

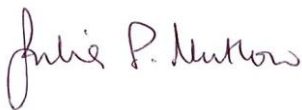
**To: All Members of the Town Council**  
**Meeting of Seaton Town Council**  
**on Monday, 7<sup>th</sup> April 2025 at 6pm**

**1<sup>st</sup> April 2025**

You are hereby summoned to attend the above meeting to be held on **Monday, 7<sup>th</sup> April 2025 at 6pm, or immediately after the conclusion of the Planning Committee, whichever is earliest**, at the Marshlands Centre, Harbour Road, Seaton EX12 2LT.

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

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



**Julia Mutlow**  
Town Clerk

## **AGENDA**

- 25/COU/01 Apologies for absence**  
To receive any apologies for absence.
- 25/COU/02 Declarations of Interest**  
To receive any Members' declarations of interest in respect of items on the agenda
- 25/COU/03 Council Minutes**  
To approve the minutes of a meeting of Seaton Town Council held on Monday, 3 March 2025
- 25/COU/04 District Councillors' Reports**  
To note the reports
- 25/COU/05 Public Question Time**  
To allow any questions or reports from members of the public

**25/COU/06 Committee Minutes**

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

- **Planning Committee** – 17 February & 3 March 2025

**25/COU/07 Town Clerk's Report**

To note the report and correspondence log

**25/COU/08 Report on cyber security breach**

To note the breach and the consequential impact on staff and resources and the Council's financial reporting requirements

**25/COU/09 Update on Seaton Tourist Information Centre**

To note an update on enquiries to the tourist information centre

**25/COU/10 Report on section 106 funding**

To note the funds available from developer contributions for open spaces and agree in principle whether these should be directed to towards upgrades/ improvements to the play parks

**25/COU/11 Coast & Country Project**

To consider a request for further funding of £5,000

**25/COU/12 Local Government Reorganisation**

To note the interim plan submission for devolution in Devon

**25/COU/13 Schedule of Meetings**

To note and approve the schedule of meetings for municipal year 2025/26

**25/COU/14 Email & Internet Use Policy**

To approve the updated Email & Internet Use Policy, to prevent access to the Council's systems, when outside the UK

**25/COU/15 Risk Register**

To approve the updated Risk Register to reflect recent events

**25/COU/16 Playparks – Annual ROSPA Inspection Reports**

To note the annual playpark inspections.

**25/COU/17 Renewal of insurance 2025/26 and beyond**

To consider the options for general and vehicle insurance renewal and to authorise the town clerk to arrange an appropriate policy with the selected insurance provider (report to follow)

**25/COU/18 Motion by Cllr Burrows – Dog Warden**

That Seaton Town Council, with the onset of the summer season starting, take measures to ensure that the town does not suffer with the annual problem of dogs off leads on the walkway and parts of the beach they are prohibited from, whether this is supporting the District Council or looking to this Council reviving the Town Dog Warden.

**Confidential Item**

The Chairman will move that in accordance with the Council's Standing Order 1(d) press and public will be excluded from the meeting during the discussion of item 19 this agenda, as there are matters being discussed which may include commercially sensitive information.

**25/COU/19 Update on relocation of Seaton Library**

To receive an update and agree heads of terms

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

**Present:**

**Chair:** Cllr. A. Singh

**Town**

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

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

**Public:** Approximately 50 members of the public were in attendance.

**152. Apologies for absence**

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

**153. Declarations of Interest**

Cllrs. Hartnell, Haggerty & Ledger declared a personal interest as East Devon District Councillors (EDDC) and Cllr. Hartnell as a Devon County Councillor (DCC). Cllr. Bowman declared a personal interest as a volunteer at the Gateway Theatre Company who occupied the town hall and Cllr. Hartnell declared a personal interest as his son was a volunteer there.

**154. Council Minutes**

Members **RESOLVED** to approve the minutes of the extraordinary meeting of Seaton Town Council held on Monday, 3 February 2025. (proposed Cllr. Rowland, seconded Cllr. Singh)

**155. County Councillor's Report**

Cllr. Hartnell gave his final report, as a Devon County Councillor, before the end of his tenure and highlighted:

- Devolution – Government has set out ambitious plans to reorganize local government.
  - Devon had sought to be part of the first phase, which required us to apply for a delay to the election in May, however this was declined by Government.
  - an interim plan to be put to government before 21<sup>st</sup> March.

- there is widespread criticism of the government for rushing this through and for a lack of consultation with town & parish councils as well as the public.
- it looks as if each authority will submit interim plans, not all will agree on the same vision. There is a risk that government will impose a new structure on us.
- Devon Election – Notice of Election is expected to be published on 25<sup>th</sup> March, when we enter a period known as 'purdah'. It is a sensitive time for councils, especially around communications, however DCC still needs to conduct business as usual. The election is on 1 May 2025
- Devon has set the budget for 2025/26 which includes:
  - extra £4m support for highways
  - extra money for SEND (see below)
  - 8.2% on adult services
  - increase of 2.99% + 2% for adult social care
  - DCC Homelessness budget doubled to £1m using £500k extra cash from council tax on 2<sup>nd</sup> homes.
  - Government had removed the rural services delivery grant worth over £10m to Devon, choosing to put extra money into urban areas.
- SEND budget still challenging despite 5.5% increase in budget for children's services
  - pressure driven by demand and increasing costs
  - Devon received 2400 requests for EHCP (Education Health & Care Plans) in 2024 – roughly twice that of 2019 (pre-pandemic)
  - actual issued EHCPs has increased by 11% since 2023
  - this financial year SEND overspend is around £50m – more than anticipated
  - 10,000 young people are supported across Devon with this funding, helping them achieve and thrive.
- Department for Transport capital budget for Devon is £83.6m in 2025/26 which is a reasonable increase and should help to improve roads. Seaton & Colyton have benefited from a significant amount patching using elastomac treatment since January, including Dolphin St Colyton, Harepath Rd Seaton, and the A3052 between Tower Services & Stafford Cross. Sidmouth Rd Colyton has been resurfaced. There has been a delay to Valley View Seaton resurfacing, as gas works have overrun.
- Temporary change to minor injuries service (MIU) in East Devon –
  - new investment in Honiton Hospital - £0.5m Xray room improvement
  - MIU & Xray temporarily relocated to Ottery St Mary hospital
  - service available 7 days a week 8am-8pm from Monday 24<sup>th</sup> February
- Baker Estates application approved – outline only including access. Cllr Hartnell pressed for a safer crossing point at Colyford Rd; the developer

agreed to explore options with DCC and the emerging draft local walking and cycling plan.

### **156. District Councillors' Reports**

Cllr Haggerty – the 'Coach Friendly' project was progressing well with inspections have been undertaken and towns approved for the scheme. Signage was being improved in some towns. The initiative was supported unanimously by EDDC and would bring more coaches to East Devon

Cllr Heath - highlighted the matters in his written report, as published with the agenda, and, additionally, stated that he had spoken to the trustees of the Gateway Theatre Company and advised them they must convey evidence of learning from their mistakes.

Cllr Ledger – with regard to devolution, a joint statement had been agreed by seven Devon Councils seeking two unitary authorities in the form of:

- South Hams, Teignbridge and West Devon areas with Torbay
- East, Mid and North Devon, along with Torrington District and the City of Exeter

The consultation on the local plan closes on 31 March. The West Walk toilet upgrade has been delayed pending further structural calculations, to enable the demolition of the existing toilets to be completed. The Severe Weather Emergency Protocol (SWEPEP) has now been activated providing emergency accommodation for all rough sleepers, regardless of whether accommodation has previously been refused. New community grants were being launched to alleviate poverty in East Devon. In response to a question as to whether the Moridunum had now been sold, Cllr Ledger agreed to follow this up. Finally, Members noted that complaints had been received about the untidy state of Windsor Gardens around the shelter. This would be reported to Streetscene.

### **157. Public Question Time**

Five members of the public spoke during public question time, on the request from the Gateway Theatre Company and, in summary, raised the following points/questions:

- a statement was read out from a locally based newly qualified theatre producer, expressing the opinion that opportunities had increased and advocating for an optimistic approach
- concerns were expressed that if the Gateway had to close its doors, then the public would have to pay 100% of its costs
- support for the Gateway remaining open but it should learn lessons from the experience and not be let off its responsibilities
- the level of community support was reflected in the amount of funds raised on the Gateway's Go Fund Me appeal
- would any decision made be final or could it be affected by the outcome of the devolution process?
  - the Council replied that, at this stage the details of how devolution would affect the town council were unknown. However, it was very

likely that some services would be devolved to town and parish councils leading to greater pressure on the Council's finances

- where could information be found on the Council's budgets and monies spent on the town hall?
  - the Town Clerk confirmed that information was available on the Council's website and on the reports to the Council's Finance and General Purposes Committee which met 6 times a year. If other information was required, a request could be sent to the Town Clerk at any time

#### **158. Committee Minutes**

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

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

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

Members noted the report and correspondence log.

#### **160. Update on Seaton Tourist Information Centre**

Members noted the update on enquiries to the tourist information centre. Cllr Bowman advised that the tourist information centre would be open on the weekend of The Grizzly 2025 and thereafter weekend opening would resume from Easter for the summer season. He invited anyone who would like to volunteer to contact him.

#### **161. Update on Council's financial position**

Members considered the budgetary update, particularly in light of the ongoing expenditure on the town hall. The Town Clerk highlighted that, as part of its budget setting process for 2025/26, the Council had reduced its general reserves from six to three months and a small, estimated underspend, thereby enabling it to keep the increase in the precept as low as possible. An overspend was now inevitable.

Members, **RESOLVED** to:

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

(proposed Cllr. Hartnell, seconded Cllr. Ledger)

### **162. Request from Gateway to reverse Council decision of 27 January 2025**

Members considered at length a document received from the Gateway Theatre Company ('GTC'). In summary, this included requests:

- a) to partially waive monies owed to the Council, under invoice 1731. The invoice total is £12,343.43 and the request was to waive £8,022.69 of that total; and
- b) to defer the payment of other monies due to the Council by 31 March 2025, under invoice 1749, of £10,619.07; and
- c) to defer further monies anticipated to fall due within the current financial year, for works currently being undertaken at the town hall, totalling between £5-7,000
- d) the basis of the deferment request was that the amounts be deferred:
  - o to the end of March 2026; or
  - o be paid in installments of £5K per quarter, commencing in June 2025 with a second payment in the second quarter of 2025/26

The request was supported by a document entitled '*Third Submission by GTC*' and included four budget scenarios. Prior to this meeting of Council, GTC had consented to a redacted version of the submission being published, with the projected budget scenarios removed.

At the commencement of the meeting on 3 March, after further discussions with the Town Clerk, GTC agreed that the four budget scenarios could also be circulated to the public, thereby enabling meaningful questions to be asked on the figures and their robustness tested. **A copy of the unredacted and updated submission has now been attached to the report on the Council's website providing transparency for the public, as to the basis on which discussions at the meeting took place, questions were asked, and the Council's decision reached.**

Members debated the submission and raised questions of GTC trustees on the figures included therein. Additionally, statements that had been made in the public meeting held by GTC on 19 February were raised and, where appropriate, corrected. A summary of matters discussed, clarification given and questions raised included the following:

- o the Council reaffirmed its commitment to retaining the town hall as a safe and well-managed community venue
- o the town hall as a building was distinct from GTC, as the tenant organisation, and the Council had to consider GTC's ability to manage the building safely and meet its financial commitments
- o GTC, as the tenant organisation paid £60 a year in annual rent and contributions of 50% or 100% towards the maintenance of different aspects of the building. The Council organised and paid for the building's insurance (currently £8,000 per annum) and GTC paid 50% towards this. Waiver/deferment of invoices, relating to these contributions for maintenance and insurance, were under discussion



- monies currently invoiced to GTC and due by the 31 March 2025 totalled £22,962.50
- the costs for the additional works currently being undertaken or scheduled at the town hall, and also likely to fall within the current financial year, amounted to between £5,000-7,000
- the tenant, as occupier, was responsible for the day-to-day H&S of the town hall
- Members expressed concern that, at GTC's public meeting on 19 February, it was stated that, prior to closure of the town hall, there was absolutely no risk to the public and that the current works arose from changing requirements of the insurers of the building. This was incorrect.
- fire risk assessments commissioned by GTC in 2022, 2023 and 2024 were referred to. These included several actions required, with varying degrees of priority and deadlines for completion. Members expressed concern that, had these works been undertaken in a timely manner, as recommended by the fire risk consultant, then the cash balances referred to in GTC's submission would have been significantly reduced.
- various questions were raised of GTC's trustees, as to whether they felt the forecasted budgets set out in the submission were realistic? The Council acknowledged that the figures were, necessarily, based on estimated projections.
- the trustees confirmed that as at the 3 March, £24,000 was held in GTC's bank account, due to a donation of £30,000 received from a small group of people. Additionally, approximately £18,000 had been secured via GTC's Go Fund Me appeal and it was hoped this amount would increase
- particular concern was raised as to whether, if deferred, the monies due could realistically be repaid to the Council, within the 2025/26 financial year, in light of other upcoming expenditure on the building that would have to be met, in part by GTC, during the next financial year.
- Members acknowledged that there was a difficult balance to be considered.

The following motion was proposed:

- to waive part of invoice 1731, totalling £8,022.69
- to defer the repayment date of monies due under invoices 1749 (£10,619.07) and other monies falling due by 31 March 2025 until later in the financial year 2025/26 with the payment rate being delegated to the Town Clerk in consultation with the Chair and Deputy Chair

The motion failed.

An alternative proposal was brought and Members **RESOLVED** to:

- reaffirm the resolutions of the Council made on 27 January 2025
- refuse to waive invoice 1731, or any part thereof
- refuse to defer the repayment date of monies due under invoices 1731 and 1749 totalling £22,962.50, until later in the financial year 2025/26. These invoices remain due by 31 March 2025

- agree that any further contributions due from GTC towards works undertaken during this financial year (where the relevant invoices had not been received at the date of this meeting) would be rendered to GTC as part of the service charge due to the Council in March 2026

(proposed Cllr. Hartnell; seconded Cllr. Ledger)

### **163. Community Grants**

Members considered and **RESOLVED** to approve the following application for a community grant:

- Citizen's Advice East Devon - £2,000

(proposed Cllr. Hartnell; seconded Cllr. Ledger)

### **164. Consultation on varied Public Spaces Protection Orders**

Members **RESOLVED** that the Council's response to the consultation should confirm that it did not consider that changes were needed in Seaton

(proposed Cllr. Hartnell; seconded Cllr. Singh)

### **165. The Look Out – Cllr Rowland**

Members **RESOLVED** that the Council should:

- write to the owners of The Look Out and to establish their intentions regarding the building and express the Council's concerns about its current condition and how this impacted on the seafront
- write to the planning enforcement team at EDDC and ask them to revisit the possibility of serving as s215 notice under the Town & Country Planning Act

(proposed Cllr. Rowland; seconded Cllr. Hartnell)

### **166. Seaton Community Arts**

Members **RESOLVED** that a letter in support of the request by Seaton Community Arts CIC for funding from the Arts Council should be sent from the Council.

(proposed Cllr. Beer; seconded Cllr. Hartnell)

### **167. Proposal for Seafront Scheme**

Members **RESOLVED** that, in principle, the Council would support a proposal in the terms published with the agenda, should it be formally submitted to the relevant principal authority by the applicant, with all requisite consents being in place.

However, Members reserved the right to consider any future application on its merits, along with all other relevant information, at the point of submission (proposed Cllr. Ledger; seconded Cllr. Hartnell)

### **168. Playpark inspection reports**

Members noted the play park inspection reports.

### **Confidential Item**

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

**169. Update on relocation of Seaton Library**

As heads of terms had only been received from DCC in the latter part of the week before the meeting, and in light of all capacity being taken up by the town hall, there had been insufficient time to consider the proposed terms in detail and raise questions of DCC. Therefore, Members **RESOLVED** to defer consideration of this item until the next meeting on 7 April 2025. (proposed Cllr. Ledger; seconded Cllr. Singh)

The meeting closed at 8.54pm.

