIC</b>	<b>STC</b>	<b>TIC</b>	
<b>2021/22 (May-Oct) (Harbour Road)</b>	187		117		<b>304</b>
<b>2022/23</b>	<b>825</b>	<b>2007</b>	<b>687</b>	<b>100</b>	<b>3,619</b>

	STC	TIC	STC	TIC	Weekdays	Weekends	Total
<b>2023/24</b>	849	2,263	634	183	3,193	763	<b>3,929</b>
<b>2024/25</b>	542	1,836	469	90	2,094	843	<b>2,937</b>
<b>2025/26</b>							
	STC	TIC	STC	TIC	Weekdays	Weekends	Total
<b>April</b>	73	133	51	3	232	28	<b>260</b>
<b>May</b>	36	159	46	12	123	130	<b>253</b>
<b>June</b>	59	362	29	6	308	148	<b>456</b>
<b>July</b>	60	284	34	22	296	104	<b>400</b>
<b>August</b>	35	399	29	8	223	248	<b>471</b>
<b>September</b>	35	280	28	14	228	129	<b>357</b>
<b>October</b>	45	46	28	1	120	-	<b>120</b>
<b>November</b>	47	29	32	-	108	-	<b>108</b>
<b>December</b>	25	8	12	-	45	-	<b>45</b>
<b>January</b>	24	2	15	-	41	-	<b>41</b>
<b>February</b>							
<b>March</b>							
<b>2024/25</b>					<b>1,724</b>	<b>787</b>	<b>2,511</b>
<b>TOTAL</b>							

### 3. Opening hours

Weekday opening hours are 9am to 1pm from Monday, Tuesday and Thursday. Weekend and bank holiday opening hours 10am to 2pm (depending on availability of volunteers).

### 4. RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the update

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<b>SEATON TOWN COUNCIL</b> ('the Council')	
<b>Date of report</b>	<b>2 February 2026</b>
<b>Item of business</b>	<b>26 COU 10</b>
<b>Details</b>	<b>Report on the Council's interim internal audit 2025-26</b>
<b>Purpose of Report</b>	<b>To note the report and town clerk's response and approve actions arising</b>
<b>Power/authority</b>	<b>Local Audit &amp; Accountability Act 2014 &amp; Seaton Town Council Financial Regulations</b>
<b>Recommendations</b>	<p>It is <b>RECOMMENDED</b> that Members:</p> <ul style="list-style-type: none"> <li>note the interim internal audit report and observations 2025-26</li> <li>approve the amendments to the Council's Financial Regulations and Publication Scheme as detailed in the Town Clerk's comments at B1, B2 and L1 to the Internal Audit Observations Report</li> <li>confirm that the level of general reserves was considered, and deemed to be adequate, as part of the budget setting process for 2026-27</li> <li>ratify that the dates for the Exercise of Public Rights for 2024-25 were 11 June to 22 July 2025, as approved by a meeting of the Council on 9 June 2025</li> <li>review and confirm the effectiveness of the Statement of Internal Controls as adopted on 12 May 2025</li> <li>to authorise the Town Clerk to liaise with the Council's brokers and, if possible, to increase the Council's fidelity insurance limit from £250,000 to £600,000</li> <li>ratify the independence of the Council's Internal</li> </ul>

	Auditor – IAC Audit & Consulting Ltd
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## 1. Overview

The Council has two internal audits in each financial year. On 2 December 2025, the interim audit was undertaken by the Council's internal auditor – IAC Audit & Consultancy Limited.

