

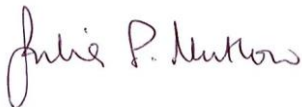
**To: All Members of the Town Council**  
**Meeting of Seaton Town Council**  
**on Monday, 6<sup>th</sup> October 2025**

**30 September 2025**

You are hereby summoned to attend the above meeting to be held on **Monday, 6<sup>th</sup> October 2025 at 6.15pm, or immediately after the conclusion of the Planning Committee, whichever is earliest**, at the Marshlands Centre, Harbour Road, Seaton EX12 2LT.

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

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



**Julia Mutlow**  
**Town Clerk**

## **AGENDA**

- 25/COU/01 Apologies for absence**  
To receive any apologies for absence.
- 25/COU/02 Declarations of Interest**  
To receive any Members' declarations of interest in respect of items on the agenda
- 25/COU/03 Council Minutes**  
To approve the minutes of a meeting of Seaton Town Council held on Monday, 1 September 2025
- 25/COU/04 Committee Minutes**  
To note the minutes of the following meetings of the Council's committees:

- **Finance & General Purposes Committee** – 8 September 2025
- **Planning Committee** – 1 September 2025

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

To note the report.

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

To note the reports

**25/COU/07 Public Question Time**

To allow any questions or reports from members of the public

**25/COU/08 Update on Gateway Theatre Company**

To receive an update from the Chair of the Gateway Theatre Company, in particular with regard to finances and H&S matters

**25/COU/10 Town Clerk's Report**

To note the report and correspondence log

**25/COU/11 Appointments to committees**

To make appointments to the following committee vacancies:

- Planning Committee – 3 vacancies

**25/COU/12 Update on Seaton Tourist Information Centre**

To note an update on enquiries to the tourist information centre

**25/COU/13 Annual Governance & Accounting Return 2024-25**

To receive and note the Annual Governance & Accounting Return 2024-25. Completion letter from external auditor and notice of conclusion of audit.

**25/COU/14 Youth Provision in Seaton**

To consider an application from Re:Store for financial assistance towards a new youth initiative

**25/COU/15 Play Park Inspections**

To note the inspection reports

**Confidential Items**

The Chairman will move that in accordance with the Council's Standing Order 1(d) press and public will be excluded from the meeting during the discussion of items 16 & 17 on

this agenda, as there are matters being discussed which may be legally or commercially sensitive:

**25/COU/16 Report on Fire Panel Replacement at Town Hall**

**25/COU/17 Update on potential legal claim**

**Minutes of the Seaton Town Council ('the Council')  
Council Meeting  
on Monday, 1 September 2025**

**Present:**

**Chair:** Cllr. A. Singh

**Town**

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

**Officers:** Town Clerk

**Public:** One member of the public was in attendance during the early part of the meeting and the DCC Cllr Arnott arrived shortly after the meeting started.

**Prior to the first item on the agenda, the Chair at the meeting said a few words about the sad and sudden loss of the late Cllr Ken Beer and commended all he had done for the town, both as a Seaton Town Councillor and in his other voluntary roles.**

**58. Apologies for absence**

Apologies for absence were received from Cllrs. Haggerty and Rowland and the reasons accepted.

**59. Declarations of Interest**

Cllrs. Hartnell & Ledger declared a personal interest as East Devon District Councillors (EDDC). Cllrs. Bowman & Dyke declared personal interests as volunteers at the Gateway Theatre Company, and Cllr. Wood declared an interest as a volunteer and trustee of the Gateway Theatre Company. Cllr. Hartnell declared a personal interest, as his son was a volunteer and conducting work on a self-employed basis for the Gateway Theatre Company.

**60. Minutes**

Members **RESOLVED** to approve the minutes of a meeting of Seaton Town Council held on Monday, 7 July 2025. (proposed Cllr. Singh; seconded Cllr. Burrows)

**61. Committee Minutes**

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

- **Planning Committee** – 23 June and 7 July 2025

As the DCC councillor had not yet arrived, Members **RESOLVED** to suspend standing orders to bring the following item forward on the agenda. (proposed Cllr. Hartnell; seconded Cllr. Singh)

## **62. Update on Gateway Theatre Company**

Members received an update from the Chair of the Gateway Theatre Company ('GTC'), in particular with regard to finance, H&S and a culture change within the organisation including:

- all GTC staff had now left or resigned, which had left the trustees to carry out day-to-day management and rethink how the organisation operated and how they could increase business and reduce costs, as the costs were very high compared to what GTC did
- trustees were currently undertaking H&S checks and scheduling
- offer made to a new manager and formal acceptance was awaited. The trustees were confident that the person to whom the post had been offered had more than appropriate experience
- scheduling had been thoroughly reviewed and high-quality new events added
- GTC had reconnected with community groups including Seaton Carnival, B Sharp, Seaton Music Society and Jazz Jurassic and Seaton Panto was reforming
- a new bookkeeper was being recruited, and this may be covered from within GTC's volunteers. If this happened GTC would be saving about £25,000 per year in salary costs
- a recent incident of criminal damage to the door of the building was being investigated by the police and a local company had agreed to repair the door free of charge

Members noted the update.

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

Cllr Arnott attended and verbally highlighted the matters set out in his written report which had been circulated to Members. Members' noted the county councillor's written report.

Cllr Arnott also provided an update on local government reorganization as both a DCC and EDD councillor. A request was made that Cllr Arnott, in his role as Leader of EDDC, personally intervene and speak to officers regarding the poor state of the town and inadequate service provided by Streetscene. Cllr Arnott committed to intervene on behalf of the Seaton Town Council in response to this request.

## **64. District Councillors' Reports**

Cllr Haggerty's written report was noted. Cllrs. Hartnell & Ledger gave verbal reports, highlighting the following:

- a 30 year business plan for housing was being reviewed with a focus on planning and managing repairs to housing stock rather than reacting when issues arise. It was anticipated that this should lead to savings

- £28million in saving was expected over the 30 year period, over all council owned housing and all would meet decent home standards
- a £100 million investment was planned over the same period with 500 properties being built over next 5 years (first stages in Exmouth and Honiton)
- a question was raised as to how this would sit with the imminent local government reorganisation and Cllr Ledger advised that HM government required local housing authorities to set business plans for the long term, which would be adjusted when new structures were known

Members noted the reports.

#### **65. Public Question Time**

There were no members of the public present during this item of business.

#### **66. Chairman's Report**

Members noted the chairman's report.

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

Members **RESOLVED** to:

- note the town clerk's report and correspondence log.
- subject to confirmation from DCC that they are content with the Chamber's proposals for Fisherman's Gap and subject to the Chamber accepting full responsibility for the installation, maintenance, and management of the structure, grant permission for installation of the structure on the roundabout.

(proposed Cllr. Singh; seconded Cllr. Hartnell)

#### **68. The Ken Beer Room**

In recognition of the significant contribution made to both the town council and the town, by the late Councillor Ken Beer, during his 13 years as one of Seaton's longest serving town councillor, Members **RESOLVED** to name the new council chamber on the first floor of Marshlands - The Ken Beer Room.

(proposed Cllr. Singh; seconded Cllr. Burrows)

#### **68. Appointments to committees**

Members **RESOLVED** to make appointments to the following committee vacancies:

- Finance & General Purposes Committee – Cllr Pike
- Personnel Committee – Cllrs. Haggerty & Pike

No councillors agreed to sit on the Planning Committee so three vacancies remain.  
(proposed Cllr. Singh; seconded Cllr. Hartnell)

#### **69. Appointments to outside bodies**

To make appointments to the following outside bodies:

- Axe Valley Christians Against Poverty – Cllr Singh (proposed Cllr. Singh; seconded Cllr. Hartnell)
- DALC County Committee – Cllr Burrows (proposed Cllr. Singh; seconded Cllr. Hartnell)

- Gateway Theatre Company – Cllr Pike(proposed Cllr. Singh; seconded Cllr. Ledger)

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

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

**71. Annual tree inspections**

Members noted the annual tree inspection reports and associated works undertaken.

**72. Report on Local Government Reorganisation**

Members noted the update and associated timetable on local government reorganisation, and **RESOLVED** to:

- note the known challenges arising from the LGR and other work streams, as set out in this report
- note that reports will be brought on a regular basis to keep Members updated
- and where decisions are required that cannot be made under delegated powers (proposed Cllr. Singh; seconded Cllr. Hartnell)

**73. Youth Provision in Seaton**

Members noted an update report on youth provision in Seaton

**74. Play Park Inspections**

Members noted the inspection reports

The meeting closed at 7.09pm.

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

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

**Minutes of the Planning Committee  
Meeting on Monday 1 September 2025**

**Present:**

**Chairman:** P Burrows

**Councillors:** M Hartnell & A Singh

**Officers:** Town Clerk

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

**50. Apologies for absence**

Apologies for absence were received and accepted from Cllr Rowland.

**51. Declarations of Interest**

Cllr Hartnell declared a personal interest as an East Devon District Councillor (EDDC).

**52. Minutes of the Planning Committee meeting held on Monday 7<sup>th</sup> July 2025**

The Committee **RESOLVED** to agree the minutes of the meeting held on 7<sup>th</sup> July 2025.