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

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



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Seaton, Devon EX12 2LT  
01297 21388  
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Town Mayor: Cllr Amrik Singh  
Town Clerk: Julia Mutlow

**Minutes of the Planning Committee  
Meeting on Monday 17 February 2025**

**Present:**

**Chairman:** P Burrows

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

**Public:** One member of the public was present.

*NON-GROUP MEMBERS  
WERE PRESENT*

**169. Apologies for absence**

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

**170. Declarations of Interest**

There were no declarations of interest.

**171. Minutes of the Planning Committee meeting held on Monday 3rd February 2025**

The Committee **RESOLVED** to agree the minutes of the meeting held on 3rd February 2025.  
(moved Cllr Rowland; seconded Cllr Singh)

**172. 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.

**173. 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.

**174. Public Question Time**

One member of the public spoke on planning application 24/1593/FUL – Land At Rear Of Chestnut House, Bunts Lane, Seaton and raised the following concerns:

- The access from the development onto Marlpit Lane is totally unsuitable as it is too

*h*

narrow, has a steep gradient and where the proposed entrance and access will be is already a busy junction with limited vision where Bunts Lane and Marl pits Lane join Seaton Down Road. Seaton Down Road is one of the major roads going into the town and can get extremely busy, particularly during the summer months. Any further accesses onto Seaton Down Road at this point would be detrimental to the safe and satisfactory operation of the local highway network.

- It will be overdevelopment of the site with the proposed two dwellings and will not be in keeping with other properties in the area which are on generous sized plots. There will be little space between these three units once all the infrastructure is in place and will look cramped and out of keeping with the rest of the surrounding area.
- Concerns raised regarding the disposal of surface water which has been a problem for some time in the area. There will be a lot of hard standing once the dwellings have been built but with no allowance for the drainage of any water which is a massive problem in the area. Any surface water from this site drains down into the gardens of properties on Bunts Lane and because of the clay soil the water cannot drain away and ends up causing damage to gardens and the properties of neighbouring dwellings in Bunts Lane.

**Applications for consideration:**

**175. 25/0185/FUL Mr Alex Mears**

**30 Durley Road, Seaton EX12 2HW**

Proposed demolition of existing conservatory to allow for new replacement single storey rear extension, and rear extension to detached garage to create garden room.

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

**176. 25/0298/TRE Mavis & Eric Bourne**

**1 Paddock Close, Seaton EX12 2UL**

T1: Monterey Cypress - radial crown lift to take the lower growth and limbs back in and away from the property's garage roof and the overhang into Wessiter's Court. To lift the crown up to 4m from ground level, target prune limbs back in by up to 3m in length and up to 75mm

diameter.

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

**177. 24/1593/FUL Mr David Rice**

**Land At Rear Of Bunts Lane,  
Seaton EX12 2HU**  
Amended plans for consultation.

Discussion took place around:

- Serious concerns were raised over the proposed access from Marlpit Lane which is only the width of a normal vehicle and also the proposed use of self-binding gravel which is normally only used for pathways in a garden setting.
- No highways consideration has been given at this stage as to the impact the proposed access will have on the pinch point where it will converge with Marlpit Lane, Bunts Lane and Seaton Down Road. Vehicles come too fast round the corner from Bunts Lane and then have to stop as traffic is coming in the opposite direction. This needs to be looked at by the County Highway Authority.
- No mention is made in any of the documents submitted with the application as to what form of heating will be installed in the proposed properties. There needs to be a requirement that new forms of heating are installed in these dwellings such as solar panels, heat pumps etc. rather than gas installations.

The Committee **RESOLVED** to object to the application on the grounds of:

- The additional plans received which relate to surface water drainage details which show a connection to the combined sewer have not resolved the original objections the Town Council had which were submitted to East Devon District Council on 24th September 2024.
- The Town Council request that if the application is given approval a condition is attached stating that the development shall not be occupied until the post investigation assessment has been completed in accordance with the approved Written Scheme of Investigation as per the comments made by East Devon District Councils' Senior Historic Environment Officer
- The Town Council would like to see a detailed report from Devon County Highway Authority which takes into consideration all the concerns raised by local residents and the Town Council regarding the proposed access onto Marlpit Lane,

(moved Cllr Burrows; seconded Cllr Rowland )

### **178. Planning Comments**

Comments to be circulated in respect of application 24/1593/FUL.

## 179. Decisions

To note planning decisions made by East Devon District Council:

- a) **24/2331/VAR – Tower House, 8 Ryalls Court, Seaton** Variation of Condition 2 (approved plans) on Planning Permission 23/0186/FUL (Demolition of existing single storey workshop and conservatory and construction of single storey extension, insertion of new openings, alterations to existing opening and garage and minor internal alterations to main dwellinghouse) Amended design and changes in fenestration – **APPROVED** with conditions.
- b) **24/2388/LBC – Tower House, 8 Ryalls Court, Seaton** Variation of Condition 2 (approved plans) on Listed Building Consent 23/0187/LBC (Demolition of existing single storey workshop and conservatory and construction of single storey extension, insertion of new openings, alterations to existing opening and garage and minor internal alterations to main dwellinghouse) Amended design and changes in fenestration – **APPROVED** with conditions.
- c) **24/2370/CPE – 16 Eyewell Green, Seaton** Certificate of lawfulness for existing single storey rear extension – **DECIDED** CPE approved.
- d) **24/1831/VAR – Hook and Parrot Inn, East Walk, Seaton** Variation of Condition 2 (Approved Plans) on Planning Permission 21/0891/FUL (Demolition of existing public house and 3 residential apartments and construction of replacement bar/restaurant and 9 apartments) for amended design – **APPROVED** with conditions.

The meeting closed at 6.10pm.

Signed \_\_\_\_\_

Dated \_\_\_\_\_



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Town Mayor: Cllr Amrik Singh  
Town Clerk: Julia Mutlow

## Minutes of the Planning Committee Meeting on Monday 3 March 2025

### Present:

**Chairman:** P Burrows

**Councillors:** K Beer, M Hartnell, J Rowland & J Russell

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

**Public:** Several members of the public were present.

### 180. Apologies for absence

Apologies for absence were received and accepted from Cllr Singh.

### 181. Declarations of Interest

There were no declarations of interest.

### 182. Minutes of the Planning Committee meeting held on Monday 17th February 2025

The Committee **RESOLVED** to agree the minutes of the meeting held on 17th February 2025, subject to the following amendment:

- Public present at the meeting be amended to reflect that numerous members of the public were in attendance.

(moved Cllr Rowland; seconded Cllr Beer)

### 183. 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.

### 184. 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.

### 185. Public Question Time





Marshlands Centre, Harbour Road  
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Town Mayor: Cllr Amrik Singh  
Town Clerk: Julia Mutlow

There were no questions raised by members of the public.

**186. 25/0314/FUL                      Mr & Mrs T Moore                      10 Ash Grove, Seaton EX12  
2TT**  
Single story side extension.

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

**187. 25/0096/FUL                      Ablecare Homes                      27 Queen Street, Seaton EX12  
2NY**  
Renovations and minor alterations  
to preserve the listed property and  
enhance accessibility for the  
existing holiday let.

Discussion took place around:

- No concerns regarding any renovations and minor alterations to the interior of the property.
- Concerns raised regarding the raised access from the balcony to the terrace at the rear of the garden. The terrace and the raised access are quite high and would overlook the neighbouring garden which would have an adverse effect on the residential amenity of the residents of the neighbouring property.

The Committee **RESOLVED** with one abstention, Cllr Beer, to object to the application on the grounds of:

- The raised access from the balcony to the terrace at the rear of the garden would overlook the neighbouring garden which would adversely affect the amenity of occupiers of the adjoining residential property..

(moved Cllr Burrows; seconded Cllr Rowland )

**188. 25/0097/LBC                      Ablecare Homes                      27 Queen Street, Seaton EX12  
2NY**  
Renovations and minor alterations  
to preserve the listed property and  
enhance accessibility for the  
existing holiday let.

Discussion took place around:

- No concerns regarding any renovations and minor alterations to the interior of the property.
- Concerns raised regarding the raised access from the balcony to the terrace at the rear of the garden. The terrace and the raised access are quite high and would

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overlook the neighbouring garden which would have an adverse effect on the residential amenity of the residents of the neighbouring property.

The Committee **RESOLVED** with one abstention, Cllr Beer, to object to the application on the grounds of:

- The raised access from the balcony to the terrace at the rear of the garden would overlook the neighbouring garden which would adversely affect the amenity of occupiers of the adjoining residential property..

(moved Cllr Burrows; seconded Cllr Rowland )

**189. 25/0301/VAR**

**Sharon Chatting**

**19 Upper Churston Rise, Seaton  
EX12 2HD**

Variation of conditions 2 (approved plans) and 3 (obscured glazing privacy screens) of planning permission 22/2179/FUL (Single storey rear extension with alteration to fenestration, installation and extension of balustrade on ground floor balcony, installation of render extension of balustrade on ground floor balcony, installation of render, proposed rear roof solar panels.) To facilitate changes to layout, windows and doors, stair/handrails, balustrade and omission of privacy screen on southern elevation of balcony.

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

**190. 24/2711/ADV**

**Mr Ben Train**

**Tesco Stores Ltd, Swan Road,  
Seaton EX12 2US**

Proposal to install 3no illuminated Fascia signs, and 4no non-illuminated Aluminum Panels.

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

**191. 24/2710/FUL**

**Mr Ben Train**

**Tesco Stores Ltd, Swan Road,  
Seaton EX12 2US**





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

Proposal to install a new Timpson Pod.

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

**192. Planning Comments**

Comments to be circulated in respect of applications 25/0096/FUL & 25/0097/LBC

**193. Tree Preservation Orders**

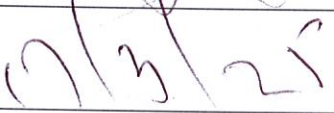
To note Tree Preservation Order confirmed by East Devon District Council:

**a) 24/0029/TPO – Land r/o 20 – 23 Ryalls Court, Seaton**

A Tree Preservation Order (TPO) has been made and confirmed in respect of Land r/o 20 – 23 Ryalls Court, Seaton.

The meeting closed at 5:55pm.

Signed  \_\_\_\_\_

Dated  \_\_\_\_\_



<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>7 April 2025</b>
<b>Item of business</b>	<b>25 COU 07</b>
<b>Details</b>	<b>Town Clerk’s Report</b>
<b>Purpose of Report</b>	<b>To provide a summary of the ongoing work and correspondence log of Seaton Town Council</b>
<b>Recommendations</b>	It is <b>RECOMMENDED</b> that Members: <ul style="list-style-type: none"> <li>• note the report and correspondence log</li> </ul>

## 1. Introduction

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

## 2. Summary of matters to note

**2.1 Town Hall** –. due to the sheer number of officer hours required remedying the situation at the Town Hall (currently standing at 850 hours + since November), progress on most other projects has been delayed. We are now nearing the end of this process and awaiting the insurers decision with regard to the reinstatement of standard cover. To assist Members and inform the public, a comprehensive summary of the actions undertaken and outstanding are detailed below:

- The EICR and associated remedial works are now fully complete and the following paperwork has been issued:
  - **EICR dated December 2024** – whilst this was marked as unsatisfactory, all C2 faults and, where possible given the age and configuration of the building, C3 faults, have been remedied and the relevant certification issued to evidence this.
  - **Electrical Installation Certification** – for all C2 and C3 works completed

- **Electrical Inspection Paperwork September 2022** - this relates to the main fuseboard in the museum area which was upgraded in September 2022, the next inspection is due September 2027
- **Seaton Gateway Service 3-10-24 Sound Associates** – servicing paperwork relating to specialist equipment in the projector room
- **UKSM\_Certificate\_984597** – dated 6<sup>th</sup> March 2025
- **PAT Register March 2025** – a list of items tested.
- **PAT 137 – Seaton Museum Register** – register of items tested in the Museum in February 2025
  
- A new fire safety risk assessment has been completed which is supported by the following documentation:
  - **Fire Risk Assessment March 2025** - commentary regarding the actions identified is detailed below
  - **The Gateway Theatre Seaton (6379832 ) Emergency Lighting Device List** – an itemised list of all the new emergency lights that have been installed as part of the upgrade works
  - **Ansell\_declaration\_\_of\_conformity-al\_products\_1.5.pdf** – EU declaration of conformity with regard to the new emergency lights
  - Certification in respect of fire door works identified in the fire risk assessments dated March 2022, May 2023 and May 2024, all fire door works for both the Museum and the Gateway Theatre have been completed and certification provided as follows:
    - **15mmstrip** - certification relating to the fire door works
    - **5500cert** – certification relating to the fire door works
    - **Hingecert** – certification relating to the fire door works
    - **Flushplycert** – certification relating to the fire door works
  
- At the time of writing this report, the following additional works to be completed:
  - **Stage curtains:** treatment works have been scheduled for 1<sup>st</sup> April and will be undertaken by Fire Proofing UK
  - **Fire stopping under the stage:** West Devon Fire Protection will fit a collar to the flue under the stage – the fire safety officer is liaising with the contractor, date of works to be confirmed.
  - **Additional minor fire door works:** L&E Carpentry to fit an additional seal and door catch to the auditorium doors – date of works to be confirmed.
  - **Implementation of a fire management policy:** fire safety officer to forward guidance to the Council who will liaise with the Gateway Theatre and the Museum to ensure robust fire management procedures for the building.
  - **Fire door signage:** up-to-date signage to be fixed to the fire doors – this will be ordered and fixed by the Council.

- Additional health and safety matters to note that require attention:
  - Repair works relating to the concrete panels on the north and south elevations of the building were identified in February. Due to a succession of storms in a short period of time these had deteriorated significantly on the south elevation which is also the location of the main fire escape route for the auditorium. Contractors were contacted immediately and the necessary repairs commenced on 17<sup>th</sup> March. It is anticipated that these will be completed in the w/c 31 March.
- The Gateway Theatre trustees have undertaken an audit of the specialist stage electrical equipment and disposed of some. All retained items will then be subject to inspection and servicing by a specialist contractor. The Gateway Theatre staff and trustees will be responsible for obtaining the necessary quotations and timescales and, until such time as evidence is provided regarding the safety of this equipment, the fuseboard in the stage electrical cage will remain isolated and disconnected.
- An inspection of the stage rigging and lifting equipment was completed on 27<sup>th</sup> March
- A meeting was held between the Council's officers and the Gateway Theatre trustees on 11<sup>th</sup> March, during which the most recent fire risk assessment was comprehensively reviewed and arrangements for ongoing health and safety maintenance and record keeping were agreed. Both tenants will provide evidence of regular testing and maintenance on at least a monthly basis, or as requested by the Council.

The Council's insurers have been provided with a comprehensive update and copies of all relevant certification and a response is awaited regarding reinstatement of full insurance. Additionally, this information has been provided to a second insurance broker with a view to obtaining further quotations in respect of the Council's insurance renewal premium for 2025/26.

**2.2 Correspondence and enquiries** - various correspondence and enquiries have been dealt with by officers throughout the month and a summary of correspondence is attached.