The following audit documents are attached at Appendix 1 for Members' information:

- Interim internal audit cover letter
- Interim internal audit observations, with Town Clerk's responses
- Interim internal audit summary

## 2. Summary of observations

Whilst 8 observations have been made by the auditor, none of these are of significant concern. These are listed below using the same alphabetical references as in the report of observations and it is recommended that these can be remedied as follows:

### Amendments to policies and constitutional documents

- B1 – amendment to a typographical error in the Financial Regulations
- B2 – amendment to the Financial Regulations as detailed
- L1 – the new model publication scheme to be reviewed and implemented by the Town Clerk, as part of the general annual policy review

### Future changes to how items are minuted

- D1 – to include reference in the minutes to the fact that the level of general reserves has been considered as adequate as part of the budget setting process
- M3 – to record the dates of the 'Exercise of Public Rights' in the actual minutes, as well as including a copy of the relevant Notice in the reports bundle

### Other actions

- C1 – whilst the Statement of Internal Controls was reviewed and adopted on 12 May 2025, the effectiveness of the Statement was not specifically reviewed and minuted. This is attached at Appendix 2
- C2 – to authorise the Town Clerk to liaise with the Council's brokers and, if possible, to increase the Council's fidelity insurance limit from £250,000 to £600,000

- D3 – to consider the independence of the Council's Internal Auditor
- D2 – to note the error in the inputting of the 2025-26 budget on Rialtas and note that this has been rectified by the Town Clerk on Rialtas and the income budget updated.
- I1 – to ensure that the Council's bank statements are also signed and dated by two councillors, at the same time as the month end reconciliation takes place

### **3. Conclusion**

A series of recommendations are proposed below to remedy the observations made by the internal auditor.

### **4. Recommendations**

It is **RECOMMENDED** that Members:

- note the interim internal audit report and observations 2025-26
- approve the amendments to the Council's Financial Regulations and Publication Scheme as detailed in the Town Clerk's comments at B1, B2 and L1 to the Internal Audit Observations Report
- confirm that the level of general reserves was considered, and deemed to be adequate, as part of the budget setting process for 2026-27
- ratify that the dates for the Exercise of Public Rights for 2024-25 were 11 June to 22 July 2025, as approved by a meeting of the Council on 9 June 2025
- review and confirm the effectiveness of the Statement of Internal Controls as adopted on 12 May 2025
- to authorise the Town Clerk to liaise with the Council's brokers and, if possible, to increase the Council's fidelity insurance limit from £250,000 to £600,000
- ratify the independence of the Council's Internal Auditor – IAC Audit & Consulting Ltd



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

29th December 2025

Dear Julia,

#### **Interim Internal Audit Report**

An audit was carried out by Kevin Rose on Tuesday 2 December 2025. This was the interim internal audit, part of the annual internal audit coverage of the Council. Prior to the audit a 'Pre-Audit' was carried out remotely which tested items which are required to be published on the Council's website.

The audit was undertaken using the standard IAC Audit Checklist, that we use for all Local Councils, which has 206 items. A total of 114 items were tested during this audit, including items that were examined and tested as part of the pre-audit process. A balance of 92 items remain to be tested.

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

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

#### **Areas subject to audit were;**

- the Accounting system and records (Box A)
- the Payment system (Box B)
- Risk and insurance (Box C)
- Budget and precept setting and monitoring (Box D)
- Income billing, collection and VAT (Box E)
- Petty cash (Box F)
- Payroll(Box G)
- Bank reconciliations (Box I)
- Accounting Statements (Box J)
- the Exercise of Public Rights (Box M)

Of the 106 applicable items tested a Positive response was obtained in respect of 98 tests. There were 8 Negative responses identified and 10 Observations were made, details of which are set out in the attached Interim Internal Audit Observations.

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**Summary of tests undertaken during this audit**

Positive response	98
Negative response	8
Not Applicable to your Council	8
Total tests carried out	<b><u>114</u></b>