(moved Cllr Singh; seconded Cllr Burrows)

**53. District Council Members**

It was formally noted that the participation of those Councillors, who are also members of the East Devon District Council, in both the debate and the subsequent vote is on the basis that the views expressed are preliminary views taking account of the information presently made available to the Town Council. The District Councillors reserve their final views on the application until they are in full possession of all the relevant arguments for and against

**54. Environment Policy**

Members are reminded that in reaching decisions they should take into consideration the Town Council's Environment Policy that the Planning Committee will consider sustainability, environmental impact and biodiversity when commenting on planning applications in Seaton.

**55. Public Question Time**

There were no questions raised by members of the public.



## Applications for consideration:

### 56. 25/1666/FUL Mr Stuart Taylor

#### **Four Gables, Highcliffe Close, Seaton EX12 2QA**

Proposed single storey extension on the West elevation, raising of roof, replacing flat roof with pitched roof, addition of stone cladding and construction of raised rear terrace.

The Committee **RESOLVED** to propose no objection to the application providing the East Devon District Council's Ecologist raises no concerns regarding the effect the application would have on the commuting routes of several bat species which roost in the Beer Quarry and Caves.

(moved Cllr Singh; seconded Cllr Burrows)

### 57. Planning Comments

There were no comments for circulation.

### 58. Tree Preservation Orders

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

#### **a) 25/0014/TPO – Land South Of 8 Ryalls Court, Seaton**

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

### 59. Decisions

To note planning decisions made by East Devon District Council:

#### **a) 25/1004/ADV – 27 Fore Street, Seaton** Proposed tablet to be placed around existing ATM – **APPROVED** with conditions.

#### **b) 25/1311/NMA – 3 Rowan Drive, Seaton** Minor amendment for application 23/0631/FUL: changes to fenestration and external materials – **AMENDMENT APPROVED**.

#### **c) 25/0543/CPE – Four Ways, 42 Beer Road, Seaton** Certificate of existing lawfulness for existing first floor rear extension to dwelling – **CPE APPROVED**.

#### **d) 25/0327/FUL – The Flat, Vintage Court, The Square, Seaton** Demolition of the redundant store – **APPROVED** with conditions.

#### **e) 25/0968/MFUL – Seaton Hole Beach, The Esplanade, Seaton** Repair works

including: rock revetment repairs and upgrades; gabion repairs and upgrades; and minor patch and repair work of the Check House wall – **APPROVED** with conditions.

- f) **25/1273/CM – Sir Walter Trevelyan Building, Fore Street, Seaton** Consultation request: Change of use of a building from childcare (Use Class E) to an educational use (Use Class F.1(a)) and external alterations to the building, landscaping, boundaries, access and parking – **DECIDED DCC Application – Objection Raised.**
- g) **25/0831/FUL – Royal Mail Seaton Delivery Office, 45 Queen Street, Seaton** Proposal to replace 14no. metal framed windows for new PVC-u on the north/side and east/rear elevations (like for like in colour and close match to the existing style) – **APPROVED** standard time limit.
- h) **25/0750/FUL – Barnards, Harepath Hill, Seaton** Construction of 1 no. self build dwelling and associated works – **APPROVED** with conditions.
- i) **25/0275/NMA – Fosseway Court, Seaton** Minor amendment for 14/0187/MFUL : Addition of west elevation - block 2 elevations proposed and existing to show required steel frame – **APPLICATION CLOSED – NON-MATERIAL AMENDMENT NOT ACCEPTABLE.**
- j) **25/1347/TRE – Hillbourne House, Seaton Down Hill, Seaton** T1: Yew - fell – **DECIDED** split decision. **Permission granted for T1**, Yew: Crown lift to provide up to 2 metres clearance above ground level. **Permission refused for T1**: Yew – fell. The tree already makes a positive contribution to the amenity of the local area, with considerable potential for future growth and increased prominence as a landscape feature. There is ample space available on site for fruit tree planting without necessitating the removal of the yew tree.
- k) **25/1348/TRE – Hillside, Harepath Road, Seaton** T1, Beech: 2-3m crown reduction – **DECIDED** split decision. **Permission granted for T1**, Beech: Crown reduction by up to 1.5 metres, resulting in a retained tree with a height of 14 metres and a crown radial spread of 5.5 metres. All pruning cuts shall be limited to a maximum diameter of 50 mm. The works will ensure the retention of a natural crown form. **Permission refused for T1**, Beech: 2-3m crown reduction. The proposed 3 metre crown reduction is considered excessive and would likely impose unnecessary physiological stress on a tree already showing signs of post-development stress, including crown thinning. Lesser works have been approved to allow reasonable management of the tree while safeguarding its health, structure, and amenity value.
- l) **25/1427/TRE – 9 Garrett Close, Seaton** T1, Ash : reduce in height and spread by 3 -4m to suitable live growth – **REFUSED** –The tree makes a valuable contribution to the amenity and character of the local area. No evidence has been submitted to

demonstrate that the tree is sufficiently decayed to justify the physiological harm that would result from the proposed crown reduction works.

- m) **25/1747/DOC – Seaton Hole Beach, The Esplanade, Seaton** Discharge of Condition for 25/0968/MFUL: Condition 4 (Construction Traffic Management Plan), Condition 5 (Construction Phase Plan), Condition 6 (Site Waste Management Plan) and Condition 8 (Construction Environmental Management Plan) – **CONDITION 4 – DISCHARGED IN FULL.**
- n) **25/1731/DOC – Seaton Hole Beach, The Esplanade, Seaton** Discharge of condition for 25/0968/MFUL: Condition 3 (Materials), Condition 7 (HMMP) and the statutory Biodiversity Gain Plan condition – **CONDITION 7 – DISCHARGED IN FULL.**
- o) **24/2711/ADV – Tesco Stores Ltd, Swan Road, Seaton** Proposal to install 3no illuminated Fascia signs, and 4no non-illuminated Aluminium Panels – **WITHDRAWN.**

The meeting closed at 5.56pm.

Signed \_\_\_\_\_

Dated \_\_\_\_\_

**Minutes of  
Finance & General Purposes Committee Meeting  
Monday, 8 September 2025**

**Present:**

**Chairman:** Cllr. A. Singh (elected as Chair to commence the meeting and oversee election of new Chair) (moved Cllr. Hartnell, seconded Cllr. Bowman)

**Councillors:** E. Bowman, P. Burrows, M. Hartnell & K. Pike

**In attendance:** Town Clerk

**Public:** None

**1. Election of Chair for the municipal year 2025-26**

Cllr. Marcus Hartnell was duly **ELECTED** Chair of the committee for the municipal year 2025/2026. (proposed Cllr. Singh; seconded Cllr. Pike)

**2. Election of Deputy Chair for the municipal year 2025-26**

Cllr. Jack Rowland was duly **ELECTED** Deputy Chair of the committee for the municipal year 2025/2026. (proposed Cllr. Hartnell; seconded Cllr. Burrows)

**3. Apologies for absence**

Apologies for absence were noted from Cllrs. N. Dyke J. Rowland & C. Wood and the reasons accepted.

**4. Declarations of Interest**

Cllr. Hartnell declared an interest as an East Devon District and also that his son was a volunteer and was contracted on a self-employed basis by the Gateway Theatre Company. Cllr Bowman declared an interest as a volunteer at the Gateway Theatre Company. Cllr Singh declared an interest as the Chair of Seaton Martial Arts Centre.

**5. Minutes of the previous meeting**

Members **RESOLVED** to approve the minutes of the Finance and General Purposes Committee meeting, held on Monday, 20 January 2025.  
(moved Cllr. Singh, seconded Cllr. Burrows)

**6. Public Question Time**

No members of the public were in attendance.