## **RECOMMENDATIONS**

It is **RECOMMENDED** that Members:

- note the report



# **Correspondence & Complaints Log**

## Correspondence & Complaints – April 2024

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



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

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

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

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

## MAY 2024

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

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

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

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

27.05.2024	Enquiry about fossils in the area	Seaton	Advised Charmouth & Lyme Regis better for fossil hunting	TIC Vol
27.05.2024	Email from visitor complaining that street fair on seafront was not advertised anywhere.	Seafront	HJ replied saying carnival committee are organizers of this event, not STC	HJ
28.05.2024	French visitors wanting local info	Seaton & Beer	Gave maps and leaflets	TIC Vol
28.05.2024	Complaint about poor state of flowerbeds on the seafront and the planters	Seafront	Advised contractor will plant up soon	HJ
28.05.2024	Ted Gosling and Laura Hewitt asking STC to put Museum sign up	Seaton Museum	PJ advised would erect sign on wall	HJ
28.05.2024	Peter Burrows advised sad news that former STC mayor, Sandra Semple, had passed away	Seaton	HJ took note	HJ
28.05.2024	Pink Hippos nursery want to borrow one of our gazebos	Pink Hippos	HJ took booking	HJ
29.05.2024	Local resident complaining about the state of the Moridunum and it should be cleaned and painted.	Moridunum	HJ explained that EDDC own the Moridunum and its also up for sale	HJ
29.05.2024	Resident complained about all pedestrian crossings in Seaton are faded and need re-painting	Harbour Road and Beer Road	HJ advised she will report online to Devon County	HJ
29.05.2024	PCSO Mike McGauley telephoned to check in and see if we had any problems	Seaton area in general	HJ was pleased to report no problems or issues	HJ
<b>JUNE 2024</b>				
Date	Details	Location (if applicable)	Action taken	Officer
1.6.2024	Resident in Fore Street asking when bunting will be put up in town	Fore Street	JM replied to explain no infrastructure to hang bunting as work in progress to improve fixings for Xmas lights	JM



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

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

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

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

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

## JULY 2024

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

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

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

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



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

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

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

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

## AUGUST 2024

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

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

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

13.8.2024	Visit from Jodie the dog warden from EDDC to say hello	In the office	Discussed dog problems on Seaton beach and her plan of action	HJ
13.8.2024	Resident had a planning application query, he is no online	Bunts Lane, Seaton	HJ spent 20 minutes helping	HJ
14.8.2024	Lady wanted to buy a plot in Seaton Cemetery	Seaton Cemetery	HJ advised she call EDDC	HJ
14.8.2024	Spanish tourists wanted somewhere to go and eat traditional English food	Seaton	HJ gave list and advice	HJ
14.8.2024	Email from local business wanting to advertise on the green verge outside Tower Services garage	Tower Services Garage	HJ referred him to DCC Highways website, "Make a request"	HJ
15..8.2024	Seaton residents wanted an Australian Affidavit signed	In the office	Jules signed the paperwork	JM
15.8.2024	Beer regatta week enquiry	Beer	HJ advised itinerary from website	HJ
15.8.2024	Visitors wanted to know where they can park up a motor home overnight	Seaton	HJ advised can park on seafront but no services and have to pay from 8am	TIC Vol
17.8.2024	Resident complaining about pot holes and poor state of the roads	Seaton and East Devon	Explained about Devon County Council Highways etc	TIC Vol
17.8.2024	French family visiting wanted ideas for things to do etc	Seaton area	Gave out leaflets etc	TIC Vol
17.8.2024	Beach hut hire enquiry	Seaton	Referred to EDDC	TIC Vol
18.8.2024	Complaint about state of ground surfacing and dirt on an item of play equipment	Elizabeth Road	JM replied advising the quotations were being obtained for the ground works and that it was not feasible to clean to equipment on a regular basis as there was no water source available.	JM
18.8.2024	Visitor complaining about poor signage to the TIC	TIC	Took note	TIC Vol
19.8.2024	National Trust booking function room at Marshlands for volunteer first aid training	Marshlands	Took booking	HJ
19.8.2024	Email from Ottery St Mary Majorettes asking about the carnival	Seaton Carnival	HJ forwarded to Carnival committee	HJ

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



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

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

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

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

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

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

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

## OCTOBER 2024

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

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

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



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

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

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

## NOVEMBER 2024

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

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

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

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

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



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

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

## DECEMBER 2024

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

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

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

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

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

# JANUARY 2025

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



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

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

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

## FEBRUARY 2025

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

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

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

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

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

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



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

24.02.2025	Email from angry resident of Seaton who is unhappy about the lack of dog control on the seafront. Very poor signage, no stencils and no one policing the dogs on leads area	Seafront, beach and Esplanade	HJ replied to say email has been forwarded to the EDDC streetscene and Environmental Health departments for their attention.	HJ
25.02.2025	Email received: As I understand it, during World War 2, people regarded as "aliens" were interned / imprisoned / detained at various camps and areas around the UK. I believe Seaton was one of those areas, making use of existing accommodation. Do you hold the records / names of those people?	WWII historical information required	HJ referred to Laura Hewitt, the curator of the museum	HJ
26.02.2025	Email from an Italian who wants some postcards of Seaton sent to him for his personal collection.	In the office	HJ replied and said would posts a selection of postcards to him.	HJ
27.02.2025	Email from person overseas who cannot access the EDDC website. An error message, "connection has timed out" keeps coming up every time he tries to access the website	In the office	HJ contacted EDDC who informed that due to an international cyber attack on Exeter City Council's website at the end of last year, EDDC have blocked all access to their website from overseas users.	HJ
28.02.2025	Room hire enquiry from a Counselling Agency wanting space for a one to one session with a client	Marshlands	HJ gave prices and details for the new room upstairs	HJ
28.2.2025	Email received: I have watched with interest the dialogue regarding the gateway theatre and would like to give my thoughts on the subject. I understand the emotional response to the potential loss of this facility and personally would	The Gateway Theatre	HJ replied to acknowledge receipt of her email and said it has been forwarded to all Cllrs, the Town Clerk and Deputy Clerk for their information.	HJ

	miss the opportunity to enjoy the variety of activities that the theatre offers. However I believe that the management team is very much geared to the theatre with disregard to the business side. If the STC is to move forward (and I hope they do) it is imperative in my opinion that the council retains a voice on the management of the theatre. This is entirely a personal view but I believe it should be a consideration for the ongoing health of the Gateway Theatre. I do not wish to engage in the public debate but would like to give an honest and personal account of the situation as I see it.			
28.02.2025	Email from a charity in Seaton, Cumbria, asking for help with benefits and council tax reductions for one of their clients.	In the office	HJ replied to say we are Seaton in Devon so cannot help and they will need to contact Cumberland Council for benefits support and council tax	HJ
<b>MARCH 2025</b>				
03.03.2025	Resident of Bunts Lane in Seaton wanted help with a planning application next door.	Bunts Lane	HJ printed off plans. About half an hour spent answering questions, advised he contact EDDC as STC only a consultee	HJ
03.03.2025	Automated telephone message from Devon & Cornwall Police regarding a missing person in Membury	Telephone message	HJ took note	HJ
04.03.2025	Email from a visitor to Seaton whose wife was waiting outside the amusement arcade with other family members, when she stepped to turn she fell off their entrance backwards her injuries meant lying still on the pavement until the Ambulance arrived and took her to	Seaton Amusement Arcade	HJ replied with a link to the Environmental Health Dept at EDDC to report a health and safety issue and also gave a link to Devon County Highways to report a tripping hazard on the pavement. They might inspect and instruct the arcade to install safety barriers.	HJ

	hospital. I had a near miss in doing the same thing in the past several times and I have seen others do the same thing. Is there anything the council can do to suggest they need railings for safety and less step area.			
05.03.2025	Person came into the office wanting to register as partially blind how does he do it?	In the office	HJ printed off a registration form on the <a href="http://www.gov.uk">www.gov.uk</a> website and advised him to ask his ophthalmologist to complete the form and return to address given. Then register with EDDC as he can claim some benefits. Can also apply for a Bue Badge	HJ
05.03.2025	Allotment holder with crime reference number for when her shed was broken into a few weeks ago	Allotments	HJ took reference number	HJ
06.03.2025	Visitor wanted information on local ancient hill forts	In the office	HJ gave some leaflets and details of where to look online	HJ
06.03.2025	Visitor wanted Jurassic Coast information and where does the Earl of Devon live?	In the office	HJ gave leaflets and details on Powderham Castle	HJ
06.03.2025	When are the new bus timetables coming out?	In the office	HJ advised probably May or June	HJ
08.03.2025	Email received from a Year 9 student living in Seaton, reaching out to see if Seaton council would be interested in sponsoring her fundraising efforts for a Camps International expedition to Cambodia in 2026.	Email	HJ replied to say that we are very sorry but the Council does not sponsor individuals so cannot help on this occasion	HJ
08.03.2025	New tenant at the allotments call to say which plot he has chosen	Plot 3A allotments	HJ sent relevant paperwork out to confirm	HJ
10.03.2025	Email received from a Seaton resident			HJ

	who works for a London Legal Case Development company who wants to do a Seaton beach clean for The Great British Spring Clean – Friday 21st March to Sunday 6th April 2025. Keep Britain Tidy's annual national clean-up campaign. She thought it a good idea to organise a collaboration and get some volunteers one evening to join in?	Email	HJ replied to say that whilst in principle this is a very commendable idea, Seaton has its own big clean up organized by The Chamber plus other beach cleans run by Surfers Against Sewage and local primary schools. Therefore the take-up would probably be minimal as there are already several clean up operations planned on the calendar.	
10.03.2025	Lady who lives in Seaton came into the office very concerned she hadn't received a voting card for the bi election.	In the office	Turns out she was confusing Axe with Exe as the Exmouth Ward is having a bi-election, not Seaton	HJ
10.03.2025	Same lady became very angry and upset about the article in the Midweek Herald written by Paul Arnott. She does not like his aggressive and hostile political attitude and is disgusted with the paper for publishing his column.	In the office	HJ and JM sympathized without making judgment or comment.	HJ & JM
11.03.2025	Person asking what is happening with the Hook & Parrott Pub?	Hook & Parrott Pub	HJ looked online at the EDDC portal and gave the most recent information. Three conditions have been discharged and they have submitted a site demolition plan to start the works this month.	HJ
11.03.2025	How can they get to Weymouth by bus?	Weymouth	JH gave timetable for Jurassic Coaster	JH
12.03.2025	Person handed in a set of keys they found on the seafront	In the office	HJ took receipt of keys	HJ
12.03.2024	Mr Millard came in to talk about the planning application at Bunts Lane, again.	Bunts Lane	HJ printed off documents from the EDDC planning portal	HJ
12.03.2025	Telephone call from the Londis Shop on Primrose Way. A delivery van driver had reversed into the lamp post on the corner and it has broken and is leaning over dangerously	Primrose Way	HJ tried to report online but system would not accept the report, then a police lady phoned to report the broken lamp post and she said she would telephone Highways as they have direct emergency numbers	HJ

12.03.2025	Are the new bus timetable booklets out yet?	In the office	HJ said not until May or June	HJ
12.03.2025	Person came into the office to accept the offer of an allotment plot	Allotments	HJ said will send confirmation paper work	HJ
14.03.2025	Email received asking to increase the “ dogs on leads” signs on the sea front. The painted on signs have faded and the metal signs seem to be very few. This will reiterate to those dog owners who take their dogs on the seafront that they should be on leads.	Seafront	HJ replied to say she has contacted EDDC to ask for stencils to be renewed	HJ
14.03.2025	Person chasing up their position on the allotment waiting list	Allotments	HJ advised what number she is on the list	HJ
14.03.2025	Email received: I was wondering if you could tell me if you still have a land train and if so, what are its running times and price.	Email	HJ replied to say no longer a train running from Seaton & gave South West Trains timetable	HJ
14.03.2025	The picture editor for The Bradt Travel Guides emailed asking for photos of Cliff Field Gardens and Seaford Gardens for including into the new East Devon Travel Guide	Email	HJ sent stock photos and advised she contact EDDC for more photos of Seaford Gardens	HJ
14.03.2025	Someone wants to sell their crafts at the markets in Windsor Gardens	Windsor Gardens	HJ referred her to The Chamber who organize the markets.	HJ
18.03.2025	Resident complaining about the dog signage on the seafront. Faded stencils, poor signage, some of which is hidden	Seafront	HJ advised EDDC is already aware and has scheduled a revamp of the signage for the start of the season	HJ
18.03.2025	Resident has a problem with is council tac payments. He said EDDC have started taking the money from the wrong account. The withdrawals are listed on	In the office	HJ advised he goes to Lloyds bank immediately and get the payments stopped as could be suspicious activity on his account. HJ gave him a direct telephone	HJ

	his bank statement as a faster payment not a direct debit		number for the council tax department to avoid having to queue and go through customer service, where he can reinstate his monthly payments	
18.03.2025	Lighting engineer working for EDDC telephoned wanting info on the streetlights outside the Town Hall	Town Hall streetlights	Paul Johns gave him the information he required	PJ
18.03.2025	Resident came into the office wanting to know where the citizens advice is?	In the office	HJ advised Wednesdays 1pm to 3pm at Seaton Hospital	HJ
19.03.2025	Mr Millard again about the planning application in Bunts Lane	Bunts Lane	HJ printed off more information for him	HJ
19.03.2025	Phone call from an allotment holder who is concerned that a new tenant has cut a boundary hedge too low	Allotments	HJ said we are due to go up and do inspections so will have a look but if it's the hedge she thinks it is then it's not harmful and needed to be reduced	HJ
19.03.2025	Telephone call from someone who is currently walking on Seaton beach and is looking at the big yellow digger which has nearly "wiped out" a dog walker. Where is the banksman? There should be a banksman watching the safety zone at all times	Seaton Beach	HJ explained there is a banksman and he will be somewhere on the beach as the EDDC Streetscene team are on duty	HJ
19.03.2025	Phone call from a lady in Hertfordshire who wants to come to the Seaton area and stay on a farm in a caravan but not on a big site	TIC query	HJ advised she looks on Air BNB as most individual hosts advertise via this method	HJ
19.03.2025	Couple moving from Exmouth to Seaton wanted local knowledge and info	In the office	HJ gave them the advice they needed, i.e. beach huts, allotments, local community groups and gave them the ReStore community handbook	HJ

20.03.2025	<p>Email received from Bradfords Building Supplies with an attached photo of Castle Hill. The width restriction of this road is 6ft6 but there is not a sign stating except for access, and with the road being a one way our vans and lorries we cannot access this road at all, so we must refuse delivery to all the properties on this road when customers ask. Is this correct as we have seen many larger vehicles access this road such as double decker busses and the bin lorry? Should this road have a 'Except for Access' sign or are we not allowed to service the customers who live on this road? Us and other larger vehicles being banned from using this road means our vehicle must go through town and Fore Street adding to the congestion there, how would we go about bringing this issue to the attention of the relevant people who look after this road and sign?</p>	Castle Hill	<p>HJ replied: Thank you for your email. Your question is really better answered by Devon County Council Highways, <a href="#">Roads and transport</a> but to the best of our knowledge, there is only a width restriction of 6'6" but no other access restrictions. The buses regularly travel up that road apart from the Double Decker buses which are too wide to get around the corner. My suggestion would be that you have every right to use this road as a normal part of the public highway but just be aware of the narrow section at the top.</p>	HJ
20.03.2025	<p>Email received asking for the football pitch to be sorted at the skate park. A group of us play football there and for years we have had ankle breaking holes covering the pitch, can these be filled in or even have the goal mouth area surface extended to cover the entire pitch please, currently you have to keep stopping as if you go into those ditches or you injure yourself they also turn into large puddles when we have any rain.</p>	Football pitch at the Skate Park on the Underfleet	<p>HJ replied to say we are continuing with the ongoing maintenance but as we have just come out of the winter season the ground will be wet and uneven. Repair works are scheduled to take place.</p>	HJ



21.03.2025	Message on the answer machine from a second homeowner who has received this year's council tax bill and the cost has doubled. She has her property listed as a business so does not need to pay council tax. She is very upset	Second homeowner in Seaton	HJ emailed her on the details she gave and advised her to contact the Council Tax department at EDDC and gave a telephone number, email address and link to the website	HJ
21.03.2025	Telephone call from a lady who wants to report Costa Coffee to the Environmental Health department. The place is filthy, tables are wiped with dirty cloths, the floor is dirty, crockery is not washed properly and the food counters are unclean. They need an unplanned inspection	Costa Coffee in Tesco Seaton	HJ reported all details by email to Environmental Health at EDDC	HJ
21.03.2025	Email from the Woodroffe School: "I am wondering if you could help. As a school we are looking to get in contact with any local community groups with children who are Polish, Chinese, Ukrainian, Filipino, or any other Nationality. Do you know if Seaton or the surrounding areas have any such groups and would you be able to offer any contact details? "	Email received	HJ replied: We are not aware of any such community groups in this area, but I have attached our local community handbook which contains details of lots of local groups and organisations. You may want to ask the Guides, Scouts, Brownies and Action East Devon as they may well have information on the nationalities that you are interested in.	
24.03.2025	Lady came into the office asking how long is the Beer Road going to be closed? The bus drivers don't know	Beer Road	HJ looked on the DCC interactive map and the AA Road Updates website and no evidence of any road closures for Beer Road so must be a temporary road closure for an emergency	HJ
24.03.2025	Resident came in to have her Swiss pension form signed as proof that she is still alive	In the office	HJ signed and stamped the form	HJ