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

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

Yours sincerely,



Kevin Rose ACMA  
Director

**Seaton Town Council**  
**Financial Year 2025-26**

Date considered by Council \_\_\_\_\_



**Visit 1 Internal Audit Observations**

Audit date: 2 December 2025

Minute Reference \_\_\_\_\_

**B This authority complied with its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.**

No.	Audit Test	Response	Observation	Recommendation	Priority	Comments
1	How has RFO been appointed (Contract/Financial Regulations/ Council Resolution)? (Regulation 1.5 of the NALC Model Financial Regulations)	Yes	<i>The Council's Financial Regulations state that 'The RFO has been appointed as RFO'. It is understood that they should state that the Clerk is RFO.</i>	The Council to note and amend the wording of Financial Regulation 1.5 to state clearly that it is the Clerk that has been appointed as RFO.	Medium	This is a typographical error that has now been corrected.
2	Have payments been approved as required under Council Financial Regulations?	No	<i>Minutes of the Finance and General Purposes Committee do record ratification of the receipts and payments however it is not clear that this corresponds with the requirements of Financial Regulation 6.10 in particular the requirement that "A detailed list of all payments shall be disclosed within or as an attachment to the minutes of that meeting."</i>	The Council to review how the process in place corresponds with the requirements of Financial Regulation 6.10.  The Council should amend either the wording of Financial Regulation 6.10. or the process in place, to ensure that the regulation and process agree.	High	Financial Regulation 6.10 has been amended to read 'A detailed list of all payments to be ratified by the Finance & General Purposes Committee shall be attached to the agenda and said list approved at the meeting.' This better describes how payments are ratified.

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

No.	Audit Test	Response	Observation	Recommendation	Priority	Comments
1	The Council, meeting as a whole, has reviewed the effectiveness of its internal control system as required by Regulation 6 of the Accounts and Audit Regulations 2015	Yes	<i>Council reviewed its Internal Control Policy at meeting held on 12th May 2025. Minutes of the meeting do not specifically record review of the 'effectiveness' of Internal Controls as required by Regulation 6 of the Accounts and Audit Regulations 2015.</i>	Council to note the requirement for it to specifically review the 'effectiveness' of its internal control system.  It may be appropriate for this to be done when the Council considers the Annual Internal Audit Report.	High	As recommended, this will be reviewed at the next meeting of Council in February alongside the interim audit report.

2	The value of the Council's Fidelity Insurance covers the value of the Council's cash & bank holdings	No	<i>Insurance policy Fidelity limit is £250,000, Council cash and bank balances greatly exceed this.</i>	The Council to review the level of its Fidelity insurance and consider whether it is adequate to cover the value of cash and bank balances held.	Medium	Officers are meeting with the Council's brokers towards the end of January and will raise the possibility of increasing cover with them.
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**D The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.**

No.	Audit Test	Response	Observation	Recommendation	Priority	Comments
1	When preparing the budget, and subsequent precept demand, did the Council specifically consider the level of its General Reserve and whether the level of the General Reserve was adequate and not excessive?	No	<i>From a review of Minutes it is not clear that Council formally considered the level of its General Reserve when setting the precept for the 2025/26 financial year.</i>	When setting the budget the Council should specifically consider the level of its General Reserve. The Council should set the level of its General Reserve in line with the guidance set out in the Practitioner's Guide paragraphs 5.33 - 5.35 (in particular paragraph 5.35).	High	Yes - this was considered as part of the budget proposals. Members considered a comprehensive spreadsheet which included a proposed budget, earmarked and general reserves and anticipated outturn position. Whilst consideration of general reserves was not specifically referred to in the minutes, it was clear from the budget proposal that was considered and approved that the level of the general reserve as part of that consideration.
2	Does the budget recorded in the Council's accounting system agree to the budget set by Council?	No	<i>The budget recorded in the Council's accounting system does not agree to the budget set by Council -(seems to be "Rental income - first floor" income budget of £8,000 not recorded in Rialtas).</i>	Council to review the budget recorded in the Council's accounting system to ensure that it agrees to the budget approved.	High	The 2025-26 budget agreed on 2 December 2024 included £8,000 in respect of 'Rental Income - First Floor'. This was inadvertently not added to the budget column in Rialtas (albeit the actual monies received have of course been included). This has been rectified.
3	Council has reviewed independence of the Internal Auditor	No	<i>It was noted that the Council has not formally considered the independence of the Internal Auditor as set out in the Practitioner's Guide paragraph 4.11</i>	The Council to ensure that, on an annual basis, it formally considers the independence of the Internal Auditor. It may be appropriate for this to be done at the same time as the Council considers the Annual Internal Audit Report.	Medium	As recommended, this will be reviewed at the next meeting of Council in February alongside the interim audit report.