## **7. Payments, receipts and unpaid invoices**

In line with the Council's Financial Regulations, Members reviewed and **RESOLVED** to ratify the receipts and payments made as of 30 June 2025 and to note unpaid invoices. (moved Cllr. Singh, seconded Cllr. Burrows)

## **8. Reconciliations**

Members **RESOLVED** to note and approve the following reconciliations as of 30 June 2025:

- Treasurers Account – Lloyds
- Public Sector Deposit Fund – CCLA
- Petty cash

(moved Cllr. Singh, seconded Cllr. Bowman)

## **9. Budgetary Report – Q1 2025-26**

Member reviewed the Council's budgetary position and earmarked reserves as at 30 June 2025 and **RESOLVED** to:

- note the actual financial position, as against budget, as of 30 June 2025
- note the earmarked reserves

(moved Cllr. Singh, seconded Cllr. Pike)

## **Confidential Items**

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

## **10. Community Consultation**

Members **RESOLVED** to authorise the Town Clerk to:

- engage Breakthrough Communications to deliver the required community consultation project as outlined, on the terms and fees stated, in the report
- make the following adjustments to budgets:
  - to decrease budget 120/4485 (insurance) by £4,500 and increase budget 280/4879 (community engagement) by £4,500

(moved Cllr. Hartnell, seconded Cllr. Burrows)

Meeting closed at 6.32pm

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

**Date:** \_\_\_\_\_

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>6 October 2025</b>
<b>Item of business</b>	<b>25 COU 10</b>
<b>Details</b>	<b>Town Clerk’s Report</b>
<b>Purpose of Report</b>	<b>To provide a summary of the ongoing work and correspondence log of Seaton Town Council</b>
<b>Recommendations</b>	It is <b>RECOMMENDED</b> that Members <b>RESOLVE</b> : <ul style="list-style-type: none"> <li>• to note the report and correspondence log</li> <li>• not to run Seaton in Bloom in 2026</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

- **Local Government Reorganisation** – after the decision of F&GPC on 8 September to engage Breakthrough Communications (BC) to work with officers on a comprehensive consultation to engage the community and understand its priorities, prior to LGR, officers have met twice with BC, completed questionnaires and supplied extensive information regarding the town and community. A draft consultation is awaited. Officers are also preparing a schedule of local community activities regularly taking place within the town with a view to completing the consultation in-person as well as digital completion in order to reach as many local residents as possible.
- **Developer contributions & play park upgrades** – in line with the resolution of the Council on 7 April 2025, which decided that – in principle – the open space developer contributions available to Seaton should be directed towards repairs/upgrades to the playparks, the Facilities Officer has undertaken a review of both Elizabeth Road and the Underfleet parks and identified the grounds



works required to bring the surfacing up to an appropriate standard and also the equipment that requires replacement. Site visits have been undertaken by three major companies specialising in playparks who have been asked to produce schemes to include essential grounds works and to replace equipment. Recommendations and associated costs are awaited. Whilst it was initially considered a possibility to upgrade more of the equipment, in light of the pending local government reorganisation, and the very real possibility that the Council will have to take on responsibility for more open spaces over the next 2-3 years, particular prudence with regard to both developer contributions and reserves for play parks maintenance is considered essential to assist in this transition. Therefore, it is intended that a report will be brought to Members, hopefully in November but subject to all the required information being received from the playpark companies, to update on the proposed schemes which will then go out to consultation with residents and the required tender process undertaken.

- **Town Hall** – whilst the integrity of the current fire alarm system is intact, the current panel is now obsolete, and software issues continue which prevent the building from being divided into separate fire zones. Future proofing the system is therefore a priority. Quotations have been sought from 3 companies and the results form a separate agenda item. Officers have established a positive working relationship with the new theatre manager and continue to work with him and other trustees to assist with the refurbishment of the dressing rooms which supports the ongoing planning work of the East Devon Soul Festival.
- **Gateway Theatre Company** – officers met with the Chair of GTC again during September to and he has again confirmed that financial information will be provided as soon as available.
- **Marshlands** – legionella upgrade works have been completed however consideration will need to be given to new TMV works throughout the building. Quotations are currently being sought for these. Regular legionella checks have now been contracted and are being regularly undertaken. Fire safety inspections are all up to date and the residual EICR works will be completed by the end of October. The 10-year weight test has also been completed for the lift and appropriate certification issued. DCC are still being chased for a purchase order number to enable us to issue invoices for the library.
- **Finance** –
  - **Streetscene contribution** – the Town Clerk has written to EDDC regarding the reduced street cleaning service provided by Streetscene, particularly during the first 5.5 months of the year when there was no dedicated operative allocated to the town after the previous one left EDDC. She suggested that there should be a reduction in the annual

£7,500 contribution paid to EDDC, to reflect this. EDDC responded that, in their view there was no deficit in service. The Town Clerk has replied disputing this, in light of the increased complaints from the public and concerns expressed by Members. A further response is still awaited.

- **EDDC Streetscene walkabout** – this was postponed by EDDC, due to illness. A further date was scheduled for 18 September but postponed due to ward member availability. A further date is awaited.
- **Allotment inspections** - all allotment plots are currently occupied with 38 names on the waiting list. After the cyber-attack in March this year it has taken some time to re-enter all tenant and plot details into the Rialtas system. This has now been done and the invoices for 2025-26 have now been issued.
- **Training**: No training has been completed in September however, officers are booked to attend training pertaining to LGR and boosting local councils' identity in October.
- **Meeting regarding community asset transfers** – officers have been chasing the Interim Director of Place at EDDC regarding income and expenditure figures for different EDDC 'assets' in the town. This information does not appear to be readily available but efforts are being made to collate what is available.
- **Seaton in Bloom 2025** – the presentation for winning entries was held at Marshlands on 12 July, attended by 2 councillors and 3 officers. As previously advised, unfortunately, the number of applications has fallen year after year, with only 6 applicants this year. As such, and in light of the extensive times taken by the Administrative Officer's time to arrange the event, it is recommended that the event does not take place in 2026.
- **East Devon Soul Festival** - planning continues. Officers have provided support for the submission of grant funding bids and facilitated meetings with various stakeholders including the Gateway Theatre. Officers have developed a project plan and continue to work closely with East Devon Soul CIC regarding the imminent website and ticket sales launch.
- **Community Engagement** – a council surgery took place at Seaton Library on 27<sup>th</sup> September and feedback is awaited. The Deputy Clerk continues to liaise with several local organisations with a view to scheduling further council surgeries in November and January 2026.
- **Correspondence and enquiries** - various correspondence and enquiries have been dealt with by officers throughout the month and a summary of correspondence is attached.

## RECOMMENDATIONS

It is **RECOMMENDED** that Members **RESOLVE**:



- 
- to note the report and correspondence log
  - not to run Seaton in Bloom in 2026



**Correspondence  
&  
Complaints Log  
2025-26**

## Correspondence & Complaints – APRIL 2025

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

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

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

	Environmental studies. As part of her studies she has to carry out a research project & would like to interview a member of the town council who could answer some questions about Seaton, the wetlands and climate change.	Email	HJ forwarded to all Seaton Town Councillors and also gave her the details for the Countryside Team at EDDC who manage the Wetlands	HJ
09.04.2025	Email from a lady who lives in the West Midlands whose family would like to carry out their parents last wish of scattering their ashes around Seaton Harbour or at the Mouth of the River Axe in Axemouth. Their Wedding Anniversary would be on 1st September therefore we would like to do this as close as we can to that date. This would be on Sunday 31st August. Would there be any objections to their request.	Mouth of River Axe at Axmouth Harbour	HJ	HJ
09.04.2025	Is the disabled parking on the seafront free of charge?	Esplanade parking spaces	HJ advised all disabled parking on the seafront is free of charge	HJ
09.04.2025	Lady came in for two bus pass application forms	In the office	HJ gave forms	HJ
09.04.2025	Are the new bus timetable booklets out yet?	In the office	HJ said not until after 20 <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 House pub as a venue for their AGM but no one answering the phone or replying to his emails. Have they closed down?	The Old Picture House Pub	HJ wrote the person's contact details on a postcard and walked around to the pub and handed the details to the Landlord, explaining what the customer would like.	HJ
12.04.2025	Email from resident complaining that the clock on the Jubilee Tower is not working	Jubilee Tower Clock	HJ advised EDDC are aware and it will be repaired soon	HJ
14.04.2025	Lady came into the office for the new bus timetable booklet and was angry they aren't published yet and why not	In the office	HJ explained Devon County Council issue the booklets every year the release date is always different depending on the bus operators timetables so we have no idea when they will be circulated	HJ
14.04.2025	Came in looking for Estate Agents, Fortnum, Smith & Banwell.	In the office	HJ directed them to the Estate Agent's office on Harbour Road	HJ
14.04.2025	Allotment holder of plot 38A telephoned to say yet again, someone has used his plot as a toilet and there are more turds and toilet paper on his plot	Allotments	HJ listened with sympathy and advised he reports to Police 101. Recommended that he reinforce his boundaries so its difficult for intruders to get onto his plot	HJ
14.04.2025	Lady with daughter wanted to go fossiling and crabbing & rock pooling	In the office	HJ recommended they visit Lyme Regis and Charmouth as much more to see there	HJ
14.04.2024	Is there an amusement arcade in Seaton? Grandson likes dinosaurs	In the office	HJ gave town map and told her where the amusement arcade is at Marine Place and also encouraged them to visit Jurassic Discovery	HJ
15.04.2025	Couple came in to collect their "Ship Shape" running shirt from the Grizzly	In the office	All STC officers had no idea what he was asking for then after some phone calls it	HJ