24.03.2025	Rep from Crealy came in with new poster and this year's leaflets	Crealy Adventure Park	HJ took literature and talked about the current climate for tourism	HJ
25.03.2025	Allotment holder phoned asking how to dispose of lots of wood that is rubbish. She doesn't drive	Allotments	HJ advised she pile up neatly next to the communal shed and will get someone to take it to the tip for her	HJ
25.03.2025	Stephen Millard about the planning application at the rear of Bunts Lane, again	Bunts Lane	HJ took his letter, scanned and emails to all councillors at his request	HJ
25.03.2025	Lady wanted advice on the quality of the care homes in Seaton	In the office	HJ advised to the best of our knowledge they are all good but she needs to check with the Care Quality Commission for more detailed reviews and ratings	HJ
25.03.2025	When is the library moving here?	Marshlands	HJ said sometime over the next couple of months and they hope to open in July or August this year	HJ
25.03.2025	How to get to Westpoint Arena by bus?	Westpoint Arena	HJ advised use the Stagecoach 9 & 9A and gave timetables	HJ
25.03.2025	Is the sandwich shop open in Lyme Regis?	Lyme Regis	HJ gave him the telephone number for Lyme Regis Town Council and suggested he call them to ask the question	HJ
25.03.2025	When is the banking hub coming to Seaton	Telephone call	HJ said no date has been confirmed yet by Lloyds will not close until March 2026	HJ
26.03.2025	When are the repairs works to the cliffs at Seaton Hole going to start?	Seaton Hole	Jo explained that due to other urgent and unplanned cliff repairs, the works at Seaton Hole have been delayed by a month	JH
26.03.2025	Where is the nearest fast charge electricity point for charging up an electric car?	Seaton	HJ said that the charging points in Tesco's car parks are probably the best ones	HJ
29.03.2025	Email from resident reporting the clock on the clock tower in Jubilee Gardens has stopped working	Jubilee Gardens	HJ reported the fault to EDDC	HJ

29.03.2025	Email from a Circus company interested in putting on a Circus event in The Underfleet play park this summer	Underfleet Play Park	HJ and JH referred to EDDC as the land owner for their permission	HJ & JH
31.03.2025	Mr Millard phoning to progress the situation with the planning application at the rear of Bunts Lane	Bunts Lane	HJ looked on the EDDC planning portal and could see no further updates and still awaiting decision.	HJ
31.03.2025	Lady telephoned to report vagrants living in the shelter on West Walk in Seaton	West Walk	HJ said that EDDC are probably aware and have not received any reports that they are being a nuisance or causing a disturbance	HJ
31.03.2025	Person reported fading and poor dog control signage on the Esplanade. Dogs off leads everywhere	Esplanade	HJ advised that EDDC have this on their works schedule and the stencils will be re-painted very soon	HJ
31.03.2025	Tramway volunteer came in for Wetlands leaflets but EDDC are not printing them anymore as going paperless	Seaton Wetlands	HJ said we have no leaflets left either so we photocopy from an original.	HJ
31.03.2025	Couple wanting information on fossiling	South West Coast	HJ advised they visit Charmouth as the rocks are much more suitable than in Seaton and softer clay	HJ
31.03.2025	Couple wanting information on the East Devon Way and is there a guide book	East Devon Way	HJ advised they purchase an OS Map of go online and print of sections to walk	HJ

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>7 April 2025</b>
<b>Item of business</b>	<b>25 COU 08</b>
<b>Details</b>	<b>Report on cyber security breach (updated)</b>
<b>Purpose of Report</b>	<b>To report on the breach the consequential impact on the Council’s staff, resources, finances and data obligations</b>
<b>Power/authority</b>	<b>Local Government Act 1972, s111 – power to do anything that will facilitate, be conducive to or incidental to the discharge of its powers and functions</b>
<b>Recommendations</b>	It is <b>RECOMMENDED</b> that Members: <ul style="list-style-type: none"> <li>• note the report</li> </ul>

## 1. Introduction

Councillors will be aware that the Council’s IT support is managed by Core Office IT and its financial software is provided by Rialtas. The Rialtas software is hosted on the cloud by an external platform, arranged by Core Office IT, known as Your Office Anywhere (‘YOA’). This has been the case since the pandemic, when remote working was required due to the ‘stay at home’ directives issued by central government and has been the case since. This enables the Council’s financial records to be accessed from officer’s PCs and a Council laptop.

Unfortunately, YOA was the victim of a cyber-attack whereby data was encrypted and we believe possibly a ransom demand made. This necessitated an immediate shut down of all YOA’s systems to prevent further data being encrypted. YOA advised that if their systems were put back online then it was very likely that all primary and back up data would be encrypted. Core Office IT and all YOA’s customers were advised of this and relayed this information to the Council on Friday, 21 March. Since then, daily updates have been received but, despite working round the clock, with forensic and other IT external experts, to resolve the situation and recover the data, YOA have subsequently advised that, due to the nature of the attack, YOA’s backups were no longer viable.



YOA have advised the Information Commissioner's Officer and are actively engaged with the National Cyber Security Centre and relevant law enforcement agencies

Whilst work is being undertaken to establish what, if any client data can be recovered, it may not be possible to recover anything and, even if it is possible, this is unlikely to be a quick process.

Whilst this incident is unfortunate, there is nothing that the Council could have done to avoid this and has been exceptionally unlucky, that this third-party supplier has been targeted with significant time and resource consequences to the Council

## **2. Action by Officers**

Officers have been working closely with our IT providers and, at the time of writing (1.4.2025) the following action has been taken:

- daily discussions with Core IT, who are providing every assistance to YOA to establish if anything can be recovered
- a breach report has been submitted by the Town Clerk to the ICO, after discussions with the Commissioner's office as, whilst the Council's own systems have not been breached and there is no sensitive or financial data in the Rialtas system that is likely to cause serious harm, the system does include personal data (ie address of individuals), therefore a breach report was necessary
- the Council undertook a comprehensive review of cyber security and upgraded all our systems last year and, at the same time, took out cyber insurance. All information requested by the insurer has been supplied by the Town Clerk. A decision is awaited as to whether a claim can be made by the Council to assist with remedying the situation, for instance, funding additional staff resource to re-enter all the data. The insurance company was already aware of the situation as the YOA platform is utilised by numerous companies and organisations of all sizes so are dealing with numerous claims.
- Rialtas have instructed to set up a new chart of account and this was undertaken on 31 March 2025. Unfortunately all financial information from 1 April 2024 will have to be re-input
- the Council's internal auditor has been kept informed
- obviously, the year-end audit and separate year-end closedown with Rialtas which were scheduled for the 8 and 9 April have been postponed, with the year-end rescheduled for 21 May 2025



### **3. Impact on the Council's ability to meet its financial reporting requirements**

At the time of writing, it is looking likely that the Council has lost all its financial records for the 2024/25 financial year. Whilst there is a possibility that some 'raw data' may be recoverable, this will not be 'cleaned' and therefore could cause further problems. As such the Town Clerk, in consultation with the Chair and Chair of Finance, has instructed Rialtas to set up a new chart of account using the information from the year end 2023/24.

In practical terms this means that:

- all cash books and budget lines have been set up on a new account
- all suppliers accounts that existed at that time have been set up
- all customers of the Council, such as room hirers, allotment holders and the like, will have to be re-entered into the system along with any new suppliers utilised during the year
- every purchase invoice received in the last year will have to be re-entered
- every invoice issued to allotment holders, room hirers and others will have to be reissued
- every payment made, received or written off will have to be entered in the appropriate month and cross-checked against bank statements to ensure that the VAT returns for quarters 1-3 remain accurate. Digital VAT returns will then be activated again for Q.4
- each month will have to be reconciled
- once this has all be undertaken the year-end audit will have to be rescheduled.

Once all of the above has been undertaken, it will be possible to complete 2024/25 AGAR and Accounting Statements. These have to be submitted to the external auditor ('EA') by 30 June 2025. There is a possibility that the EA may grant a short 4-week extension, if he/she considered that there is exceptional need to do so, but no extension will be granted beyond 31 July in any event.

### **4. Summary and conclusions**

It is clear from the above that this will have significant implications for the Council's staff, particularly the Town Clerk, especially if a claim cannot be made to fund assistance to re-input all of the records. This is particularly challenging in light of the amount of office time taken up over recent months bringing the town hall back to an insurable state.

Whilst enquiries have been made as to the availability of Rialtas consultants to undertake this work on the Council's behalf, they have barely any availability as their teams are at capacity carrying out year-end close downs for customers. As such, along with other practicalities, and the costs of £554 per day, if the insurance policy will not cover the cost, the Town Clerk proposes to concentrate on this until the



work is done. Therefore, Members should be aware that other matters will inevitably be delayed, as this has to be an absolute priority, if the statutory financial reporting deadlines are to be met.

## 5. Recommendations

It is **RECOMMENDED** that Members:

- note the report



<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>7 April 2025</b>
<b>Item of business</b>	<b>25 COU 08</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	STC/TIC	STC/TIC	
<b>2021/22 (May-Oct) (Harbour Road)</b>	187	117			<b>304</b>
	<b>STC</b>	<b>TIC</b>	<b>STC</b>	<b>TIC</b>	
<b>2022/23</b>	825	2007	687	100	<b>3619</b>



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

### 3. Opening hours

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

### 4. RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the update

<b>SEATON TOWN COUNCIL (‘the Council’)</b>	
<b>Date of report</b>	<b>7 April 2025</b>
<b>Item of business</b>	<b>25 COU 10</b>
<b>Details</b>	<b>Report on s106 funding from developer contributions</b>
<b>Purpose of Report</b>	<b>To provide details of the funds available and seek as steer from Members as to whether the required consultation should focus on maintenance and upgrades to the play parks only or include other open spaces owned/managed by the Council</b>
<b>Power/authority</b>	<b>Public Health Act 1875, s164</b> – power to provide and manage recreation grounds, public walks, pleasure grounds and open spaces
<b>Recommendations</b>	<p>It is <b>RECOMMENDED</b> that Members consider whether they wish to:</p> <ul style="list-style-type: none"> <li>• establish a steering group with town councillors/officers, other relevant stakeholders and district councillors, consult and give the community the opportunity to be involved and submit ideas from the earliest opportunity;</li> </ul> <p style="text-align: center;"><b><u>or</u></b></p> <ul style="list-style-type: none"> <li>• in light of existing knowledge of works that will be required to the playparks, that an in principle decision be taken that monies be directed toward the play parks and the actions detailed in the report be undertaken</li> </ul>

## 1. Introduction

Officers recently met with the Section 106 Officer at East Devon District Council to discuss funds available for use in Seaton, from s106 developer contributions. Currently, contributions stand at £121K, with a further £35K invoiced and pending, making a total



of £156K. These funds must be spent on '*maintaining open space provision*'. Open space provision includes the town's play parks.

## 2. Process

In order to access the funding, if the Council does not have a clear idea as to how the money could be spent, EDDC suggested that a process is followed, along the following lines:

- establish a steering group with town councillors/officers, other relevant stakeholders and district councillors.
- advise the community of the available funds via social media, newsletters etc, providing groups and individuals the opportunity to be involved and submit ideas for spending the monies. This could be done via the 'Commonplace' platform (see attached guidance, as provided by EDDC)

However, based on reports that have been brought to Council over the last year on the play parks, coupled with associated weekly and monthly inspections and the age of the town's play equipment, Members are already aware that funds are required to upgrade/repair elements of the two playparks in Seaton. As such, Members are asked to decide whether they wish to:

- establish a steering group with town councillors/officers, other relevant stakeholders and district councillors, consult and give the community the opportunity to be involved and submit ideas from an early stage;

or

- whether Members consider that, in light of existing knowledge of works that will be required to the playparks that:
  - an in principle decision be taken that monies be directed toward the play parks
  - initial public consultation be undertaken on ideas for equipment
  - approach play providers and get ideas based on the initial consultation and then consult with the community on the ideas put forward for spend and possible designs.
  - for play and sport projects children and young people must be given an opportunity to vote on the projects and their views heard.
  - a vote may be required if there are multiple ideas for spend.
- following the community engagement the Council confirms to EDDC what the monies will be spent on with details of the project and action plan for delivery
- establish whether planning permission will be required



- the Council obtains quotations delivery plan for the project and , which may require partial funding from the Council, if insufficient s106 monies are available. CIL funds may also be used
- once all costs and a plan for delivery are available, the s106 officer is notified and will seek internal approval at EDDC to enter into a grant agreement for the funding
- reports will be brought back to Council as further information is available.

### 3. Recommendations

It is **RECOMMENDED** that Members consider whether they wish to:

- establish a steering group with town councillors/officers, other relevant stakeholders and district councillors, consult and give the community the opportunity to be involved and submit ideas from the earliest opportunity;

or

- in light of existing knowledge of works that will be required to the playparks, that an in principle decision be taken that monies be directed toward the play parks and the actions detailed in the report be undertaken



## **Guide for Parish and Town Councils on Commonplace**

### **What is Commonplace?**

Commonplace is an online platform that allows organisations to conduct public and private consultations/surveys for the public or a specific group. There are many different question types and ways of setting up a survey. It collects feedback and ideas from respondents to help with local projects and decisions. It can be used for in person surveys by using the paper form on the website that can be filled in by inputting the data via a compatible device.

Commonplace is the software and the corporate standard that East Devon District council aims to use for all public consultations when appropriate. Having consistency in the platform we use is important as it allows the public to know where we host our consultations. We aim to build commonplace as the hub for consultations and have already started this with the many users who have filled in surveys via our East Devon Engagement Hub on commonplace.

### **How Does Commonplace Work?**

#### **1. Create Projects:**

- Set up the project with clear goals and information.
- Add questions, maps, images, and details to explain the project.
- Add you as a tester so you can have a go at the survey before it goes live
- Have different sections in one project if relating to a different topic e.g., a local plan will have sections on the environment and infrastructure. These can appear under one project but have separate questions. These sections are known as tiles.

#### **2. Engage the Community:**

- Share the project through social media, newsletters, and events. They can join via clicking the link or searching commonplace East Devon District Council on a web browser.
- Create a QR for your survey
- Residents can leave comments, take surveys, and mark maps with their ideas.
- Create news updates which sends an email out to all who have participated in the survey

#### **3. Analyse Feedback:**

- Collect feedback.
- Use graphs and charts to see what people think.
- All data is presented in easy-to-read ways via tables and graphs.

#### **4. Report and Act:**

- Summarise the feedback by using the visual way commonplace displays results. Helps to make results clear when presenting them.
- Use the feedback to make decisions and update the community on actions.

### **Benefits of Commonplace**

- Better Engagement: More people can share their opinions.
- Clear Data: Easy-to-read charts and maps of the data.
- Transparency: Provide updates on the project which can be done by the latest news section.
- Informed: Decisions are based on real community input.
- Efficient: Saves time compared to methods like survey monkey.

### **How can I help?**

#### 1. Provide assistance and support you on your project:

- Set up project and promote engagement projects. Provide briefing on commonplace.
- Help build the survey with the information that you provide me and offer recommendations.
- Input questions that you have created. You will need to produce the questions and send any media e.g., images you want included to me.
- Ensure projects are accessible to everyone. Add you to commonplace as a tester.
- Help with any issues you have with Commonplace

#### 2. Send data to you:

-Compile all the data and send it over to you. I can create a document with all the graphs in it and send you the excel data.

#### 3. Support:

- Provide ongoing help and guidance.

#### 4. Close the Loop:

- Help to input latest news on your project

By using Commonplace, you can better connect with your communities, making local decisions more transparent and inclusive. As an engagement partner, I can play a key role in making this process smooth and effective.

If you have any questions on commonplace or want to do a survey on commonplace, please feel free to contact me

[louie.belfield@eastdevon.gov.uk](mailto:louie.belfield@eastdevon.gov.uk)

[engagement@eastdevon.gov.uk](mailto:engagement@eastdevon.gov.uk)

## 25 COU 11 Update from Coast & Country Country

### Introduction

The following update and request has been received from Ignyte Media Ltd, the company managing the Coast and Country project, which was established as a collaboration between a number of towns in East Devon using Innovation & Resilience Funding after the pandemic, and led by Sidmouth Town Council.