**I Periodic bank account reconciliations were properly carried out during the year.**

No.	Audit Test	Response	Observation	Recommendation	Priority	Comments
1	Bank reconciliations, and supporting bank statements, have been signed and dated as evidence of independent review (Interim)	No	<i>Bank reconciliations have been prepared and signed, but these have not been independently verified to supporting bank statements as required by Financial Regulation 2.6 which requires that "The member shall sign and date the reconciliations and the original bank statements (or similar document) as evidence of this"</i>	The Council to ensure that the process for the review of bank reconciliations agrees with that set out in Financial Regulation 2.6.	Medium	Noted and all bank statements now checked and signed against the bank reconciliations. The Town Clerk will ensure that all future statements are signed and dated when checked against reconciliations.

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

No.	Audit Test	Response	Observation	Recommendation	Priority	Comments
1	The Council has complied with the publication requirements of the ICO Model Publication Scheme for Parish Councils. (This includes a requirement to publish the Annual Internal Audit Report).	No	<i>The Publication Scheme adopted by the Council is not the current version of the ICO Model Publication Scheme.</i>	The Council should note the legal requirements to publish information in accordance with the ICO Model Publication Scheme (version 3).  The Council should adopt the updated version of the scheme and ensure that it publishes information as required under the scheme.	Advisory	This will be reviewed along with all other policy reviews over the coming months leading up to the AGM in May.

**M The authority, during the previous year (2024/25) correctly provided for the period for the exercise of public rights as required by the Accounts and Audit Regulations (evidenced by the notice published on the website and/or authority approved minutes confirming the dates set).**

No.	Audit Test	Response	Observation	Recommendation	Priority	Comments
1	Council Minutes record the dates set for the Exercise of Public Rights	No	<i>Council Minutes do not record the dates set for the Exercise of Public Rights.</i>	In future the Council to ensure that the date set for the Period of Exercise of Public Rights is recorded in Council Minutes as this is acceptable as audit evidence that the Council has complied with its statutory obligations if the Notice should not be retained on the Council website.	High	A copy of the Notice of Exercise of Public Rights was included in the agenda bundle and published on the Council's website. The dates included in that Notice were agreed by Council. In the future the dates will be written into the minutes as well.

# Interim audit summary Seaton Town Council

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



Audit 1 Date

2 December 2025

Internal Control Objective	N/A	Tested	Positive	Negative	Observations	Non Compliance
<b>Box A</b> <i>Appropriate accounting records have been properly kept throughout the financial year.</i>	-	6	6	-	-	
<b>Box B</b> <i>This authority complied with its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.</i>	2	29	26	1	2	
<b>Box C</b> <i>This authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.</i>	1	10	8	1	2	
<b>Box D</b> <i>The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.</i>	1	17	13	3	3	
<b>Box E</b> <i>Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.</i>	1	9	8	-	-	
<b>Box F</b> <i>Petty cash payments were properly supported by receipts, all petty cash expenditure was approved and VAT appropriately accounted for.</i>	-	9	9	-	-	
<b>Box G</b> <i>Salaries to employees and allowances to members were paid in accordance with this authority's approvals, and PAYE and NI requirements were properly applied.</i>	2	13	11	-	-	
<b>Box H</b> <i>Asset and investments registers were complete and accurate and properly maintained.</i>	-	-	-	-	-	
<b>Box I</b> <i>Periodic bank account reconciliations were properly carried out during the year.</i>	1	7	5	1	1	
<b>Box J</b> <i>Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, supported by an adequate audit trail from underlying records and where appropriate debtors and creditors were properly recorded.</i>	-	2	2	-	-	
<b>Box K</b> <i>If the authority certified itself as exempt from a limited assurance review in 2024/25, it met the exemption criteria and correctly declared itself exempt. (If the authority had a limited assurance review of its 2024/25 AGAR tick "not covered"</i>	-	-	-	-	-	
<b>Box L</b> <i>The authority published the required information on a website/webpage up to date at the time of the internal audit in accordance with the relevant legislation.</i>	-	1	-	1	1	
<b>Box M</b> <i>The authority, during the previous year (2024/25) correctly provided for the period for the exercise of public rights as required by the Accounts and Audit Regulations (evidenced by the notice published on the website and/or authority approved minutes confirming the dates set).</i>	-	4	3	1	1	
<b>Box N</b> <i>The authority has complied with the publication requirements for 2024/25 AGAR (see AGAR Page 1 Guidance Notes).</i>	-	7	7	-	-	
<b>Box O</b> <i>(For local councils only) Trust funds (including charitable) – The council met its responsibilities as a trustee</i>	-	-	-	-	-	
<b>Totals</b>	<b>8</b>	<b>114</b>	<b>98</b>	<b>8</b>	<b>10</b>	-