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



	bags and sand from us			
17.04.2025	Email received from resident complaining about the lack of clear dog signage on the seafront. Stencils need renewing	Esplanade	HJ replied to say EDDC are aware and will be done soon. Forwarded his email to Streetscene	HJ
17.04.2025	Another email received from a resident complaining about poor dog signage on the seafront and dogs running everywhere off leads. Will there be a dog warden patrolling this summer?	Esplanade	HJ replied to say EDDC will be upgrading the signage soon and the Environmental Health Dept. are responsible for dog warden patrols, gave details.	HJ
22.04.2025	Resident hasn't received their polling card, he has just moved house	In the office	HJ gave him the telephone number for Democratic Services at EDDC	HJ
19.04.2025	Sonia Knight from the Somerset Red Arrow Majorette's came and performed in the Seaton carnival in 2024 and were just wondering if they would like to have their girls perform again this year?	Seaton Carnival	HJ forwarded email to June Millman and replied to Sonia to let her know her email has been forwarded.	HJ
21.04.2025	Email received: "I am putting together the rota and schedule for next week and was wondering when we would be able to deliver the linen for the event on May 3 <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. Nees road sweeping and cleaning up, lots of seagull feathers and guano, cigarette butts, litter and dead leaves etc	Cross Street, Fore Street & Marine Place	HJ took note and will email Streetscene. EDDC road sweeper has broken down.	HJ
29.04.2025	Are there any boat trips out of Seaton?	Seafront	HJ advised sadly not any more, nearest is Exmouth for Stuart Line Cruises, or Lyme Regis for fishing trips	HJ
29.04.2025	Are there any supermarkets in Seaton that do click and collect and online ordering and home deliveries?	Email received	HJ replied with details for Tesco, Aldi and Waitrose in Sidmouth	HJ
30.04.2025	A Seaton property owner wanted advice on waiving the council tax on his second home in Seaton Hole. He can't sell it because no one can get a mortgage on it and cash buyers are advised by surveyors not to purchase the property because of the landslips. He is stuck with	Seaton Hole	HJ gave him the telephone for EDDC Council Tax department and recommended he speak to someone senior and ask for advice.	HJ

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

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

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

08.05.2025	Telephone call from a resident wanting to know how to dispose of a sharps waste container	Telephone call	HJ gave the tel no for EDDC recycling dept	HJ
08.05.2025	Couple came in for a stamp in their coastal path passport book	In the office	HJ stamped their passports	HJ
08.05.2025	Where are the best places to go bird watching in Seaton	Wetlands	HJ advised the Wetlands and also Holyford Woods	HJ
08.05.2025	Newly arrived residents who have moved into Seaton wanted to know about car parking permits	Seaton car parks	HJ gave advice to contact EDDC for permits and advised on street parking is Devon County	HJ
12.05.2025	Email received: Hi are there restrictions to apply outside of the UK I am actually based in Dublin Ireland in order for social housing? Seaton - East Devon district I would be interested in relocating there for work study reasons and it's a beautiful place to live and relocate the UK is not part of the EU anymore due to Brexit so I was just wondering as 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	<p>HJ sent the message and photo to Devon County who did an inspection and later responded:</p> <p>Thank you for taking the time to make this report.</p> <p>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.</p> <p>No further action required.</p>	HJ



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

	doubt, trying to get money into Seaton and build it up again. The only thing we would say is that the shops/cafes need to be open a bit more to take advantage of Bank Holidays and school holidays. The open/close times seem to be hot and miss. But congratulations and well done again Seaton - beautiful area. Kind regards, Helena Carr & Kate Noon. Lymington, Hants.			
17.05.2025	When is the disabled matting going to be put back down on the beach?	Seaton Beach	Advised very soon, EDDC to lay the matting	TIC Vol
17.05.2025	How to get to Weymouth by bus	Weymouth	Gave bus timetables for Jurassic Coaster bus from Axminster Railway station	TIC Vol
17.05.2025	A Colyton resident wanted to apply for an allotment	Allotments	HJ explained only Seaton residents with an EX12 postcode, can have a Seaton allotment unfortunately but he should contact Colyton Parish Council instead.	HJ
18.05.2025	Are there any day trip / boat trips out of Seaton?	Boat trips from Seaton	HJ said not any more but recommended Stuart Line cruises from Exmouth	HJ
19.05.2025	Is there a train from Axminster to Kingswear in South Devon?	Kingswear, South Devon	HJ looked on internet and said no, unfortunately not, Paignton is nearest	HJ
19.05.2025	There is an old wheel structure that has been stuck in the mud in Axmouth Harbour for ages, where is it from and what is the history?	Axmouth Harbour	HJ advised he contacts the Axe Yacht Club or ask the people who own the café in the Harbour as they will have local knowledge	HJ
19.05.2025	Pink Hippos Day Nursey telephoned to book a Gazebo for 8 <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 pot holes/road deteriorating along the area from the bottom of Royal Observer Way for approximately 40 metres past the Premier Inn ( the main road ).	Harbour Road outside The Premier Inn	HJ reported online to Devon County	HJ
14.05.2025	Email received from Planning Enforcement at EDDC in response to STC's request to revisit the state of The Look Out and to consider service of a s215 notice. This was the response:  <i>'I have visited the site of the lookout at Seaton. Unfortunately, this building is not in the scope of an S215 Notice. Given this I am closing the case with no further action.'</i>	The Look Out, Esplanade	JPM reported outcome to council on 9 June 2025	JPM

## JUNE 2025

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

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

	Cliff Field Gardens. Do you have an information book showing all the information boards and maybe the steel plate insert for this trail.? If so please advise price and postage and I'll purchase one. My grandson has a wide interest in the Timeline you show and I would like to help him with further education on the subject.		but I have put together a couple of documents which I hope will be useful.  Thank you for your interest in Seaton and we are delighted that you enjoyed your visit.	
04.06.2025	What's happening with the Hook & Parrot pub on the seafront?	Hook & Parrot pub	Awaiting approval from EDDC for demolition plans but works should start soon.	HJ
04.06.2025	Are there any local riding stables?	In the office	HJ gave telephone number for Devenish Pitt stables at Farway	HJ
04.06.2025	When is the Library opening?	Library	HJ advised 8 <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
19.6.2025	Couple wanting to walk to Lyme Regis complained about the "very poor" bus service to Lyme Regis and said not enough buses running regularly	Lyme Regis	HJ explained Stagecoach no longer has a contract to drive into Dorset and we are very lucky that AVMT stepped in to provide the service we have now, otherwise there would be no bus service to Lyme Regis at all	HJ
21.06.2025	Email complaint from resident about dog owners letting their dogs run off leads in the dog ban area of the beach and not cleaning up their mess	Seaton Beach	HJ forwarded to EDDC Environmental Health and replied to email accordingly	HJ
21.06.2025	Allotment holder wanted to know if he can have another plot in addition to the one he already has?	Allotments	HJ replied to say no as too many names no the waiting list, rules permit one plot per household	HJ

21.06.2025	Email from a resident enquiring about looking at getting some of the low branches cut on the tree in the sensory garden at Seafeld 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	Seafeld 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

	new wooden unit on your seafront for the season or possibly longer. I sold my seafront cafe in Lyme Regis last year due to ever increasing costs and before then, worked from a small unit which was extremely successful. I'm looking to offer hog dogs with homemade gourmet toppings and freshly cooked doughnuts..... "Dogs n Donuts". I would very much like to discuss options with you in person or over the telephone.		Speak to and a link to the website	
26.06.2025	Visitors wanted to buy the Devon County green flag	In the office	HJ gave the shoppers map to them and advised which shops may sell the flags and other Devon souvenirs	HJ
26.06.2025	Are there any shanty singers performing in Beer during July?	Beer	HJ said The 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
28.06.2025/29.06.2025	Someone wanted to buy fridge magnets and jigsaws but no shops open	In the office	Suggested shops probably closed because it's a Sunday	TIC Vol
28.06.2025	Email: We've just walked through Seafeld Gardens (picking up litter on the way). Cannot believe how the gardens have	Seafeld Gardens and Sea Hill Road	HJ reported to EDDC Streetscene and replied to person accordingly	HJ

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



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

## JULY 2025

				Officer
01.07.2025	Resident reported a dead fish in the pond underneath the clock tower in Seafeld 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 Seafeld Gardens	HJ said would report to EDDC Streetscene as a matter needing urgent attention	HJ
01.07.2025	Resident wanted to know who owns the flower bed in Windsor Gardens under the war memorial	Windsor Gardens	JH explained that EDDC own and maintain that open space	JH
01.07.2025	When is the library opening and where it is going to be?	Library	HJ explained	PJ