### Update and request from Ignyte

*'As you may know, Visit Devon worked very closely with the English Riviera BID team and Brixham Chamber of Commerce to work with South West Water following the Cryptosporidium outbreak in 2024. SWW agreed to pay a sum to the English Riviera BID to support tourism and to work on repairing brand Devon with a large marketing campaign over the coming 2 years and Visit Devon was also able to claim some funding for some developments on the website.*

*One of these developments is to produce an East Devon microsite to cover all of East Devon, as part of the Visit Devon family. We have proposed that all of the Coast and Country towns move their content from the Sidmouth website over to the East Devon microsite therefore promoting the URL of [visitdevon.co.uk/eastdevon](https://visitdevon.co.uk/eastdevon). East Devon District Council is also behind this initiative and I am meeting with them soon to discuss it further.*

*We anticipate that this would drive significantly more traffic to the town pages and also heighten the recognition for East Devon as the SEO team will work hard to drive search engine ranking for East Devon. We are very excited by this development and all feel that we can give East Devon towns and villages a much more joined-up approach with Visit Devon and EDDC.*

***It would be great to understand if Seaton are able to support the £5000 investment again this year and we can continue to drive ahead with promotion for the town.***

### Further information

Officers requested further information from Ignyte regarding statistical evidence of any benefits achieved so far from the Council's investment in the last financial year and details of the take up of membership from the town's businesses. The following reply was received:

*'This year to date in comparison to 2024:*

#### ***Users:***

*1st Jan to 23rd March 2025 - 2024*

*1st Jan to 23rd March 2024 - 937*

*Increase of 116%*

**Sessions:**

*1st Jan to 23rd March 2025 - 2333*

*1st Jan to 23rd March 2024 -1056*

*Increase of 121%*

**Views:**

*1st Jan to 23rd March 2025 - 4157*

*1st Jan to 23rd March 2024 -1904*

*Increase of 118%*

**The website pages for Seaton in 2024 achieved:**

*31,091 views*

*An engagement rate of 87%*

*An event count of 180,377*

*Total number of users were 14,387*

*The social media channels that were created for Visit Seaton have seen:*

**Facebook**

*Views - 2,704*

*Reach- 1,533*

*Link clicks- 53*

*Followers- 111*

**Instagram**

*Views- 14,388*

*Reach- 1,872*

*Link clicks- 14*

*Followers- 479*

**TikTok**

*Views- 34,000*

*Reach- 25,000*

*Likes- 378*

*Followers- 444*

*X- no analytic available. Followers- 19*



Overall  
Views- 51,092  
Reach- 28,405  
Followers- 1,053

*4 businesses have taken membership so far'*

### **BUDGETS**

Members have allocated £6,000 in the budget for 2025-26 for town development and marketing, so must consider whether or not an allocation of £5,000 of that budget to the project provides the use of the majority of this budget.

### **RECOMMENDATIONS**

Members are asked to consider the request and decide whether a further investment of £5,000 would provide best value for the town.

Date: 21 March 2025

Jim McMahon OBE MP  
Minister of State for Local Government and English Devolution  
2 Marsham Street  
London  
SW1P 4DF

Dear Mr McMahon,

This letter accompanies the Interim Plan being submitted here from the Leaders of 7 of the 8 Devon District Councils. We have worked very hard across a wide geography and a range of political backgrounds to develop this plan.

However, we are deeply concerned with both the process and the timetable of Local Government Reorganisation being imposed on Devon, and we are aware that you and Baroness Taylor have been advised of this by many in local government. Moreover, the specific recent context of the financial settlement, and the withdrawal of the Rural Services Delivery Grant does not instil confidence.

We heard at the Districts' conference that government has identified a "two-tier premium" and that, in its understandable need to solve the existential financial crisis in Adult and Children Social Care, you expect savings by driving LGR through to cover this. We have been unable to find any evidence to support that claimed projected savings will be delivered, and are concerned that abolition of Districts to plug the financial gap is not a reality. If there is such evidence, we would request sight of relevant real-life examples. We feel sure that you are aware of the extreme risk using theoretical data from consultants with limited local government experience.

In Devon, the opposite of cost-saving is probable in this 'cliff-edge' approach to reorganisation. We estimate the true costs to be in the region of £100 million. If government is so confident that savings will be delivered, then we suggest these costs are paid to us up front to be recouped from the supposed savings in future years.

We would emphasise that efficiencies and savings can be delivered and that we are best placed to do that. Ironically, we were actively in the process of integrating services at a more strategic level particularly around waste and leisure centre provision. The inevitable upheaval of LGR has somewhat curtailed this constructive and positive action.

Given the chance, we can deliver a road map with tangible targets moving towards savings under a plan which will be less expensive to deliver and will deliver a much more resilient outcome. We share government aspirations around cost-saving but ask you that we are given the opportunity to achieve these outcomes.

As a group, we would be pleased to have the chance to meet with you for further discussion.

Yours sincerely,



Cllr Paul Arnott, Leader of East Devon



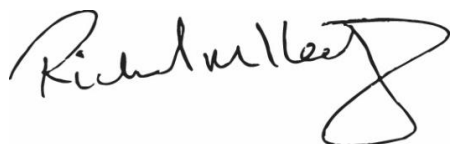
Cllr Luke Taylor, Leader of Mid Devon



Cllr David Clayton, Leader of North Devon



Cllr Julian Brazil, Leader of South Hams

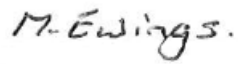


Cllr Richard Keeling, Leader of Teignbridge





CLlr Ken James, Leader of Torrington



CLlr Mandy Ewings, Leader of West Devon



# LOCAL GOVERNMENT AND PUBLIC INVOLVEMENT IN HEALTH ACT 2007

## Response to Invitation to Submit Proposals for a Single Tier of Local Government

### Finding the Balance, Building the Future



West Devon  
Borough  
Council



South Hams  
District Council

**TORBAY**  
COUNCIL



**TORRIDGE**  
District Council

## Finding the Balance, Building the Future

### Foreword

The submission of this Interim Plan responds to the formal invitation received on the 5<sup>th</sup> February to submit proposals for a single tier of local government. It addresses the intent, as outlined in the English Devolution White Paper, for Local Government Reorganisation (LGR) and the replacement of existing district and county councils and smaller unitaries with larger unitary authorities.

We, the Leaders of seven of the district councils of Devon together with the Leader of Torbay Council, acknowledge the government's intent and are committed to responding constructively to this. We have collaboratively developed interim proposals to meet the government's initial deadline. We propose the creation of two new unitary councils (alongside the retention of Plymouth City unitary): one encompassing South Hams, Teignbridge, West Devon, and Torbay, and the other uniting East, Mid, North Devon, Torridge, and Exeter. We believe this model better serves the interests of Devon and Torbay's nearly one million residents rather than a single 'mega-council'.

Despite the progress made in developing these proposals, we have significant concerns and reservations regarding the proposed scale and timeline for LGR, particularly its potential for financial unsustainability. The existing system, while imperfect, delivers effective, locally tailored services and possesses established community connections and a strong sense of place. We believe the government's proposals fail to address the critical funding challenges facing Devon and Torbay, notably in Adult and Children's Social Care, Special Educational Needs and Disabilities, and in the NHS.

This submission represents an initial framework for how two new local authorities could be formed. There is considerable further work required to develop these proposals. We are actively engaged in this further development, including ongoing dialogue with Torbay Council, and are mindful of the need for flexibility and agility as the LGR process evolves. We are committed to maintaining local distinctiveness while pursuing service improvements and we will engage extensively with residents, partners, and stakeholders throughout this process.



## **Executive Summary**

This Interim Plan responds to the government's invitation for Local Government Reorganisation (LGR) towards a single tier. Acknowledging the English Devolution White Paper's intent to replace existing councils with larger unitary authorities, this submission proposes a balanced two-unitary solution for Devon and Torbay, alongside Plymouth City as a retained unitary authority, aiming to meet LGR objectives while preserving local identity and ensuring sustainable service delivery.

The proposed two-unitary model aligns with the six criteria for unitary government, using existing district areas as building blocks and aiming for populations near 500,000 for each authority. The proposed model anticipates the creation of a;

- **Southern Devon Authority:** South Hams, Teignbridge, West Devon, and Torbay
- **Exeter and Northern Devon Authority:** East, Mid, North Devon, Torrington, and Exeter

This offers a comprehensive solution for the whole area, establishing a credible alternative to a single 'mega' Council whilst guarding against the creation of an urban/rural divide

The Interim Plan recognises that significant further work is required to develop these proposals. A programme is set out for how this will happen through to November 2025. This includes extensive stakeholder engagement.

## **Structure**

The structure of this submission seeks to address the criteria set out in the Minister of State's letter of the 5th February. Specific sections are as follows;

Section 1: Introduction and context

Section 2: Vision for public service delivery and case for change

Section 3: Design principles, options assessment

Section 4: Local distinctiveness

Section 5: Response to criteria a) – h) in the Minister of State's letter

Section 6: Conclusion and next steps

**NOTE: Within this document reference to the "county" or "Devon" refers to the area covered by Devon County Council, Plymouth City Council and Torbay Council. Devon County Council will always be referred to as such.**

## **1. Introduction and context**

This submission is presented by the Leaders of seven of the District Councils of Devon together with the Leader of Torbay Council in response to the UK Government's invitation to propose a single tier of local government, as outlined within the context of the English Devolution White Paper. We recognise the government's ambition to streamline local governance and drive regional economic growth through enhanced devolution.

Whilst the Leader of Torbay Council is a signatory to this response, Torbay Council is submitting a range of options which it wishes to explore in developing a full proposal. It is important to also recognise that separate proposals are being submitted on behalf of Exeter City Council as well as Devon County Council and Plymouth City Council.

The county of Devon is home to world leading research institutions and innovative companies. Its cultural scene is equally diverse, with a thriving arts community, numerous festivals, and a rich culinary tradition. The population of Devon continues to grow faster than the national average with housing developments including three new towns. It is also renowned for its outstanding natural beauty, charming villages, and rich agricultural heritage. This includes two National Parks – Dartmoor and Exmoor.

Devon possesses significant potential for clean growth, driven by its unique natural assets and strategic initiatives. The region is poised to capitalise on its maritime heritage through advancements in clean maritime technologies, particularly within North Devon and Torridge, where projects like the Appledore Clean Maritime Innovation Centre are fostering innovation. Furthermore, the development of offshore renewable energy, including floating offshore wind in the Celtic Sea, presents substantial opportunities for job creation and economic stimulation. Coupled with ongoing research and development at institutions like the University of Exeter, focusing on areas such as renewable energy, sustainable agriculture, and the circular economy, Devon is establishing itself as a key player in the UK's transition to a low-carbon future.

Devon also has scope and scale to deliver significant housing growth in future years through a variety of identified and strategic sites. The recent Devon Housing Commission evidences the strategic collaboration of the authorities behind this proposal and the new authorities proposed would be empowered to take maximum advantage of the opportunities as identified by Lord Best in his report. Crucially, the boundaries proposed would allow each of the new authorities to meet their own growth ambitions and deliver truly sustainable, balanced growth, rather than seeking to hive off strategic growth opportunities through limited boundary expansions of city areas.



This housing growth will complement our economic ambition for the whole of Devon and has the potential to address a number of our local housing challenges as well as unlocking significant economic activity.

Devon's district councils have a proud history of delivering high-quality, locally tailored services to our diverse communities. We understand the unique needs of our residents and have fostered strong partnerships with local stakeholders over many years. This deep-rooted connection to our communities is fundamental to our approach and wider sense of place.

While we acknowledge the government's desire for structural reform, we are also acutely aware of the significant challenges facing public service delivery in Devon, particularly in areas such as adult and children's social care, special educational needs and disabilities (SEND), and the funding pressures confronting the NHS. This is coupled with deep seated constraints including below average levels of productivity, above average house prices and variable levels of connectivity. We believe that any reorganisation must address these critical issues, rather than risk destabilising the existing structures that currently deliver essential services.

This submission outlines our considered response, reflecting our commitment to both the government's objectives and the best interests of the 1.25 million residents across the historic county of Devon. It details our collaborative efforts to develop proposals that strike the right balance - to maintain local distinctiveness, enhance service delivery, and ensure long-term financial sustainability within the evolving landscape of English devolution. Our preference is for a well-planned, bottom-up approach to further integrate services and to realise the associated savings and efficiencies.

## **2. Vision for public service delivery**

Our forward-thinking vision for public service delivery in Devon centres on creating a connected, resilient, and responsive system that prioritises the well-being of all our residents. Key aspects of this vision include:

- **Local distinctiveness:**
  - Ensuring that future arrangements maintain a strong sense of place including an ability to meet the unique needs of individual communities and to harness distinctive opportunities
  - Strengthening the role of parish and town councils as the most local tier of government.
- **Digital Transformation:**
  - Leveraging technology to enhance accessibility and efficiency, with online platforms providing seamless access to services.

- Bridging the digital divide to ensure all residents, particularly those in rural areas, can benefit from digital services regardless of location, age or wider socio-economic factors.
- **Integrated Care:**
  - Fostering closer collaboration between health, social care, and other public services to provide holistic support.
  - Focusing on preventative measures and early intervention to improve long-term health and well-being.
- **Community Empowerment:**
  - Strengthening local partnerships and empowering communities to play a more active role in shaping service delivery.
  - Promoting citizen engagement and feedback to ensure services are responsive to local needs.
- **Sustainability:**
  - Integrating environmental sustainability into all aspects of public service delivery.
  - Supporting the region's transition to a low-carbon economy and as a leader for clean growth
- **Resilience:**
  - Building strong, adaptable services that can respond effectively to future challenges, including climate change and economic uncertainty.
  - ensuring that vulnerable individuals are given the support they need during times of crisis.

This vision emphasises a people-centred approach, where public services are not just delivered, but co-created with the communities they serve.

### **Case for change**

The case for change in Devon's local government public service delivery rests on several converging factors demanding a more agile, efficient, and citizen-centric approach.

These are detailed below;

- 1) Demographic shifts, including an aging population and increasing rural isolation, necessitate tailored services that address complex social care needs and ensure equitable access, regardless of location.

- 2) The climate crisis demands rapid decarbonisation and adaptation, requiring local government to lead in sustainable development, integrating environmental considerations into all service areas.
- 3) Fiscal pressures and rising demand necessitate innovative solutions to deliver more with less, leveraging technology and community partnerships to enhance efficiency and reduce costs.
- 4) Evolving citizen expectations, driven by digital literacy and a desire for greater transparency and participation, require a shift towards more accessible, responsive, and digitally enabled services.
- 5) The need to build community resilience in the face of economic uncertainty and potential future crises necessitates a more integrated, preventative, and locally empowered approach to public service delivery.

Therefore, a fundamental transformation is vital to ensure Devon's local government remains effective, sustainable, and responsive to the evolving needs of its communities.

### **3. Design Principles**

In considering the potential options for the reorganisation of current structures, we have first sought to draw upon two key guidelines, as set out in the Minister of State's letter, as foundations upon which to develop wider principles. These keystones are that;

- existing district areas should be considered the building blocks for proposals
- new councils should aim for a population of 500,000 or more

Further to these, the following design principles have helped to shape and influence the development of our proposals;

- The new authorities and services will be built from an understanding of people and place
- Reflect established functional relationships and markets (including travel to work, shopping patterns, hospital catchments, education provision etc) as well as the cultural and historic context
- Recognise the important influence of existing strategic road and rail networks and associated connectivity
- Provide for a polycentric approach, recognising the important role of local service centres particularly in serving wider rural areas
- Harness the role of the main urban centres as key economic drivers
- Underpin future financial resilience and sustainability by ensuring broad parity between different constituent parts of any options in terms of

- key baseline metrics (such as resources per head),
- a similar share of social care and other “needs” ensuring that no area is left behind

#### 4. Options assessment

With a population in excess of 1.25 million people distributed across 6500 km<sup>2</sup>, the historic county of Devon is the fourth largest by area and 12th largest by population in England. The two tier area covered by Devon County Council includes eight District Councils. Torbay and Plymouth City Councils are existing unitaries.