# Seaton Town Council

## Constitution

### Chapter 31

## Statement of Internal Controls

Marshlands Centre, Harbour Road, Seaton EX12 2LT

01297 21388

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

## STATEMENT OF INTERNAL CONTROL

### 1. Scope of Responsibility

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

### 2. The Purpose of the System of Internal Control

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

### 3. The Internal Control Environment

#### **The Council**

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

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

### **Town Clerk/Responsible Financial Officer**

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

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

### **Payments**

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

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

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

### **Risk Assessments/Risk Management**

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

### **Internal Auditor**

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

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

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

### **External Auditor**

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

### **Professional Advice**

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

## **4. Review of Effectiveness**

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

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

## **5. Significant Internal Control Issues**

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

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>2<sup>nd</sup> February 2026</b>
<b>Item of business</b>	<b>26 COU 11</b>
<b>Details</b>	<b>Request for funding to support free entry for children in GrizFest 2026</b>
<b>Purpose of Report</b>	<b>For Members to consider a request for funding to support free entry for children in GrizFest 2026</b>
<b>Power/authority</b>	<b>Local Government Act 1972, s111</b> – power to do anything incidental to the discharge of any of their functions
<b>Recommendations</b>	<p>It is <b>RECOMMENDED</b> that Members:</p> <ul style="list-style-type: none"> <li>• Delegate authority to the Town Clerk to allocate £2,000 from the EMR designated for youth provision to support costs associated with the offer of free children’s places in GrizFest 2026</li> </ul>

## 1. Background

The Grizzly, organised annually by Axe Valley Runners, has become one of the UK's most recognisable and challenging multi-terrain races. The event attracts runners from across the country to Seaton, due to the challenging combination of coastal cliffs, bogs, pebble beaches and the infamous Stairway to Heaven.

In addition to the main 20 mile Grizzly and the shorter 9 mile Cub Run, the event has evolved into a full weekend festival known as GrizFest. This includes a programme of junior races held on the Saturday before The Grizzly. These children's events provide young runners with the opportunity to participate in the excitement of Grizzly weekend, helping to strengthen community engagement and inspire the next generation of trail runners.

## 2. GrizFest 2026

GrizFest 2026 will take place on Saturday 7<sup>th</sup> March, on the Esplanade in Seaton and, in common with the main Grizzly, is a non-profit event. GrizFest consists of three races:

- Junior Grizzly: 4-kilometre running race for ages 11 to 16 years old
- Junior Cub: 2-kilometre race for over 8s
- Fun Run: 2-kilometre Fun Run open to under 8s

The former Chair and Secretary of Axe Valley Runners have assumed responsibility for the organisation and delivery of GrizFest 2026 and they have a clear mission to make running free and accessible to as many children as possible by removing as much of the event cost as possible. To support this aim, the following changes will be implemented:

- GrizFest entries will be free for all children. Previously the entry free was £7 per child which may have deterred some families from participating.
- The number of race entries will be expanded to 100 Junior Grizzly places, 150 Junior Cub places and 150 Fun Run places.
- All entries will be made via the Race Nation platform which went live on 1<sup>st</sup> January 2026.
- All runners will receive a medal.