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

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

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

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

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

15.07.2025	Visitors have lost a pair of designer prescription spectacles on the beach, have they been handed in?	Seaton beach	HJ took name and telephone number in case they are handed in and advised to contact Streetscene	HJ
15.07.2025	A couple visiting from London came to Seaton to see the Wetlands after watching BBC Countryfile program	Wetlands	HJ gave leaflets and info on the area and highly recommended they have a tram ride	HJ
15.7.202a5	Email complaint received about the Grove car park. They could no purchase a ticket because the machine was faulty so they parked somewhere else. But then received in the post a fine for £100 !	Grove car park	HJ said Council cannot intervene as car park is privately owned but to contact The British Parking Association and make a formal complaint. Also contest the fine.	HJ
16.07.2025	Council tax discount query	Telephone call	HJ referred to EDDC	HJ
16.07.2025	What is happening with the 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 :  <a href="#">Report overgrown trees and vegetation - Roads and transport</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	HJ
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 Seafeld Gardens is not working	Seafeld 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, Seafeld 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 Seafeld Gardens is not working intermittently	Jubilee Clock Tower	PJ said he would report to the EDDC Streetscene team	PJ
09.08.2025	Disabled parking bay query	Seafront parking bays	Told no time restrictions and free to park	TIC Vol
09.08.2025	Visitors wanted to know about local attractions which are wheelchair friendly	Seaton in General	Gave out leaflets for Tram & Jurassic and Pecorama and Donkey Sanctuary, etc. etc.	TIC Vol
				HJ
09.08.2025	Email received: I am contacting you as I recently received the ticket detailed below while visiting Seaton. I checked parking options on your website and there was no mention of the unusual restrictions in parking in the Aldi car park. These restrictions do not seem to support local businesses and restaurants ( I was parked to visit Le Pisani). I would appreciate any support in challenging this fine and I think you need to update your website.	The Aldi car park in Seaton	HJ replied saying this parking area is privately owned by the Aldi chain and not managed by us or the district council. Seaton Town Council cannot intervene and help with his appeal as the car park is located on private land. However, as the letter they have sent states that they area an approved contractor of the British Parking Association, he can contact them for guidance on how to further challenge the fine. We deliberately did not include the Aldi or Tesco car parks on our website because they are privately owned and are specifically for their customers to use. However, I note your comments and agree it would be worthwhile adding some information to our website to prevent other people getting parking fines too.	HJ
11.08.2025	Email received: Please can you tell me why there are no signs on our beach to tell dog owners where there can take their dogs . I have sat on the beach for 2hrs today the middle section just to the right of the slope but to left of toilets and there are 10 different dogs with their owners. From	Seaton beach	HJ replied to say her email has been forwarded to the environmental health department at EDDC for the attention of the dog warden	HJ



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

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

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

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

	The Underfleet which was left behind after the car went up in flames a couple of days ago. Also some oil or soot deposits			
20.08.2025	Resident reported the clock on the clock tower in Seafield gardens is broken, the hands to not operate	Seafield Gardens	HJ explained work in progress and the specialist clock engineers are waiting for parts	HJ
20.08.2025	Resident reported a dead fish floating in the pond in Seafield Gardens. Also the pond is filthy and covered in algae which is probably killing the fish	Seafield Gardens	HJ reported to Streetscene	HJ
20.08.2025	Visitor into the TIC complained we had ignored her whilst she was browsing the leaflets in the TIC.	In the office	HJ & PJ who were talking to and helping another member of the public at the time, did not pass comment	HJ & PJ
20.08.2025	Email from a researcher at BBC Bargain Hunt wanting contact details for the Seaton Museum	Seaton Museum	HJ forwarded his email to Laura Hewitt and replied accordingly	HJ
21.08.2025	Visitor who needs to use walking aids, came in to the TIC to complain about the new toilets on the seafront. The disabled toilet has no hot shower facilities. This is totally negligent and incompetent. The public toilets in Cornwall all have hot showers	New toilets on the seafront	HJ & PJ took note and said would give feedback to the District Council who manage the public toilets.	HJ
21.08.2025	Another member of the public complained they had to pay 40p to use the new toilets	New toilets on the seafront	HJ took note and said would give feedback to the District Council who manage the public toilets.	HJ
21.08.2025	Person wanted the telephone number for Daisy's café in Seaton	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
<b>SEPTEMBER 2025</b>				
				<b>Officer</b>
28.08.2025	Email received: I visited Seaton Hole this morning 28.08.2025 and noticed the lifebuoy at the foot of the steps leading down to the beach had fallen out of its holder. The attached rope was lying on the ground, still attached but likely to become tangled.	Seaton Hole	HJ reported to EDDC and Peter Blythe replied to say the lifebuoy has been re-mounted.	HJ

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

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



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

12.09.2025	Email received: On a recent visit to Seaton coming from Bridport, I especially wanted to visit the greenhouse in 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 probable too big for someone to park on their driveway	HJ
16.09.2025	Memorial bench enquiry for the Cliffs in Seaton and Beer	Cliffs in Seaton & Beer	JM replied accordingly and gave details for EDDC	JM
16.09.2025	Why are the tennis courts in Seafield Gardens always closed?	Seafield Gardens	HJ explained these are managed by the LED (Leisure East Devon) and gave a telephone number for their office	HJ
17.09.2025	Person enquiring about hiring the meeting room here at Marshlands	Meeting room upstairs	HJ gave details and hourly rate and availability	HJ
17.09.2025	A resident of the Old Beer Road complained about lots of weeds and overgrowth along the pavements. Devon County Council do not have the resources to clear them away and they told him to ask the local Town Council to do the work	Old Beer Road down to Seaton Hole	HJ took the message and passed onto colleagues for discussion	HJ
17.09.2025	A couple who are soon to be moving to Seaton came into the TIC for leaflets and local information in the area	Seaton in general	HJ gave local trade handbook and Re-Store community handbook	HJ
17.09.2025	A lady from "Cash Access" wanted to know if we had any available space to accommodate a temporary banking hub whilst the new permanent hub is being set up	In the council offices	HJ gave her a tour of the facilities and recommended that she contacts The Gateway or Seaton Hospital League of Friends as they have more space and are better positioned in the town for public access and availability	TIC Vol
17.09.2025	Email from a resident of Drovers Way complaining about overgrown vegetation and brambles blocking the pavement near to the electricity substation box	Drovers Way	HJ reported online to DCC highways	HJ

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

25.09.2025	Reported a broken wooden bench on the Esplanade	Esplanade	HJ passed message onto Streetscene	HJ
25.09.2025	Couple from Southampton who visit East Devon regularly, wanted ideas on what to do and where to go because they have been everywhere and run out of ideas	East Devon	After discussions they were given leaflets and details for visiting Ottery St Mary, Exmouth, Budleigh Salterton and Dawlish. Gave out National Trust leaflets too	HJ
25.09.2025	Email from a local artist who wants to sell her products at the next market in Windsor Gardens	Windsor Gardens	HJ forwarded her email to the Chamber	HJ
29.05.2025	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
29.05.2025	What's happening about the Fosseway Court development?	Fosseway Court	HJ updated him with the current situation as we know it	HJ
29.05.2025	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

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>6 October 2025</b>
<b>Item of business</b>	<b>25 COU 12</b>
<b>Details</b>	<b>Report on Tourist Information Centre (‘TIC’)</b>
<b>Purpose of Report</b>	<b>To provide an update on tourist information enquiries</b>
<b>Power/Authority</b>	<b>Local Government Act 1972, s144 – power to encourage visitors</b>
<b>Recommendations</b>	It is <b>RECOMMENDED</b> that Members: <ul style="list-style-type: none"> <li>• note the update</li> </ul>

## 1. Background

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

## 2. Summary of enquiries

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

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

	STC	TIC	STC	TIC	Weekdays	Weekends	Total
<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>	27	241	27	11	182	124	<b>306</b>
<b>October</b>							
<b>November</b>							
<b>December</b>							
<b>January</b>							
<b>February</b>							
<b>March</b>							
<b>2024/25 TOTAL</b>					<b>1,364</b>	<b>782</b>	<b>2,146</b>

### 3. Opening hours

Weekday opening hours are 9am to 1pm from Monday to 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



## Section 1 – Annual Governance Statement 2024/25

We acknowledge as the members of:

SEATON TOWN COUNCIL

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2025, that:

	Agreed		
	Yes	No*	'Yes' means that this authority:
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.	✓		<i>prepared its accounting statements in accordance with the Accounts and Audit Regulations.</i>
2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	✓		<i>made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.</i>
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.	✓		<i>has only done what it has the legal power to do and has complied with Proper Practices in doing so.</i>
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	✓		<i>during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.</i>
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	✓		<i>considered and documented the financial and other risks it faces and dealt with them properly.</i>
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.	✓		<i>arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.</i>
7. We took appropriate action on all matters raised in reports from internal and external audit.	✓		<i>responded to matters brought to its attention by internal and external audit.</i>
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.	✓		<i>disclosed everything it should have about its business activity during the year including events taking place after the year end if relevant.</i>
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	N/A
			✓

**\*Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.**

This Annual Governance Statement was approved at a meeting of the authority on:

09/06/2025

and recorded as minute reference:

33

Signed by the Chair and Clerk of the meeting where approval was given:

Chair

Clerk

*[Handwritten signatures of Chair and Clerk]*

www.seaton.gov.uk



## Section 2 – Accounting Statements 2024/25 for

### SEATON TOWN COUNCIL

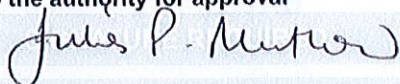
	Year ending		Notes and guidance
	31 March 2024 £	31 March 2025 £	
1. Balances brought forward	409,372	450,889	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	407,470	434,763	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	53,300	85,541	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	212,405	225,793	Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.
5. (-) Loan interest/capital repayments	0	0	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6. (-) All other payments	206,848	290,361	Total expenditure or payments as recorded in the cash-book less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	450,889	455,039	Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).

8. Total value of cash and short term investments	448,084	451,978	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.
9. Total fixed assets plus long term investments and assets	369,155	330,295	The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.
10. Total borrowings	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

For Local Councils Only	Yes	No	N/A	
11a. Disclosure note re Trust funds (including charitable)		✓		The Council, as a body corporate, acts as sole trustee and is responsible for managing Trust funds or assets.
11b. Disclosure note re Trust funds (including charitable)			✓	The figures in the accounting statements above exclude any Trust transactions.