Future changes to local governance structures and service delivery arrangements need to achieve the right balance of population size and economies of scale with the practicalities of the geography, culture, society and economy of Devon. Change should also reflect and enhance the communities that have developed under present boundaries whilst optimising efficiencies in service delivery.

Over the course of the last 3 months since the Devolution White Paper was published five main options have emerged. These are;

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>1) A single unitary council covering the Devon County Council and Torbay areas</li> <li>2) Two unitary councils covering the Devon County Council and Torbay areas</li> </ul> | <p>Without boundary changes</p> <hr style="border-top: 1px dashed #000;"/> <p>With boundary changes</p> |
| <ul style="list-style-type: none"> <li>3) An expanded Plymouth City unitary</li> <li>4) An expanded Torbay unitary</li> <li>5) A new Exeter City unitary</li> </ul>  |   |

Options 1 and 2 use existing local government units as the building blocks for the proposals as the clear preference of government. However, options 3-5 inclusive necessarily involve significant boundary changes. These have not been considered as part of this assessment.



Figure 1: Map showing Option 2

Nationally, experience points definitively to the fact that Devon is far too large to enable a single authority to be efficient and effective whilst retaining a sense of place and community. The largest existing unitary authority by land area, North Yorkshire, has a population of 627,000 just over half of Devon's. Most unitary authorities are much smaller with populations between 100,000 and 300,000. The English Devolution White Paper sets a guiding principle for new councils of 500,000 but recognises that in certain scenarios this figure may not make sense for an area. A single unitary council would serve a population that is well in excess of the upper limit of 700,000-800,000 previously indicated in Government guidance.

For Devon, this clearly points towards the creation of two new unitary authorities alongside Plymouth City Council. The geography, population distribution, strategic transport infrastructure and existing local authority boundaries across Devon lend itself to a natural division into two areas whilst retaining Plymouth City Council unitary on its existing footprint. The proposals set out below firmly accords with the guiding principles.

This interim plan therefore focuses on a two unitary authority solution (alongside the existing Plymouth unitary authority). This also creates the opportunity to establish a fresh culture that develops new and dynamic capabilities and can better implement transformational change to ensure that, together, the two new unitary Councils are able to both secure efficiency savings and adapt to the changing service needs of residents.

### **Benefits assessment**

The initial conclusion from independent financial modelling by Pixel is that the two unitary councils would be sustainable based upon an analysis of disaggregated costs.

This will require thorough testing through the business case development phase. Both authorities would have population sizes that are close to the 500,000 threshold; both would have a similar share of social care and other “needs”; and both would also have large council tax income per head, with the potential to generate substantial future increases in revenue. Both unitaries would be larger than 90% of the existing single-tier authorities – so they would be substantial even by the single measure of population.

Total estimated resources for the two authorities alongside Plymouth are set out in the table below;

Type	Exeter and Northern Devon (£m)	Southern (£m)	Plymouth (£m)
Total Business Rate income	137.8	101.4	84.2
Total Council Tax	384.4	320.0	145.7
Total grant funding	126.6	127.2	95.7
Total resources	648.9	548.6	325.6
Total resources (per head)	1,322.04	1,383.41	1,254.50
Total resources (share %)	43%	36%	21%

Table 1: Total Estimated Resources

Source: [www.pixelfinancial.co.uk](http://www.pixelfinancial.co.uk) 2025

This table demonstrate that resources are evenly distributed on a per capita basis across the three authorities. This is considered to be a fundamental benefit of the proposal, enabling a balanced approach from the outset.

The proposed two-unitary council structure offers several distinct advantages, including:

- Creating two equally sized and balanced councils, each serving a manageable population
- Enhancing local accessibility and accountability compared to a single, large entity
- Better reflecting existing community structures and resident lifestyles
- Generating potential for significant cost savings
- Decentralising key upper tier service delivery, bringing them closer to communities
- Facilitating devolution and enabling the establishment of a Mayor for a broader Peninsular Strategic Authority

- Optimising the balance between strategic planning and operational execution, aligning seamlessly with a new strategic authority
- Promoting wider collaboration by aligning with existing local public service boundaries

## 5. Local distinctiveness

This section sets out the distinctive attributes of the two proposed authorities. We anticipate that there will be both opportunities for shared service delivery across the two authorities and a significant role for parish and town councils. These aspects will be developed further as part of the final proposals. In some areas we are united by our differences – the current stock holding authorities (Housing Revenue Account) are solely in the Exeter and Northern area for example.

### Southern Devon Authority

The proposed Southern Devon authority would combine South Hams, West Devon, Teignbridge, and Torbay Council, creating a new administrative entity with a population of around 430,000. This aligns with the English Devolution White Paper and aims to enhance service delivery without boundary changes.

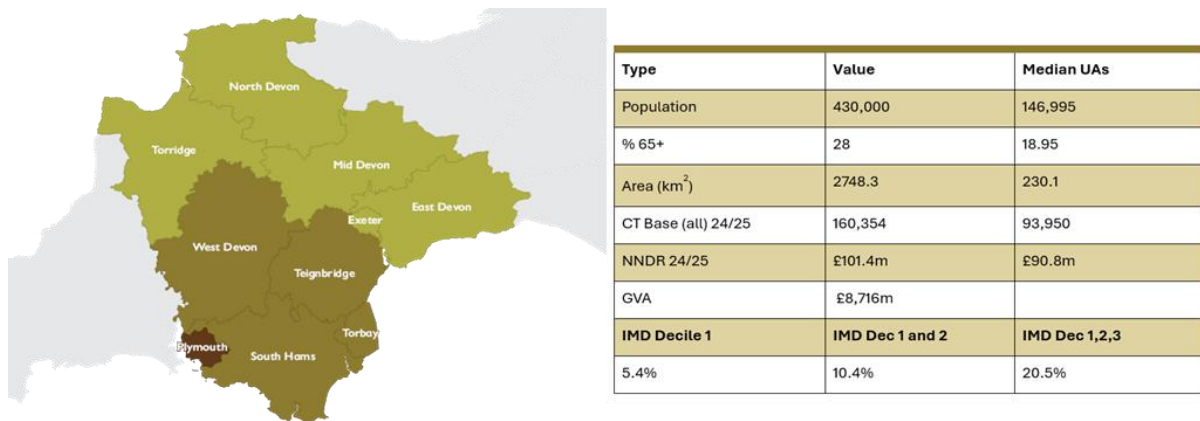


Figure 2: Key data for Southern Devon Authority

### Geographical and Economic Synergies

The area is characterised by natural synergies, with Dartmoor National Park to the north and coastal communities to the south. The economy is diverse, with strengths in marine, tourism, agriculture, and environmental digital innovation. The region also has significant potential for clean growth technologies. Torbay's combination of established companies, specialised facilities like the Electronics and Photonics Innovation Centre (EPIC), and a strong industry cluster makes it a prominent centre for photonics.

## **Operational Synergies and Efficiencies**

The four councils have a history of collaboration in areas like building control, procurement, emergency planning and community safety. The new authority will aim to further integrate services, delivering savings and efficiencies. Shared service models, like those between South Hams and West Devon, with a single workforce and fully integrated systems and processes, will be expanded. This provides a blueprint for change which is both sustainable and cost-effective. None of the four existing councils have a Housing Revenue Account which simplifies operational synergies.

## **Strategic Infrastructure and Connectivity**

The new authority will benefit from strategic road and rail networks, supporting both local and regional economies. There are already plans to align concessionary bus travel within the context of an approved a Joint Local Transport Plan for Devon and Torbay.

## **Health and Social Care Integration**

Torbay's integrated health and social care model has been successful in reducing staff shortages and speeding up hospital discharges. This successful approach could be part of the answer to the Government's challenge of reforming NHS and social care and it is hoped that appropriate support is available from the Government to retain integration in Torbay and, ideally, expand the integration to cover the wider geography of a new unitary authority.

## **Educational and Training Opportunities**

South Devon College offers a range of courses aligned with key sectors like marine, construction, and green technology. The new authority will leverage these educational resources to support economic growth.

## **Alignment with Health and Safety Services**

The new authority will align with the Torbay and South Devon NHS Foundation Trust and existing police and fire services. The council will align with the West Devon and South Devon Local Care Partnerships, providing a platform to deliver stronger- place based interventions with NHS and health system partners. Overall, this alignment will enable improved person-centred care and deliver stronger place-based interventions.

## **Environmental and Clean Growth Initiatives**

The area has significant potential for clean growth, with initiatives in renewable energy and environmental innovation. The new authority will support the UK's ambition to become a clean energy superpower.

## **Community and Place-Making**



The proposals emphasise preserving the unique identities of the cities of Plymouth and Exeter, our towns and villages in Southern Devon. The new authority has the potential to drive sustainable growth and improve the quality of life for residents.

### Exeter and Northern Devon Authority

The proposed Exeter and Northern Devon authority would cover what is currently an area of five district councils, North, Mid and East Devon along with Torridge and Exeter City. This new authority would have a population of over 542,000, making it the third largest authority in the South West and within the ten largest in the country by population. It would become the largest authority in the region by area.

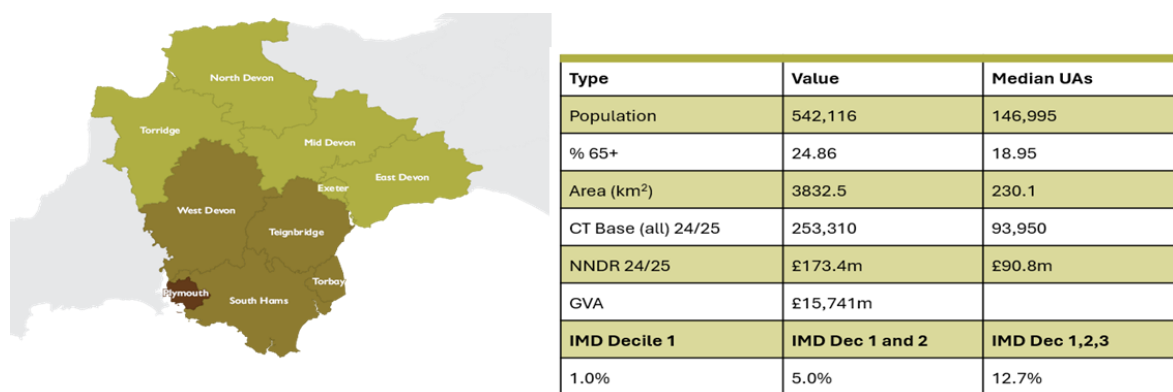


Figure 3: Key data for Exeter and Northern Devon Authority

### Place and Place-Making

Exeter has the second largest travel to work area in the country. The area covered by the new authority has a strong history of shared place-making and visioning amongst its partners. There exists a commonality of experience across market town revitalisation and addressing coastal deprivation and associated challenges.

### Operational Synergies and Scope for Efficiencies

There is clear scope for efficiency in delivery and greater resilience within this new authority. Shared service arrangements already exist amongst a number of the current councils, including shared procurement, economic development or joint customer-facing entities such as the joint North and Mid Devon building control function. The new authority will generate structural savings through simplified management arrangements.

### Alignment with Relevant Geographies

The new authority would see broad alignment of its geography with the Royal Devon University Healthcare NHS Foundation Trust. The new authority would cover the areas

of the One Northern Devon health locality partnership as well as the One Eastern Devon health locality partnership.



Figure 4: Current configuration of health services

## Broad and Diverse Economy

The economy of this new authority area will be mixed, providing a balance between emerging knowledge and data industries alongside bedrock sectors such as agriculture, food production, tourism and a range of manufacturing – from the dockyard of Appledore to the advanced fabric manufacturing in Tiverton whose parachutes help NASA land rovers on Mars. Importantly, these are myriad strengths from which to tackle our structural productivity challenges, where persistent physical and digital connectivity issues stifle growth, and where skills deficits strangle ambition. The new authority will be at the forefront of data-led activity in the field of climate science.

## Educational and Training Opportunities

Exeter, Petroc and Bicton Colleges all serve the area covered by the new authority, providing high quality training and skills development opportunities. The University of Exeter is also a member of the Russell Group of Universities and an anchor institution in supporting the transition to a knowledge driven economy.

## Strategic Infrastructure and Connectivity

Key road strategic corridors such as the M5, A30/A303 and A361 are all matched by adjacent rail corridors. These have a fundamental bearing on the functioning of housing and labour markets and provide opportunities for geographically focused service delivery from area offices. The presence of Exeter Airport also has the potential to increase international connectivity as well as supporting in-bound tourism.

## **5. Response to criteria**

The following section details the response to criteria a) to h) as set out in the Ministerial letter of the 5<sup>th</sup> February;

### **a) identify any barriers or challenges where further clarity or support would be helpful.**

Within a largely rural county the potential for economic and housing growth needs targeted support to unlock its potential. Support that is most effectively provided by authorities with a firm understanding of place and local connection to its businesses and communities. As explained, a single Devon Unitary Authority is too large to deliver effective, efficient services whilst ensuring that services are connected to place. Therefore, in developing proposals for multiple unitary authorities, careful consideration will need to be given to the potential for economic and housing growth which does not disadvantage the other unitary authorities.

In working together, it is essential that the data held by Devon County Council on its upper tier functions is shared openly at the lowest possible level. This has not yet been forthcoming, so current modelling has been based on pro-rata disaggregation simply to test financial sustainability. This more refined data will help to ensure that the final proposals are based on accurate information about the needs of the populations and communities of the new authorities. We are committed to ensure a single, comprehensive data set is available.

The potential impact, or otherwise, on the delivery of National Park Authority functions will need to be considered and, in the case of Exmoor National Park Authority, how the relationship with Somerset Council is maintained and strengthened.

Two areas where additional help would assist in expediting the development of the proposals would be the identification of a single point of contact/sponsor in central government to enable timely decision making alongside the provision of capacity funding to support ongoing analysis and testing of options. In addition to this we have identified the following areas where additional support and clarity would be helpful;

#### **Financial Framework:**

- Clarification of long-term funding models for new unitary and combined authority structures, including revenue and capital funding.

- Detailed guidance on the treatment of existing debt and assets across the current councils.
- Support in modelling and forecasting the financial impact of various reorganisation options – this will build upon the disaggregation analysis undertaken to date.
- Confirmation of how implementation costs will be funded including provisions around capital directions.

**Legislative Framework:**

- Confirmation of likely consultation arrangements.
- Clear and timely legislative guidance on the powers and responsibilities of new structures, particularly regarding planning, housing, and social care.
- Guidance on the transition process, including staff transfer, contract management, and data migration.

**Service Integration:**

- Support in developing robust service integration plans to ensure seamless transition and avoid disruption to frontline services.
- Availability of a single data set for service costs which is tailored to the preferred geographies.
- Guidance on best practices for aligning IT systems and data management across merged entities.