All GrizFest volunteers will complete self declaration and disclosure forms with England Athletics, be DBS checked, and have England Athletics or equivalent safeguarding training.

As of 6<sup>th</sup> January, 209 entries had already been received however, to ensure all 400 places are taken, the new event organisers will visit 7 local primary schools and 3 secondary schools to promote the changes via their school assemblies. They will also aim to encourage teachers to act as event volunteers and to establish school representation on the GrizFest leadership team going forward.

Estimated costs for GrizFest 2026 are as follows:

- Medals at £4.86 per medal for 400 medals: £1982.20
- Race fee: £25.00
- Paramedic fee: £215.60
- Race number printing: £200

- Total costs: £2382.80

It is anticipated that GrizFest 2026 will either break even or make a small loss. Any shortfall will be allocated from the race profits of the Grizzly 2025. The long term aim is to secure GrizFest event sponsorship alongside additional fundraising to ensure the sustainability of future GrizFest events.

Seaton Chamber have agreed to donate £500 towards the GrizFest event costs. In addition, the printing costs of £200 associated with the race numbers will be covered by Seaton Art and Print who have agreed to provide this service pro bono.

### 3. Conclusion

Members are asked to note that 98% of GrizFest entrants are Seaton/ Colyton residents. Whilst the GrizFest benefits Seaton's community and economy in terms of families spending money locally on parking and hospitality whilst attending the event, it also strengthens the viability of The Grizzly weekend as a whole, which is widely recognised as the town's most significant annual event. Furthermore, it fosters community cohesion and enhances Seaton's reputation as a welcoming and active town.

The newly appointed organisers of GrizFest 2026 have expressed interest to act as event directors for The Grizzly 2027. Their aim is to expand this event to include additional entertainment for runners and spectators in order to build even further on the event's success and to ensure its viability and sustainability for future generations.

Members are also asked to note that the Council currently holds £5,624 in an EMR designated for youth provision and does not currently have the staffing capacity to explore and/or progress alternative initiatives for the use of these funds. Allocating funding support to GrizFest 2026 will assist with ensuring that children's entries can continue to remain free beyond this year thereby helping to ensure its future sustainability.

### 4. Recommendations

It is **RECOMMENDED** that Members:

- Delegate authority to the Town Clerk to allocate £2,000 from the EMR designated for youth provision to support the delivery of free race entries for children for GrizFest 2026

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>2 February 2026</b>
<b>Item of business</b>	<b>26 COU 12</b>
<b>Details</b>	<b>Request for funding to support Seaton Outdoor Cinema event 2026</b>
<b>Purpose of Report</b>	<b>For Members to consider a request for funding to support the cost of a Community Outdoor Cinema event at Seaton Cricket Club in 2026</b>
<b>Power/authority</b>	<b>Local Government Act 1972, s111</b> – power to do anything incidental to the discharge of any of their functions
<b>Recommendations</b>	<p>It is <b>RECOMMENDED</b> that Members:</p> <ul style="list-style-type: none"> <li>• approve an allocation of £2,000 from the Council’s events budget line to support the delivery of Seaton Outdoor Cinema 2026</li> </ul>

## 1. Background

The Seaton Outdoor Cinema event was initially delivered during the Covid 19 pandemic, as a means of alleviating isolation caused by lock down restrictions whilst simultaneously adhering to government guidance at the time. Subsidised by the Council as part of a wider events programme, it has subsequently taken place annually with the most recent screening being Jurassic Park in 2024. Due to the work commitments of the volunteer event coordinator, a decision was taken not to offer the event in 2025 and to take time to consider alternative future delivery options.