I certify that for the year ended 31 March 2025 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities – a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the authority for approval



Date

04/06/2025

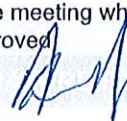
I confirm that these Accounting Statements were approved by this authority on this date:

09/06/2025

as recorded in minute reference:

34

Signed by Chair of the meeting where the Accounting Statements were approved





## Section 3 – External Auditor’s Report and Certificate 2024/25

In respect of **Seaton Town Council – DV0307**

### 1 Respective responsibilities of the auditor and the authority

Our responsibility as auditors to complete a **limited assurance review** is set out by the National Audit Office (NAO). A limited assurance review is **not a full statutory audit**, it does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and hence it **does not** provide the same level of assurance that such an audit would. The UK Government has determined that a lower level of assurance than that provided by a full statutory audit is appropriate for those local public bodies with the lowest levels of spending.

Under a limited assurance review, the auditor is responsible for reviewing Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with NAO Auditor Guidance Note 02 (AGN 02) as issued by the NAO on behalf of the Comptroller and Auditor General. AGN 02 is available from the NAO website – <https://www.nao.org.uk/code-audit-practice/guidance-and-information-for-auditors/>

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2025; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

### 2 External auditor’s limited assurance opinion 2024/25

On the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return (AGAR), in our opinion the information in Sections 1 and 2 of the AGAR is in accordance with *Proper Practices* and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

Other matters not affecting our opinion which we draw to the attention of the authority:

None

### 3 External auditor certificate 2024/25

We certify that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2025.

External Auditor Name

**PKF LITTLEJOHN LLP**

External Auditor Signature

*PKF Littlejohn LLP*

Date

**31/08/2025**

Seaton Town Council  
BY EMAIL

**DDI:**  
+44 (0)20 7516 2200  
**Email:**  
sba@pkf-l.com  
**Date:**  
01 September 2025  
**Our Ref:**  
DV0307  
**SAAA Ref:**  
SB07333

**Seaton Town Council**  
**Completion of the limited assurance review for the year ended 31 March 2025**

Dear Ms Mutlow

We have completed our review of the Annual Governance & Accountability Return (AGAR) for Seaton Town Council for the year ended 31 March 2025. Please find our external auditor report and certificate (Section 3 of the AGAR Form 3) included for your attention as an attachment to the email containing this letter along with a copy of Sections 1 and 2 of the AGAR, on which our report is based.

The external auditor report and certificate details any matters arising from the review. The smaller authority must publish these documents immediately and at the next meeting consider the final external auditor report and decide what, if any, action is required.

**Action you are required to take at the conclusion of the review**

The Accounts and Audit Regulations 2015 (SI 2015/234) set out what you must do at the conclusion of the review. In summary, you are required to:

- Prepare a “Notice of conclusion of audit” which details the rights of inspection, in line with the statutory requirements. We attach a pro forma notice you may use for this purpose (a Word version is available on request).
- Publish the “Notice” along with the certified AGAR (Sections 1, 2 & 3) before 30 September 2025, which must include publication on the smaller authority’s website. (Please note that when the statute and regulations were amended in 2014 and 2015, they did not include a requirement for the length of time for which that the “Notice” must be published. The previous statute required 14 days; but it is now up to the authority to make this decision).
- Keep copies of the AGAR available for purchase by any person on payment of a reasonable sum.
- Ensure that Sections 1, 2 and 3 of the published AGAR remain available for public access for a period of not less than 5 years from the date of publication.

## Fee

We enclose our fee note, on page 4 of this attachment, for the limited assurance review, which is in accordance with the fee scales set by Smaller Authorities' Audit Appointments Ltd which can be found at <https://www.saaa.co.uk/audit-fees/>. This fee is statutory, must be paid and is due immediately on receipt of invoice, please arrange for this to be paid **at the earliest opportunity**.

Additional charges are itemised on the fee note, where applicable. These arise where either:

- we have had to issue chaser letters and/or exercise our statutory powers due to a failure to provide an AGAR by the submission deadline; or
- it was necessary for us to undertake additional work.

**Please return the remittance advice with your payment, which should be sent to: PKF Littlejohn LLP, Ref: Credit control (SBA), 5<sup>th</sup> Floor, 15 Westferry Circus, Canary Wharf, London, E14 4HD.** Please include the reference DV0307 or Seaton Town Council as a reference when paying by BACS.

## Timetable for 2025/26

Next year we plan to set a submission deadline for the return of the completed AGAR Form 3 and associated documents (or Certificate of Exemption) in the usual way and this is expected to be Wednesday 1 July 2026. It is anticipated that the instructions will be sent out during March 2026, subject to arrangements for the 2025/26 AGARs and Certificates of Exemption being finalised by Smaller Authorities' Audit Appointments Limited (SAAA). Our instructions will cover any changes about which smaller authorities need to be aware.

- The smaller authority must inform the electorate of a single period of 30 working days during which public rights may be exercised. The period must be **exactly** 30 working days, please do not set public rights dates that cover a longer period. This information **must be published at least the day before** the inspection period commences;
- The inspection period **must** include the first 10 working days of July 2026, i.e. 1 to 14 July inclusive. In practice this means that public rights may be exercised:
  - at the earliest, between Wednesday 3 June and Tuesday 14 July 2026; and
  - at the latest, between Wednesday 1 July and Tuesday 11 August 2026.

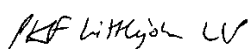
As in previous years, in order to assist you in this process we plan to include a pro forma template notice with a suggested inspection period on our website. On submitting your AGAR and associated documentation, as was the case for this year, we will need you to either confirm that the suggested dates have been adopted or inform us of the alternative dates selected.

We would like to draw your attention to a change within the Practitioners' Guide 2025 which is mandatory for the 2025/26 period. Paragraphs 1.47 to 1.54 relate to an additional assertion to be included in the 2025-26 AGAR, Assertion 10, regarding email management, websites, compliance with both the General Data Protection Regulation (GDPR) 2016 and the Data Protection Act (DPA) 2018 and the requirement to have an IT policy. The requirements in relation to Assertion 10 are listed in Paragraphs 1.47 to 1.54 and the local authority should review these requirements and take appropriate steps to ensure compliance.

## Feedback on 2024/25

We would welcome feedback on your experiences with PKF Littlejohn LLP during the review for the year ended 31 March 2025. Such feedback is important to us to help us drive improvements in client service. If you wish to provide feedback, our satisfaction survey template can be used, which is available on our website on this page: <https://www.pkf-l.com/services/limited-assurance-regime/useful-information-and-links/>

Yours sincerely



PKF Littlejohn LLP

## Seaton Town Council

### Notice of conclusion of audit

#### Annual Governance & Accountability Return for the year ended 31 March 2025

Sections 20(2) and 25 of the Local Audit and Accountability Act 2014

Section 16 of the Accounts and Audit Regulations 2015 (SI 2015/234)

<p>1. The audit of accounts for <b>Seaton Town Council</b> for the year ended 31 March 2025 has been completed and the accounts have been published.</p> <p>2. The Annual Governance &amp; Accountability Return including the auditor's certificate and opinion is available for inspection and copying by any local government elector of the area of <b>Seaton Town Council</b> on application to:</p> <p>(a) _____          _____          _____          _____</p> <p>(b) _____          _____          _____</p> <p>3. Copies will be provided to any local government elector of the area on payment of £____ (c) for each copy of the Annual Governance &amp; Accountability Return.</p> <p>Announcement made by: (d) _____</p> <p>Date of announcement: (e) _____</p>	<p>Notes</p> <p>This notice and Sections 1, 2 &amp; 3 of the AGAR must be published by 30 September. <b>This must include publication on the smaller authority's website.</b> The smaller authority must decide how long to publish the Notice for; the AGAR and external auditor report must be publicly available for 5 years.</p> <p>(a) Insert the name, position and address of the person to whom local government electors should apply to inspect the AGAR</p> <p>(b) Insert the hours during which inspection rights may be exercised</p> <p>(c) Insert a reasonable sum for copying costs</p> <p>(d) Insert the name and position of person placing the notice</p> <p>(e) Insert the date of placing of the notice</p>
--	--

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

**Our ref** DV0307  
**SAAA Ref** SB07333  
**Invoice No.** SB20251202  
**VAT No.** GB 440 4982 50  
**Email:** sba@pkf-l.com  
**Date:** 01 September 2025

## INVOICE

Professional services rendered in connection with the following:

Limited assurance review of Annual Governance & Accountability Return for year ended 31 March 2025	£1,365.00
Additional charges (where applicable) as detailed on attached appendix A	£0.00
Additional fees (where applicable) as detailed by separate cover	£0.00
<b>TOTAL NET</b>	<b>£1,365.00</b>
<b>VAT @ 20%</b>	<b>£273.00</b>
<b>TOTAL PAYABLE</b>	<b>£1,638.00</b>