**Local Government Boundary Commission for England**

- Clarification of impact of any potential review to Plymouth City's boundaries including availability of resources and likely timescales

**Rurality and Coastal Needs:**

- Recognition of the unique needs of Devon's large rural and coastal areas

**b) identify the likely options for the size and boundaries of new councils that will offer the best structures for delivery of high-quality and sustainable public services across the area, along with indicative efficiency saving opportunities.**

As outlined above, our analysis demonstrates that the proposed formation of two unitary councils covering Southern Devon and Exeter and Northern Devon would best match the ambitions and criteria set out in the English Devolution White Paper. The key metrics for these authorities are set out in the table below including benchmarking against the median for current unitary authorities in England;

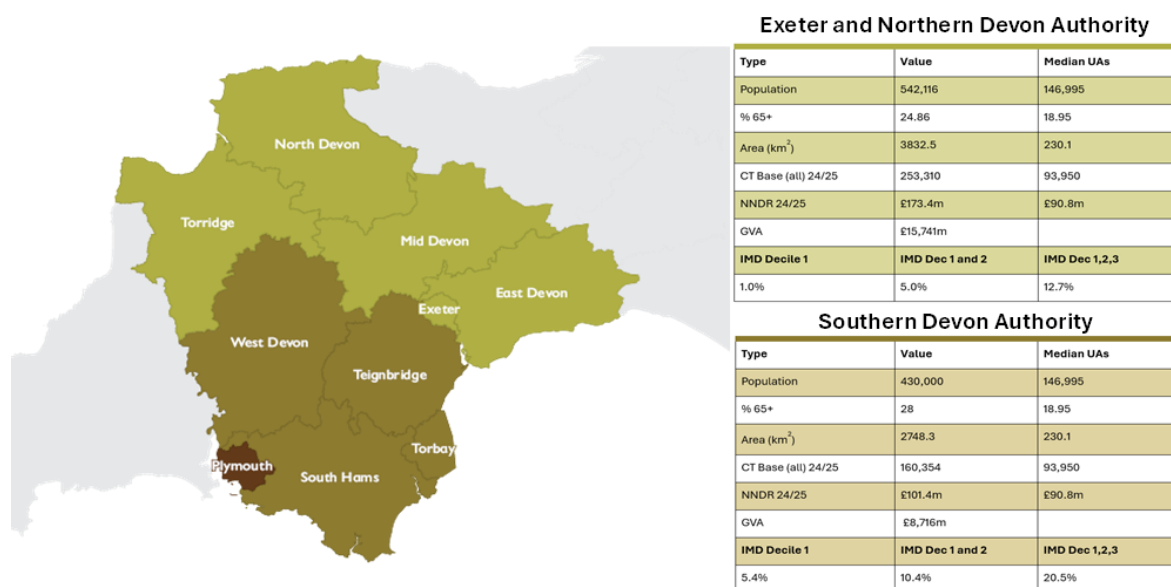


Figure 5: Key data for the two proposed Authorities

We have commissioned initial independent financial analysis and have considered potential costs and benefits by using various financial benchmarks. Given the uncertainty around the savings that have been achieved in previous unitary rounds, we have sought to stress-test these savings and cost assumptions.

**c) include indicative costs and arrangements in relation to any options including planning for future service transformation opportunities.**

Potential transformation costs are difficult to estimate but we consider these to be at least £5m per district, potentially up to £10m.

This is an area of work that will need considerable further development, testing and verification including considering how difficult areas such as debt are treated. Given the number of alternative options that are being put forward across Devon, we are mindful that all financial analysis needs to be underpinned by a single, agreed data set and we are committed to supporting the establishment of this.

- d) include early views as to the councillor numbers that will ensure both effective democratic representation for all parts of the area, and also effective governance and decision-making arrangements which will balance the unique needs of your cities, towns, rural and coastal areas, in line with the Local Government Boundary Commission for England guidance.**

Our starting point has been to compare potential arrangements with other large rural unitary authorities. This gives a range of between 4500 and 5000 electors per councillor to ensure both effective democratic representation for all parts of the area, and also effective governance and decision-making arrangements which will balance the unique needs of the area in line with the Local Government Boundary Commission for England guidance.

**Comparison of other large rural Unitary Authorities:**

In North Yorkshire (the largest in England by area (8,053 km<sup>2</sup>)) the average number of electors per councillor was 5,374 when formed in 2023. Cornwall had a ratio of 4,994 registered electors per councilor.

Cumberland, another new unitary has a ratio of 4,569 registered electors per councillor. In general terms County Councils have higher levels of electors per Councillor. The average number of registered electorate per councillor for County Councils and Unitary Authorities in 2023 was 4,852. Locally Devon County Council in 2023 had 10,432 electors per Councillor.

We believe that in line with the above a total of 230 to 250 Cllrs would improve the democratic representation by over 50% (compared to the existing Devon County Council figures) and allow councillors to continue to undertake effective decision making, scrutinise decisions and provide effective community leadership.

Based on the number of electors on the two new Unitary Councils these would be split as follows (with Plymouth remaining at 57):

	<b>Electors per Councillor</b>	
	4,500	5,000
Exeter and Northern Devon	120	108
Southern Devon	73	65

Table 2: Electors per councillor

We are mindful that both proposed authorities include large rural areas that are characterised by dispersed populations. We will therefore continue to refine this analysis to ensure that benchmarks for the geographical area being served are also considered, including drawing on the recent practical experience of Westmorland and Furness Council. This may lead to a further reduction in the number of electors per councillor. We also anticipate a strengthened role for parish and town councils in maintaining local democracy and addressing the specific needs of their communities.

**e) include early views on how new structures will support devolution ambitions.**

The proposal for two new unitary authorities alongside the retention of Plymouth City Council on its existing boundaries, directly supports the Government's wider devolution ambitions. The existing eight district, one county (Devon) and one unitary (Torbay) councils would form into the two new authorities providing local representation, accountability and an effective service delivery platform for the future 'strategic' mayoral combined authority.

The Devon and Torbay Combined County Authority (CCA) was formally established on the 5th February as part of devolution deal for the area. The two proposed unitary authorities align to the same geography and can therefore work seamlessly to support the CCA.

Looking forward, our preference is for a Mayoral Combined Authority serving the wider peninsular area including Plymouth and Cornwall. The proposed structure of unitary councils would again nest neatly within this wider geography with the MCA including voting representation from the four authorities. This would bring more equal voting representation per head of population than single large unitary with both of the proposed unitary authorities having a population that is more akin to the population current served by Cornwall Council (at circa 570,000 people).

**f) include a summary of local engagement that has been undertaken and any views expressed, along with your further plans for wide local engagement to help shape your developing proposals.**

Following the publication of the English Devolution White Paper on 16th December 2024 and the subsequent receipt of the invitation to develop proposals for local government reorganisation on 5th February 2025, Leaders and Chief Executives across Devon have been in discussion about potential proposals.

We need to work across all existing local authorities across Devon to gather all the necessary information in order to prepare an options appraisal for all councils to consider ahead of the deadline for the submission of final proposals at the end of November 2025.

We are committed to engaging extensively with our residents, partners and stakeholders. The limited time available to prepare this interim plan has necessarily meant that this engagement has not been able to be as extensive as we would all prefer. Nonetheless the following activity has been undertaken;

- Online engagement events with Parish and Town Councils
- Engagement with Members of Parliament
- Reports to local strategic partnerships
- Torbay has facilitated a discussion with the Place Leadership Board together with holding an in person engagement event

Once feedback is received from Government on the interim plans submitted by the Devon local authorities, a cohesive approach to engagement across the whole of Devon will need to be determined and implemented. This will enable us to show how the councils in Devon have sought to work together in coming to a view that meets local needs and is informed by local views. We anticipate that this will include structured engagement with the following partners and stakeholders;

- Members of Parliament
- Town and Parish Councils
- Town Mayors and Clerks
- Education
- Integrated Care Board
- Police and Crime Commissioner
- Fire and Rescue Service
- Dartmoor and Exmoor National Park Authorities
- Voluntary and Community Sector

**g) set out indicative costs of preparing proposals and standing up an implementation team as well as any arrangements proposed to coordinate potential capacity funding across the area.**

We are mindful of the likely costs of developing proposals fully in order to give the Minister confidence in the comprehensive nature of our plan when it is submitted in November. This is one of the many benefits of working in collaboration with 8 of the 11



councils in the Devon system; costs and resources can be shared, and collaboration maximised, for the benefit of our residents. While we have scoped the legal and procedural requirements and recognise the potential cost of proposal preparation as being in the order of £250-300k, equally as important will be the practicalities of aligning public engagement and consultation over the summer months.

The county council has identified a range of option proposals it is considering, and this proposals is referenced within their intended 'interim' submission. There is the potential that their 'holding' position may well be resolved once the elections have taken place, potentially bringing the numbers to 9 of the 11 councils in support and working together in the common interest. We remain hopeful that, following the March interim submissions, other single-authority concepts might be steered onto a path of joint working through formal or informal channels. We recognise the availability of capacity funding from government might be a way to encourage this. Nevertheless, we will wish to coordinate our intended public engagement such that, if there are to be competing propositions being worked on through to November, then the public consultation and engagement on these are coordinated as best we can in order to maximise credibility with our residents, business and other key partners.

Clearly, once we move to the implementation phase, an appropriate form of governance, oversight and project delivery will be initiated, potentially using an expanded 'Team Devon' board as a sponsoring entity, but decisions on this will be made at the appropriate time. The Devon system of local government has a long history of working together and across administrative borders; productive discussions have taken place across all 11 council leaders, and we are confident that such discussions will continue in the spirit of positivity, even to the pursuance of different ends, should the remaining outlying proposals continue beyond this 'interim' stage.

- h) set out any voluntary arrangements that have been agreed to keep all councils involved in discussions as this work moves forward and to help balance the decisions needed now to maintain service delivery and ensure value for money for council taxpayers, with those key decisions that will affect the future success of any new councils in the area.**

There is a long history of local partners working together proactively and collaboratively. This spans a wide range of activity from community safety to joint planning and formal shared service delivery. We fully expect future arrangements to adopt this same ethos.

Of particular note are the following voluntary arrangements;

- Team Devon – this brings together the Leaders and Chief Executives from the eight Districts and the County Council. It provides a forum for sharing information and for discussing key proposals, not least in relation to local

government reorganisation. This grouping is also in the process of being constituted as a formal joint committee to support the operation of the Combined County Authority.

- Devon Districts Forum – the brings together the Leaders and Chief Executives of the eight Districts alongside the Devon Association of Local Councils. This has enabled the sharing of ideas and perspectives alongside the joint commissioning of initial financial analysis.

Depending upon feedback to initial Interim Plans, we would anticipate a single grouping including representation from Plymouth City and Torbay Councils alongside the County Council and District Councils would provide oversight of the development of final proposals through to November 2025. Whilst we cannot guarantee that this would necessarily mean that all partners necessarily align behind a single preferred option, it would nonetheless ensure that all proposals are explored consistently including utilising the same data sets.

## **6. Conclusion and next steps**

We have moved at pace to develop and agree this Interim Plan submission. Using the keystones of the 500k population size and existing administrative areas as building blocks together with the benefit of the initial financial analysis, we believe that the two unitary proposal enables a balanced approach and provides the best fit with the objectives of the Devolution White Paper whilst retaining a place-based and locally distinctive approach.

We recognise that considerable further analysis is required to test and develop these proposals through to November of this year. This is particularly important in the context of a large and complex area such as Devon. We are mindful of the need to remain agile and open to different ideas in order to ensure the best possible local government arrangements are put in place. We are committed to working proactively and collaboratively in order to progress this.

Our headline programme going forward is as follows;

**Project Timeline:** March 2025 - November 2025

**Project Goal:** Develop and deliver comprehensive, evidence-based proposals for local government reorganisation in Devon, ensuring they are financially sustainable, operationally efficient, and aligned with the needs of residents and stakeholders.

**Phase 1: Interim Plan Development & Foundation (March - May 2025)**

- **Objective:** Establish project governance, define scope and establish key areas of focus.
- **Activities:**
  - **1.1 Project Setup:**
    - Establish project steering group and working groups, allowing for outcome of Devon County Council elections.
    - Define roles and responsibilities.
    - Set up project communication channels.
  - **1.2 Initial Stakeholder Mapping:**
    - Identify key stakeholders (residents, businesses, community groups, existing councils, etc.).
    - Begin initial contact and gather preliminary viewpoints.
  - **1.3 Interim Plan Development:**
    - Conduct initial research and evidence gathering
    - Develop assessment criteria (e.g., financial sustainability, service delivery, democratic accountability).
    - Consider wider alignment of wider public service delivery e.g. police, fire & rescue
  - **Deliverables:**
    - Project Charter.
    - Stakeholder mapping document.

## **Phase 2: Testing and Development (May - June 2025)**

- **Objective:** Conduct rigorous testing, and refine proposals based on analysis.
- **Activities:**
  - **2.1 Financial Modelling:**
    - Develop financial models to assess the costs and benefits
    - Analyse potential impacts on council tax and other revenue streams.
    - Model long term savings and costs.
  - **2.2 Service Delivery Impact Assessment:**

- Assess the potential impact on key service areas (e.g., social care, education, waste management).
- Identify potential service delivery improvements and efficiencies.
- Consider scale of deliver and what works best, some large scale some very local services
- Consider place-based approach and role of area offices/committees
- **2.3 Legal and Governance Analysis:**
  - Assess the legal and governance implications including Councillor representation and role of parish and town councils
  - Identify any legislative changes required.
- **2.4 Initial Public Consultation and Stakeholder Engagement:**
  - Present the initial options to the public via online platforms and public meetings.
  - Undertake targeted engagement with key stakeholder groups
  - Gather feedback on proposals
- **Deliverables:**
  - Detailed reorganisation option document.
  - Financial models and reports.
  - Service delivery impact assessments.
  - Legal and Governance analysis documentation.
  - Public consultation and stakeholder engagement report (Phase 1).

### **Phase 3: Refinement & Stakeholder Engagement (July - September 2025)**

- **Objective:** Refine reorganisation proposals based on analysis and stakeholder feedback, and conduct extensive stakeholder engagement.
- **Activities:**
  - **3.1 Option Refinement:**
    - Refine option based on financial modelling, service delivery impact assessments, and public feedback.
    - Develop detailed implementation plan.

- **3.2 Enhanced Financial Modelling:**
  - Refine financial models with data gathered from public consultations and option adjustments.
  - Stress test financial models.
- **3.3 Targeted Stakeholder Engagement:**
  - Conduct targeted engagement with specific stakeholder groups (e.g., businesses, community groups, voluntary sector).
  - Organise workshops and focus groups.
- **3.4 Second Phase of Public Consultation (Phase 2):**
  - Present the refined option to the public.
  - Provide detailed information on the potential impacts
  - Conduct online surveys and public meetings.
- **3.5 Risk Assessment:**
  - Conduct a full risk assessment.
  - Create risk mitigation plans.
- **Deliverables:**
  - Refined reorganisation option documents.
  - Updated financial models and reports.
  - Stakeholder engagement reports.
  - Public consultation report (Phase 2).
  - Risk assessment document.

#### **Phase 4: Final Proposal & Reporting (October - November 2025)**

- **Objective:** Finalise reorganisation proposals, prepare comprehensive reports, and present to decision-makers.
- **Activities:**
  - **4.1 Final Proposal Development:**
    - Develop a final reorganisation proposal based on analysis and stakeholder feedback.
    - Develop five case outline business case

- Prepare a detailed implementation plan.
- **4.2 Final Financial Report:**
  - Produce a final financial report detailing the predicted costs and benefits.
- **4.3 Final Report Preparation:**
  - Prepare a comprehensive report summarising the reorganisation proposals, analysis, and stakeholder feedback.
  - Include a clear explanation of the chosen option and its rationale.
- **4.4 Presentation to Decision-Makers:**
  - Present the final proposals to the relevant decision-making bodies
  - Address any questions and concerns.
- **4.5 Publication of Final Report:**
  - Publish the final report and reorganisation proposals for public access.
  - Submission to Minister of State by 28<sup>th</sup> November
- **Deliverables:**
  - Final reorganisation proposal document
  - Final financial report.
  - Comprehensive final report including outline business case.
  - Presentation materials.