## 2. Seaton Outdoor Cinema 2026

This event has traditionally taken place in Cliff Field Gardens which, due to its location, has necessitated the hire of portaloos and the contracting of food and drink vendors. Due to its location, the site is vulnerable to high winds which increase the likelihood of cancellation due to adverse weather and also increase the associated event insurance

premium. Despite, the spectacular views over Lyme Bay, the site has no nearby parking and is not easily accessible for those with mobility issues.

In 2026, Seaton Outdoor Cinema proposes to collaborate with Seaton Cricket Club and a locally based media company to deliver a family-friendly event that also supports local community fundraising, in turn benefitting more local residents. Moving the event from Cliff Field Gardens to Seaton Cricket Club will offer improved accessibility and access to onsite facilities as well as reducing weather-related risk and lower infrastructure costs. In order to achieve this, sponsorship to cover the overhead costs is being sought.

The following is proposed:

**Event: Seaton Outdoor Cinema**

**Date: Saturday, 12<sup>th</sup> September 2026**

**Time: 8pm**

**Venue: Seaton Cricket Club**

**Proposed cost: £2,500**

**Summary:** potentially a screening of '*Pirates of the Caribbean*' to align with the Cricket Club's youth team nickname of Seaton Pirates, however this is yet to be confirmed. This will be promoted as family event to the whole Seaton community beyond those residents who are members of the cricket club.

**Additional activities:** the proposed additional activities, to take place from 5pm prior to the film screening, include:

- children's games
- cricket taster sessions
- food and drink available from the Cricket Clubhouse
- sweet treats, sold by Seaton Primary School PTFA, to support their fundraising efforts for ongoing improvements to the school's swimming pool
- a short film screening, produced by a local media company, in collaboration with Seaton Primary School pupils

**Infrastructure:** onsite toilet and kitchen facilities will eliminate costs associated with the provision of such facilities in previous years.

**Staffing:** as in previous years, the coordination of the event will be led by Andrew Gwyn Davies (now a Seaton town councillor) on a voluntary basis with the support and assistance of a local media company and Seaton Cricket Club volunteers.

**Budget:** it is anticipated that a budget of £2,500 will be required to cover the costs associated with the inflatable screen hire, technicians, projector equipment, event insurance and film licence fees. Some of these costs will be defrayed against ticket sales however, attendance will need to be capped to ensure the event meets the required audience/screen size ratio and TEN regulations. Securing sponsorship will allow all profit from ticket sales and food and drink to be reinvested in the club to support community youth cricket initiatives and other accessible family-friendly activities. Sponsorship is being sought from the Council and two other local organisations.

**Promotion:** A successful local media company, which sponsors Seaton Cricket Club, will play an active role in the promotion of this event. This same company has previously supported the work of the Council during 2020 when it assisted with the virtual Christmas lights switch-on event when Covid restrictions prevented the traditional event from taking place. Furthermore, the company was also contracted by the Council to create a promotional video of Seaton which has been used on the Council's website and within the tourist information centre. In addition to general promotion of the event, the company will dedicate a day of filming at Seaton Primary School during which pupils will be supported to create a short film. The end result will be screened ahead of the main film on the evening of the event. The intention is to encourage families to attend, give children the opportunity to see their work on the big screen and help introduce new young people and parents to the cricket club whilst also supporting a positive and community focused event. The Council is also able to support the event promotion via its social media platforms, website, newsletter and town councillor blog posts.

**Risks:** in common with previous outdoor cinema events, the event would only be cancelled in the event of extreme weather. Should it be necessary to cancel, then an alternative screening date would be offered in the first instance.

### 3. Conclusion

This proposal presents an opportunity for the Council to support a collaborative community event that has the potential to benefit a large part of the local community. The event has the potential to strengthen community cohesion, encourage family participation and support local organisations such as Seaton Cricket Club and Seaton Primary School PTFA. The Council's support will assist with fundraising for youth cricket equipment, cricket tours and continued improvements to the community swimming pool, thereby ensuring that the benefits of the event extend well beyond the film screening

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itself and will help to enhance the wellbeing of local residents. The proposal also aligns with some of the key findings identified in the Council's recent community consultation in which some respondents stated that events are seen as important for the town's vitality and that a gap exists in youth facilities and activities.