**THIS IS A STATUTORY FEE WHICH MUST BE PAID. PAYMENT IS DUE ON RECEIPT OF INVOICE**

The fees and charges are in accordance with the fee scales set by Smaller Authorities' Audit Appointments Ltd which can be found at <https://www.saaa.co.uk/audit-fees/>

**For payments by cheque, please return the remittance advice with your payment to:  
PKF Littlejohn LLP, Credit Control (SBA), 5<sup>th</sup> Floor, 15 Westferry Circus, Canary Wharf, London E14 4HD**

**For payments by credit transfer, our bank details are:-**

**HSBC Bank plc**  
**Address: 1-3 Bishopsgate, London, EC2N 3AQ**  
**Sort Code: 40-02-31**  
**Account number: 11070797**  
**Account Name: PKF Littlejohn LLP**  
**Please include DV0307 or Seaton Town Council as the reference.**

**For account queries, contact [sba@pkf-l.com](mailto:sba@pkf-l.com)**

**PKF Littlejohn LLP**  
15 Westferry Circus,  
Canary Wharf, London  
E14 4HD

**T: +44 (0)20 7516 2200**  
**pkf-l.com**

Ms Julia Mutlow  
Seaton Town Council  
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Marshlands Centre  
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## REMITTANCE ADVICE

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Limited assurance review of Annual Governance & Accountability Return for year ended 31 March 2025	£1,365.00
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<b>TOTAL NET</b>	<b>£1,365.00</b>
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## Seaton Town Council

### Notice of conclusion of audit

#### Annual Governance & Accountability Return for the year ended 31 March 2025

Sections 20(2) and 25 of the Local Audit and Accountability Act 2014

Section 16 of the Accounts and Audit Regulations 2015 (SI 2015/234)

<p>1. The audit of accounts for <b>Seaton Town Council</b> for the year ended 31 March 2025 has been completed and the accounts have been published.</p> <p>2. The Annual Governance &amp; Accountability Return including the auditor's certificate and opinion is available for inspection and copying by any local government elector of the area of <b>Seaton Town Council</b> on application to:</p> <p>(a) <u>JULIA MUTLOW (TOWN CLERK)</u>  <u>SEATON TOWN COUNCIL,</u>  <u>MARSHLANDS CENTRE</u>  <u>SEATON EX12 2LT</u></p> <p>(b) <u>MONDAY, TUESDAY &amp; THURSDAY</u>  <u>9AM - 1PM</u></p> <p>3. Copies will be provided to any local government elector of the area on payment of £0.9 (c) for each copy of the Annual Governance &amp; Accountability Return.</p> <p>Announcement made by: (d) <u>JULIA MUTLOW</u></p> <p>Date of announcement: (e) <u>3 September 2025</u></p>	<p>Notes</p> <p>This notice and Sections 1, 2 &amp; 3 of the AGAR must be published by 30 September. <b>This must include publication on the smaller authority's website.</b> The smaller authority must decide how long to publish the Notice for; the AGAR and external auditor report must be publicly available for 5 years.</p> <p>(a) Insert the name, position and address of the person to whom local government electors should apply to inspect the AGAR</p> <p>(b) Insert the hours during which inspection rights may be exercised</p> <p>(c) Insert a reasonable sum for copying costs</p> <p>(d) Insert the name and position of person placing the notice</p> <p>(e) Insert the date of placing of the notice</p>
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<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>6<sup>th</sup> October 2025</b>
<b>Item of business</b>	<b>25 COU 14</b>
<b>Details</b>	<b>Request for funding support for a new youth group in Seaton</b>
<b>Purpose of Report</b>	<b>For Members to consider a request for funding to support a new youth group in Seaton</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 £3,652, representing 50% of the first year’s overall estimated costs, from the EMR designated for youth provision to support the delivery of the Restore Youth Club for the academic year 2025/2026 subject to Restore CIC providing regular reviews of the project in December 2025, April 2026 and August 2026.</li> </ul>

## 1. Background

Since 2021, several reports have been brought to Members highlighting concerns raised by the community regarding, what is in their view, a limited availability of activities for young people in the Seaton area. Whilst there exists a range of voluntary organisations which currently offer activities for children and young people, for example, Brownies, Guides, Scouts, football and cricket clubs majorettes and martial arts, it would appear that there remains a consistent appetite for a dedicated youth club.

In December 2020, Members approved the allocation of budgeted expenditure for youth work to be undertaken in the year 2021/2022. The Council subsequently engaged Youth Genesis to collaborate with on the recruitment of Streetbase workers. The role of these workers was to engage with local young people to assess the needs and preference for

local activities. Unfortunately, due to recruitment challenges, the project was unable to progress as planned.

In September 2023, the Council carried out a youth consultation with the aim of ensuring that any future planned initiatives would be fully informed by the voices of young people themselves. Unfortunately the consultation returned only 95 responses and therefore did not provide any sufficiently robust evidence to inform future projects.

In July 2024, Members considered a community grant application from Seaton & District Youth Group (SDYG) for £8,000–£10,000 to support the setting up of a youth club in the town. Whilst Members were broadly in favour of the initiative, they concluded that, due to the amount requested, further evidence of need was required. Unfortunately, no further information or evidence was forthcoming from SDYG at that time. Members also considered that financial support would be better considered through the budget-setting process rather than the community grant scheme. Consequently, Members resolved to meet informally to explore the need for such a club and to consider how best the Council might support youth SDYG in achieving its objectives.

In September 2025, an update report was brought to Members detailing a new initiative established by Restore CIC for Seaton. A new youth group was to be set up, to commence once schools returned after the summer holidays. This was in response to a consultation carried out by Restore in which a number of respondents indicated a wish to see more activities and support provided for young people in the town.

## **2. Restore CIC Youth Club**

In Autumn 2024 Restore carried out a short survey involving approximately 100 local residents of varying ages and backgrounds. Responses were collected through face-to-face meetings, online submissions, and street engagement. Notably, 75% of respondents expressed a desire for youth provision in the form of a club, safe space, or structured activities.

In response to this Restore launched a new youth group on Monday 15th September at Pitchside Football Club with 22 young people in attendance. Activities on offer included skittles, jewellery making, computer games, and the provision of a hot meal. The group is led by eight volunteers and is scheduled to run fortnightly for young people in Year 6 and above. Attendance will need to be capped at 30 due to space and staffing constraints however, this will be reviewed regularly and a comprehensive evaluation of the initiative will take place at the end of the academic year.

Restore has provided estimated the overall cost of delivering 24 sessions to be £7,304. A detailed breakdown of these costs is provided in Appendix 1 (Restore's proposal). In addition to charging £2 per attendee (or £1 for siblings), Restore has applied for funding from the following sources:

- Devon County Council Councillor Locality Budget
- SPACE Youth Startup Funding (this is application can only be considered once the unused funds previously allocated to SDYG have been returned by Cllr John Heath, who chaired SDYG)
- Postcode Lottery
- South West Water Grant Scheme

Restore has also confirmed that it has ring-fenced funds within its own budget to support this project and intends to apply to the Tesco Community Fund. Restore is fully committed to ensuring the sustainability of this initiative beyond summer 2026 and has therefore requested that the Council consider allocating funds from its dedicated Earmarked Reserve (EMR) for youth provision to support the project. Specifically, Restore is seeking a contribution equivalent to 50% of the annual running costs for the first few years.

### 3. Conclusion

In light of Restore's established working relationships with Seaton Primary School and the Neighbourhood Policing Team, the support being provided to the project by VOYC and SPACE and its close links with Action East Devon, who it has worked in partnership with to deliver the Headlight project, it would seem that Restore CIC is well placed to lead a youth initiative that meets the needs of young people in Seaton. However, it must be noted that the project remains in its early stages and is heavily reliant on volunteer support.

Members are also asked to note that the Council currently holds £9,276 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.

### 4. Recommendations

It is **RECOMMENDED** that Members:

- delegate authority to the Town Clerk to allocate £3,652, representing 50% of the first year's overall estimated costs, from the EMR designated for youth provision to support the delivery of the Restore Youth Club for the academic year

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2025/2026 subject to Restore CIC providing regular reviews of the project in  
December 2025, April 2026 and August 2026.

## Seaton Youth Provision

Re:store Axe Valley CIC have been working within the community for the past 5 years and have built up a reputation for listening to the needs of the local people and filling in gaps where provision is lacking.

In this time we have been most grateful for the support and partnership we have had with Seaton Town Council and feel that there have been mutual benefits to having a good working relationship.

Over the last 6 months Re:store has made a conscious decision to focus our attention particularly towards families and youth. With that in mind we have been working with Seaton Hospital League of Friends who we have now handed over our befriending service over to as we know this is something which will fit well with their portfolio of support. In this time we have also set up a family check-in service working to support families through struggles they may be dealing with, and employing a family & community worker.

## Recognising the need:

One of our targets each year is to listen to the voice of the community and to hear what they believe is lacking in services or where there is most need. We action this in a few ways, from informal conversations with the many groups we work with through to consultations and questionnaires.

### Re:store's Community Consultation

In the autumn of 24 Re:store put together a short questionnaire which went out to around 100 local people from all ages and background, these were collated from face to face meetings, online responses and meeting people on the street.