#### 4. Recommendations

It is **RECOMMENDED** that Members:

- approve an allocation of £2,000 from the Council's events budget line to support the delivery of Seaton Outdoor Cinema 2026

ELIZABETH ROAD PLAY AREA

INSPECTED BY: Phil Tuckley

## OPERATIONAL INSPECTION SHEET

DATE: 12th January 2026

Time Finished: 12.00 midday

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CAROUSEL DISH		Monitor	Low
ROUNDABOUT	Some rust.	Monitor/treat when weather allows)	Low
FOOTBALL GOAL	Wobbly post, rust, puddled worn ground	Monitor/replace. Contractor	Medium
GAMES AREA (MUGA)		Monitor.	Medium
MULTIPLAY	Some corrosion/rust. Chainlink notching	Monitor all issues	Medium
TODDLER MULTI		Monitor	Low
PICNIC TABLES		Monitor	Low
BENCHES	Some decay and cracks	Monitor	Low
GATES X 3		Monitor	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
ROCKING HORSE	Rusty posts. Crack in seat. Monitor. (Treat when weather allows.)	Monitor/repair rust & hole	Low
SPINNING UNIT (TITAN)		Monitor	Medium
TODDLER 1 BAY-2 SEAT		Monitor	Low
JUNIOR 1 BAY 2 SEAT		Monitor	Low
SWING NET		Monitor	Medium
SLIDE		Monitor	Low
FENCE		Monitor	Low
WOODEN GUARDS	REMOVED	N/A	Low
PATH		Monitor	Low
TREES	See tree survey	Monitor	Low

## UNDERFLEET

## OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil TuckleyDATE: 12th January 2026 Time Finished 10.50am

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CYCLE STAND		Monitor	Low
GOAL NET X2 POSTS	Waterlogged & puddled surface.	Monitor	Low
CYCLOPS (SPIN NET)	Bottom coupling links are notching.	Continue to monitor	Medium
TITAN (ROTARY)	Seating connector/chain Link notching. Some rust.	Monitor. Paint treat rust when weather allows	Low
SPIDERS WEB		Monitor	Low
CLIMBING WALL		Monitor	Low
DINO (ZIP WIRE)	Delaminating wood. Puddled ground. Wire corroding (broken wires)	Monitor. Repace cable, Seat removed today to make safe.	Medium
NEXUS VIPER (ROPE SWING)	Tape added to rope end.	Monitor	Medium
WILLY JEEP	General rust & flaking/peeling paint.	Monitor	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
GAPING GHYLL	Astor turf is missing and worn. Some rope wear.	Monitor	Low
LOPING BALANCE WEAVE	Astro Turf is missing on one corner	Monitor	Low
WALK/STRETCH POSTS		Monitor	Low
NET TUNNEL		Monitor	Low
6M NET PYRAMID	Tape added to ropes.	Monitor	Low
CIRCUS TRAMPOLINE		Monitor	Low
LANDSCAPE TUNNEL		Monitor	Medium
UNIMINI KERRA (TODDLER UNIT)	Some rust.	Monitor. Treat when weather allows	Low
LILLIE BASKET (SWING BASKET)		Monitor	Low
ROTY INCLUSIVE ROUNDABOUT		Monitor	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
BENCH ON MOUND		Monitor	Low
2.4 SLEEPER BENCH X 3		Monitor	Low
DINSOSAUR RIBCAGE WALKWAY ARCH		Monitor	Low
GATES X 2		Monitor	Low
FENCE		Monitor	Low
BOULDER SEATS	Located too close to cycle rack.	Relocate boulders? Contractor?	Low
PATH		Monitor	Low
TREES	See tree survey.	Monitor.	Low