Among other insights one thing stood out: 75% of responses called for youth provision, club, safe space or activities for young people.

Most people responded positively about Seaton's youth, forgiving them for some anti-social behaviour because the claim 'there is little for them to do'.

Another comment from one person said that what's needed is, 'a youth club or somewhere for the youngsters to meet'.

### Seaton Town Council's Report

This perhaps backs up the youth report which STC put together which highlighted from young people that the town needed a youth club/space based around their requirements. With one young person saying 'I'd love to join a youth club where I can hang out with my friends'.

## Our Credentials:

### Experience with Headlight

Over the last 3 years we have been key in setting up Headlight in Seaton with Action East Devon and hosted it at our cafe/hub in Seaton Hospital on a Tuesday evening. Re:store funded this for the first couple of years whilst AED found their own funding streams.

Over this time we've worked closely with the youth leader of this group who themselves has many years of youth work experience. Knowing their heart for local young people and living in the town we were keen to work with them and they now work with Re:store to run our family check-in service as well as our new youth group.

### Work with Seaton School

We have worked with Seaton school for the last 3 years offering a reading/listening time with our volunteers on a Monday afternoon. This has required us to meet the high standards of the school as the children meet in our cafe/hub and sit and read with older people and care home residents.

### Safeguarding & DBS

As we have already worked with young people and vulnerable adults we are familiar with the requirements and the importance of having the correct things in place to keep everyone safe.

Each of our workers and volunteers are met initially, DBS checked, safeguard trained to level 2 or 3 and are familiar with our safeguarding policy and requirements. They also sign a 'code of conduct' to work/volunteer with Re:store and know the process should they need to raise any concerns about the safety of a young person or conduct of an adult.

Re:store have also joined VOYC and SPACE who help to support and work with youth provisions across Devon. We have met with the team who are also working in Colyton and the SPACE representative who've been very helpful with documents and policies and ongoing support.

<https://www.spaceyouthservices.org/>

<https://www.voycdevon.org.uk/>

Additionally each young person who attends must have consent from a parent through our online form (or paper copy on the evening).

### Liaison with the local Police force

Before beginning the youth group we met with PC Jessica Crabtree to inform the local team about the new provision. This was a useful connection as they are now aware of when the group will take place and be available should we ever require them. Jess was also helpful in offering to come and spend some time with the young people to build better links with them and in time come to talk to them during one of the evenings.

We also have insurance in place to work with young people in a youth group setting.

## Meeting the need of Youth Provision

Re:store's directors made the decision to meet the need and provide the community with a youth group based on our experience and contacts.

On the **15th September at 6.30pm** we started the new youth group for the young people of Seaton. The group ran from 6.30pm - 8pm at Pitchside in Seaton, a venue which the owner has kindly offered for free each session. The first session saw **22 young people** turn up on the night for activities including skittles, computer games, tuck shop, jewellery making and a hot meal. The session was supported by **8 volunteers/leaders** all of whom are committed to being involved in the provision going forward.

Going forward the group will run on a Monday evening on a fortnightly basis for ages, school year 6+ (10-18 years old). We would like to see the sessions increase to weekly, we are however being realistic with our volunteer's time and sustainability and will monitor this as we move forward. Another option maybe to split the group to a younger and older group on the same evening depending on need.

For the moment we are limiting the number of young people to 30 to best manage the group and work with them safely.

### Financials:

Based on 1 year or 24 sessions:

Description	Cost	Quantity	Total
Insurance	£250.00	1	£250.00
DBS checks for adults - DCC	£26.40	10	£264.00
Specialist Sessions - I Made This for example	£150.00	6	£900.00
First Aid Training	£100.00	2	£100.00
Tuck/food - based on £2 per head for 30 people per session for 24 sessions	£1,440.00	1	£1,440.00
Re:store Leaders for entire year - based on approx 2.5 hrs per session	£2,000.00	1	£2,000.00
Contribution towards utilities at Pitchside	£500.00	1	£500.00
First Aid Kit & replenishment	£50.00	1	£50.00
Crafting Materials	£300.00	1	£300.00
Equipment - footballs	£50.00	1	£50.00
Equipment - darts	£30.00	1	350.00
Equipment - skittles	£100.00	1	£100.00
<i>Contingency</i>	<i>£1,000.00</i>	<i>1</i>	<i>£1,000.00</i>
<i>Total</i>			<i>£7304.00</i>

Our forecast is quite conservative and yet it highlights the costs associated with the group over a year's basis.

A couple of points from the forecast - Food is an important aspect of the sessions as we are aware locally that some families are unable to provide a healthy hot meal. We are also keen, in line with SPACE's recommendations to have 2x Re:store leaders working and overseeing this provision and supporting the volunteers. External session providers are always popular and a good way of bringing in new experiences for the young people and local knowledge.

We are hoping that the current venue will be usable for the coming year but are aware that costs may increase if we make a contribution for the space or need to find an alternative location.

We are keen to make this a sustainable project which can run for the foreseeable future and serve young people as they transition through childhood and adolescence.

Would STC be willing to contribute towards this new provision in Seaton and help it to be sustainable for a few years, perhaps supporting 50% of the costs per year?

Many thanks,

Ben Tucker & the Directors of Re:store



## ELIZABETH ROAD PLAY AREA

## OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil TuckleyDATE: 15th September 2025Time Finished: 11.45

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CAROUSEL DISH	Rubber crumb shrinkage and wear.	Monitor.	Low
ROUNDAABOUT	Gap re: Rospa report, too large. Holes in worn rubber crumb. Slight rust.	Monitor all issues. Repair/replace crumb - get quotes, contractor	Medium
FOOTBALL GOAL	Worn, puddled playing surface. Wobbly/rusty post/sockets some rust.	Monitor/replace. Contractor	Medium
GAMES AREA (MUGA)	Rusty bottom bar	Replace item? Get quotes. (Harcombe?)	Medium
MULTIPLAY	Some corrosion. 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	Rubber crumb shrinkage and wear. Crack in seat. Some rust/hole in side	Monitor/repair rust & hole	Low
SPINNING UNIT (TITAN)	Rubber crumb shrinkage and wear.	Monitor/repair & replace crumb. Contractor	Medium
TODDLER 1 BAY-2 SEAT	Rubber crumb wear and shrinkage	Monitor/repair & replace	Low
JUNIOR 1 BAY 2 SEAT	Rubber crumb shrinkage and wear.	Monitor/repair & replace. Contrator	Low
SWING NET	Rubber crumb shrinkage and wear	Monitor/repair & replace	Medium
SLIDE		Monitor	Low
FENCE		Monitor	Low
WOODEN GUARDS	REMOVED		Low
PATH		Monitor	Low
TREES	See tree survey	Monitor	Low

**UNDERFLEET****OPERATIONAL INSPECTION SHEET**INSPECTED BY: Phil TuckleyDATE: 15th September

Time Finished

10.45

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CYCLE STAND		Monitor	Low
GOAL NET X2 POSTS	Uneven playing surface.	Monitor/replace.	Low
CYCLOPS (SPIN NET)	Bottom coupling links are notching.	Continue to monitor	Medium
TITAN (ROTARY)	Chain Link notching. Some rust.	Monitor	Low
SPIDERS WEB		Monitor	Low
CLIMBING WALL	Fall height Re: RoSPA report. 2.9m fall height, surface inadequate?	Monitor. Make rubber crumb depth compliant with regulations. Contractor	Low
DINO (ZIP WIRE)	Uneven matting. Delaminating wood.	Monitor all issues.	Medium
NEXUS VIPER (ROPE SWING)	Tape added to rope end. Hole in matting	Monitor all issues.	Medium
WILLY JEEP	General rust & flaking/peeling paint.	Monitor /paint	Low
GAPING GHYLL	Cracks in timber.	Monitor	Low
LOPING BALANCE WEAVE	Cracks in timber. Some rot.	Monitor	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
WALK/STRETCH POSTS	Some cracking in wooden posts.	Monitor. Hags quoting for parts	Low
NET TUNNEL	Timber cracks. Worn/missing astro turf.	Monitor	Low
6M NET PYRAMID	Wear to 3rd rope from the top.	Monitor wear to added tape on rope. Tape added today.	Low
CIRCUS TRAMPOLINE	Uneven ground by item. Gap between tile & mulch	Monitor//make good.	Low
LANDSCAPE TUNNEL	Wood movement/rot. Hole in worn astro turf. Protective fall space Re: RoSPA report?	Monitor / replace item? Get quotes/contractor ASAP. Warning tape checked today.	Medium
UNIMINI KERRA (TODDLER UNIT)	Flaking paint and some rust. Wear to platforms.	Monitor	Low
LILLIE BASKET (SWING BASKET)		Monitor	Low
ROTY INCLUSIVE ROUNDABOUT	Worn rubber much	Monitor	Low
BENCH ON MOUND		Monitor	Low
2.4 SLEEPER BENCH X 3		Monitor	Low
DINOSAUR RIBCAGE WALKWAY ARCH		Monitor	Low
GATES X 2		Monitor	Low

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