## SEATON TOWN COUNCIL

### Schedule of Meetings 2025/26\*

Date	Time	Council/Committee
Monday, 12 May	5.45pm	Planning Committee
Monday, 12 May	6pm or immediately after Planning	Council - AGM
Monday, 2 June	5.45pm	Planning Committee
Monday, 2 June	6pm or immediately after Planning	Council
Monday, 16 June	5.45pm	Planning Committee
Monday, 7 July	5.45pm	Planning Committee
Monday, 7 July	6pm or immediately after Planning	Council
Monday, 21 July	5.45pm	Planning Committee
Monday, 21 July	6pm or immediately after Planning	Finance & General Purposes Committee
NO MEETINGS IN AUGUST		
Monday, 1 September	5.45pm	Planning Committee
Monday, 1 September	6pm or immediately after Planning	Council
Monday, 15 September	5.45pm	Planning Committee
Monday, 6 October	5.45pm	Planning Committee
Monday, 6 October	6pm or immediately after Planning	Council
Monday, 20 October	5.45pm	Planning Committee
Monday, 20 October	6pm or immediately after Planning	Finance & General Purposes Committee
Monday, 3 November	5.45pm	Planning Committee
Monday, 3 November	6pm or immediately after Planning	Council
Monday, 17 November	5.45pm	Planning Committee
Monday, 17 November	6pm or immediately after Planning	Finance & General Purposes Committee
Monday, 1 December	5.45pm	Planning Committee
Monday, 1 December	6pm or immediately after Planning	Council
Monday, 15 December	5.45pm	Planning Committee
NO MEETING OF FULL COUNCIL IN JANUARY		
Monday, 19 January	5.45pm	Planning Committee
Monday, 19 January	6pm or immediately after Planning	Finance & General Purposes Committee
Monday, 2 February	5.45pm	Planning Committee
Monday, 2 February	6pm or immediately after Planning	Council
Monday, 16 February	5.45pm	Planning Committee
Monday, 2 March	5.45pm	Planning Committee
Monday, 2 March	6pm or immediately after Planning	Council

Monday, 16 March	5.45pm	Planning Committee
Monday, 13 April	5.45pm	Planning Committee
Monday, 13 April	6pm or immediately after Planning	Council
Monday, 20 April	5.45pm	Planning Committee
Monday, 20 April	6pm or immediately after Planning	Finance & General Purposes Committee
Thursday, 4 May	6pm	Annual Town Meeting 2025

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





# Seaton Town Council Constitution

## Chapter 37 Email & Internet Use Policy

Marshlands Centre, Harbour Road, Seaton EX12 2LT  
01297 21388

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

## **INTRODUCTION**

Seaton Town Councillors are provided with Councillor email accounts to carry out Town Council business. This policy relates to Councillors' use of email and general computer use in compliance with the UK General Data Protection Regulations (GDPR) and the Data Protection Act 2018 (DPA 2018).

## **OBJECTIVES**

The objectives of this policy are to ensure that the systems made available to Councillors are used:

- In accordance with the values, principles, and standards of the Council.
- In compliance with the UK GDPR and the DPA 2018.
- In a manner that does not threaten the integrity of the Council's IT services.

## **SCOPE**

This policy applies to all Councillors who access Seaton Town Council's IT resources, including but not limited to email, internet, and Council provided devices.

## **SECURITY**

- Access to the Council's IT systems is restricted to Councillors and Officers.
- Passwords must be kept confidential and not disclosed to others, as disclosure could result in internet or email misuse being attributed to the owner of the password.
- Care should be taken not to leave a device that is connected to the internet/system unattended or unlocked.
- Confidential or personal data and information must not be downloaded to any storage device (e.g., memory stick).
- Personal data from any contacts databases must not be given to external parties.
- Security breaches, such as disclosure of personal passwords or giving unauthorised access to emails to external parties, may result in action from the Information Commissioner's Office (ICO).
- If you suspect there has been a data breach or you have been hacked, you must inform the Town Clerk or, in her absence, the Deputy Clerk immediately. The Town Clerk/Deputy Clerk will act in accordance with the Council's Data Breach Policy.

## **GENERAL EMAIL USAGE**

- It is not permitted to use Councillor email accounts for personal purposes.

- To safeguard the security and integrity of the Council's IT systems, access to Council email accounts outside of the UK will not be permitted.
- Email is not a secure method of transmission – it should not be assumed that any email communication is secure or private. Users should take this into account, particularly when emailing confidential or sensitive information.
- Once an email is sent to an individual outside of the Council, it is beyond the Council's control and is not guaranteed to be confidential.
- Continuous virus checking of all incoming email will take place. However, as a new virus may not be detected, users should be wary of opening attachments to emails from an unknown source, particularly those ending in ".exe."
- If you receive notification of a virus via chain email, do not forward it to anyone. Instead, contact the Town Clerk or, in her absence, the Deputy Clerk.
- Hoax and/or suspect emails should be reported to the Town Clerk or, in her absence, the Deputy Clerk. They must not be opened or forwarded but "double deleted" (i.e., deleted from the user's Inbox and from the "Deleted Items" folder).

## **PROHIBITED USE**

The following email activities may breach the Council's Code of Conduct and/or lead to action by the ICO:

- Examining, changing, or using another person's files, output, or username without explicit authorisation.
- Sending or forwarding any material that is obscene, defamatory, or hateful, or which is intended to annoy, harass, or intimidate others.
- Sending or forwarding emails that could damage the reputation of the Council.
- Soliciting emails that are unrelated to Council activities or soliciting non-Council business for personal gain or profit.
- Intentionally interfering with the normal operation of the Council's network, including the propagation of computer viruses and the generation of sustained high-volume network traffic.
- Sending or forwarding attachments of such size or arrangement as to cause disruption to the Council's network.

## **EMAIL BEST PRACTICES**

- Be selective when deciding who should be copied in on an email. This ensures that only those who really require the information receive it and avoids wasteful emails and wasted time/resources.
- If copying in recipients who have not given permission for their email to be circulated, use blind copies (Bcc) to protect their details.

- Try to avoid sending large attachments to a large group of recipients, as it can significantly increase the load on email servers.
- Time should be set aside on a regular basis for “housekeeping.” Deleting old or unwanted items ensures the efficient operation of the email system, keeps inboxes organized, and ensures compliance with the Council’s retention policy.

## **EMAIL ETIQUETTE**

Email is all about communication, and some basic courtesy should be observed:

- Always include a subject line in the message.
- When replying to an email, include enough of the original message to provide context.
- An email signature is a good way of providing details of who is sending the email and further contact information.
- Consider the tone and language used, remembering that emails represent and reflect upon the Town Council.
- Avoid using capital letters, as this is equivalent to shouting.

By using Seaton Town Council’s IT resources, Councillors acknowledge and agree to abide by this policy.

**Effective Date: March 2025**

**Next Review: May 2026**



# **Seaton Town Council Constitution**

## **Chapter 8 – Risk Register**

Reviewed – April 2025

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
Governance	Quality of decision making – potentially unlawful	M	<ul style="list-style-type: none"> <li>• The Council’s constitutional documents, including Standing Orders, Financial Regulations and policies, set how the Council’s business will be conducted. These are reviewed annually.</li> <li>• Member training</li> <li>• The Town Clerk is a qualified solicitor</li> <li>• Membership of Devon Association of Local Councils and Society of Local Council Clerks</li> </ul>	Town Clerk	L
	Inappropriate delegation	M	<ul style="list-style-type: none"> <li>• Council’s constitutional documents include a scheme of delegations to committees and the town clerk. This is reviewed regularly.</li> </ul>	Town Clerk	L
	Unclear member responsibility and accountability	M	<ul style="list-style-type: none"> <li>• Appropriate committee structure and clear lines of reporting by committees to Council</li> <li>• New Member compulsory training arranged, as soon as practicable after election/co-option.</li> </ul>	Town Clerk	L
	Appointments to outside bodies not made	L	<ul style="list-style-type: none"> <li>• Annual review of appointments and reports to Council, as necessary</li> </ul>	Town Clerk	L
	Governance and regulatory documents not reviewed.	M	<ul style="list-style-type: none"> <li>• Reviewed at least annually and updated as the Town Clerk considers appropriate and adopted by Council for approval.</li> </ul>	Town Clerk	L

<b>Issue</b>	<b>Risk Identified</b>	<b>Level of Risk H/M/L</b>	<b>Management of Risk (Mitigating factors)</b>	<b>Officer Action</b>	<b>Reviewed level of risk</b>
	Register of Interests for Members up to date	M	<ul style="list-style-type: none"> <li>All Members complete forms as soon as elected/co-opted.</li> <li>Annual Review of Register entries.</li> </ul>	Town Clerk	L
Finance	Poor systems and control of petty cash	M	<ul style="list-style-type: none"> <li>Reviewed monthly by Town Clerk and a second officer and a councillor. Ratified by F&amp;GPC</li> <li>Reviewed by Internal Auditor and any risks identified</li> </ul>	Town Clerk	L
	Waste and misappropriation of funds.	M	<ul style="list-style-type: none"> <li>Appropriate supervision of staff by Town Clerk and reporting to Councillors as necessary</li> </ul>	Town Clerk	L
	Waste of public funds due to unlawful/poor decision making	M	<ul style="list-style-type: none"> <li>Comprehensive advice provided by Town Clerk and Officers as to lawfulness and best value</li> <li>Three quotations sought wherever possible, in line with the Council's Financial Regulations</li> </ul>		
	Budget not approved and precept request not submitted	H	<ul style="list-style-type: none"> <li>Timely reporting to Members with detailed draft budget for following year initially presented to F&amp;GP in October</li> <li>meetings in annual schedule and detailed in Financial Regulations.</li> </ul>	Town Clerk	L

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
	Adequate funds	H	<ul style="list-style-type: none"> <li>• Monitor actual expenditure to forecast and report regularly to F&amp;GPC and Council, as necessary</li> <li>• Income and expenditure is carefully monitored and proposals for virement of funds between budgets made to ensure budgets remain on target</li> </ul>	Town Clerk	L
	Properly authorised payments	M	<ul style="list-style-type: none"> <li>• Authority to pay is carried out in line with Financial Regulations</li> <li>• Cheques signed by two councillors</li> <li>• Online payments set up by Town Clerk and dual authorised by a councillor, once approved by two councillors</li> <li>• All payments authorised by two Councillors.</li> <li>• Financial Regulations reviewed May 2024</li> <li>• Statement of Internal Controls reviewed May 2024</li> </ul>	Town Clerk	L
	Theft, fraud and corruption	M	<ul style="list-style-type: none"> <li>• Training, management &amp; insurance</li> </ul>	Town Clerk	L
	Activities being outside of legal powers/unlawful payments	H	<ul style="list-style-type: none"> <li>• Town Clerk - CiLCA qualified &amp; qualified solicitor</li> <li>• Ongoing CPD training of Town Clerk and officers</li> <li>• advice to members</li> </ul>	Town Clerk	L



<b>Issue</b>	<b>Risk Identified</b>	<b>Level of Risk H/M/L</b>	<b>Management of Risk (Mitigating factors)</b>	<b>Officer Action</b>	<b>Reviewed level of risk</b>
Information technology	Breaches of cyber security	H	<ul style="list-style-type: none"> <li>• upgrade to Council's systems in 2024 to counter attacks</li> <li>• cyber security insurance policy taken out</li> </ul>	Town Clerk/Core IT	H
Direct Costs	Goods not supplied to Council	M	<ul style="list-style-type: none"> <li>• Accurate record of purchased made.</li> <li>• Payment usually only made after delivery</li> </ul>	Town Clerk and all officers	L
	Invoices incorrectly calculated	M	<ul style="list-style-type: none"> <li>• Detailed check of calculations</li> </ul>	Town Clerk	L
	Online Payments	H	<ul style="list-style-type: none"> <li>• Two councillors authorise payments each week by email and sign schedule of payments each month, which is then ratified by F&amp;GPC at its quarterly meetings</li> <li>• Town Clerk sets up payments online which are then actioned by a councillor (dual authorisation)</li> <li>• Reviewed by internal auditor twice a year</li> </ul>	Town Clerk	M

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
	Use of debit card	H	<ul style="list-style-type: none"> <li>Use restricted to the Town Clerk and limited to a single transaction maximum value of £1,000, unless authorised by the Finance and General Purposes Committee, unless in an emergency, in which case the Town Clerk will use delegated powers to make any such payments required and it will be reported to the first available meeting of F&amp;GP or Council</li> </ul>	Town Clerk	M
	Income tax deduction	M	<ul style="list-style-type: none"> <li>Tax codes as notified by HMRC</li> <li>Payments made by EDDC Payroll services, as the Council's chosen payroll provider since October 2020</li> </ul>	Town Clerk	L
Grants	Authority and power to approve	M	<ul style="list-style-type: none"> <li>Grant criteria/annual approvals through Council with a limit of £1,000 per grant, unless Council considers that special circumstances exist that may warrant a higher award</li> </ul>	Town Clerk	L
	Conditions of grant	L	<ul style="list-style-type: none"> <li>Grants include conditions, as Members consider appropriate, and report back to Council</li> </ul>	Town Clerk	L
VAT	VAT analysis	M	<ul style="list-style-type: none"> <li>All items recorded in financial accounting software reports as part of cash book lists.</li> <li>Checks conducted by internal auditor</li> <li>Specialist advice taken from VAT experts as required</li> </ul>	Town Clerk	L

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
	Claimed within time limits	M	<ul style="list-style-type: none"> <li>Quarterly returns digitally submitted as soon as possible after the end of each quarter</li> </ul>	Town Clerk	L
Reserves	Adequacy of earmarked and general reserves.	M	<ul style="list-style-type: none"> <li>Agreed annually by Council, as part of budget setting process</li> <li>Approximately 6 months general reserves held in line with advice from JPAG and internal auditor</li> <li>EMRs kept under review by F&amp;GPC and Council and quarterly reports prepared, highlighting over and underspends and proposing such adjustments as the Town Clerk considers appropriate for Members to consider</li> </ul>	Town Clerk	M
Assets	Loss, damage and value	M	<ul style="list-style-type: none"> <li>Annual inspection, update insurance/review asset register</li> </ul>	Town Clerk/Deputy Clerk	M
Salaries	Wrongly paid salary	M	<ul style="list-style-type: none"> <li>Agreed contracts and annual review of salaries and payment systems</li> </ul>	Town Clerk	L
	Wrong tax, NI or pension deducted	M	<ul style="list-style-type: none"> <li>Agreed contracts and annual review of salaries and payment systems</li> </ul>	Town Clerk	L
Members	Members' Interests	M	<ul style="list-style-type: none"> <li>Training on Code of Conduct, including refresher training.</li> </ul>	Town Clerk	M
Staff	Accidents/Personal injury	M	<ul style="list-style-type: none"> <li>Visual checks of premises</li> <li>Health and safety checks</li> </ul>	Deputy Clerk	M

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
	Bullying	H	<ul style="list-style-type: none"> <li>Staff Handbook and grievance procedures</li> <li>Review being undertaken by Tozers Solicitors to assess risks, after resolutions of Council on 11 March and the Personnel Committee on 4 April 2024</li> </ul>	Town Clerk	M
	Lack of communication	M	<ul style="list-style-type: none"> <li>Town Clerk holds regular meetings with all staff</li> </ul>	Town Clerk	L
	Performance issues	M	<ul style="list-style-type: none"> <li>Annual appraisals.</li> <li>Reports to Council or relevant committee as necessary.</li> </ul>	Town Clerk	L
	Knowledge not up to date or insufficient	M	<ul style="list-style-type: none"> <li>Staff training - ongoing and seek independent professional advice – legal, property etc. as required</li> </ul>	Town Clerk	M
	Loss of key staff	H	<ul style="list-style-type: none"> <li>Regular meetings/staff appraisals</li> <li>Insurance considered but no substantive cover available</li> </ul>	Town Clerk	H
Financial Records	Inadequate records	H	<ul style="list-style-type: none"> <li>Town Clerk reviews and reports quarterly to F&amp;GPC.</li> <li>Checks by internal auditors twice annually</li> </ul>	Town Clerk	L
Insurance	Insufficient cover for all responsibilities	M	<ul style="list-style-type: none"> <li>Annual review of cover taking account of existing and new responsibilities</li> </ul>	Town Clerk	L
Procurement	Contracts not issued properly to ensure best value	M	<ul style="list-style-type: none"> <li>Contract Standing Orders to be followed as part of Financial Regulations</li> </ul>	Town Clerk	L

<b>Issue</b>	<b>Risk Identified</b>	<b>Level of Risk H/M/L</b>	<b>Management of Risk (Mitigating factors)</b>	<b>Officer Action</b>	<b>Reviewed level of risk</b>
Minutes	Inaccurate and decisions not followed up	M	<ul style="list-style-type: none"> <li>Minutes reviewed to ensure decisions actioned.</li> <li>Minutes drafted and draft circulated and published as soon as practicable</li> </ul>	Town Clerk	L
Allotments	Revenue loss through poor management/badly maintained sites	M	<ul style="list-style-type: none"> <li>Regular inspections</li> </ul>	Admin Officer	L
	Lack of security	H	<ul style="list-style-type: none"> <li>Regular inspections</li> <li>Feedback from Allotment Holders</li> </ul>	Admin Officer	M
	Damage/nuisance to adjacent residents	M	<ul style="list-style-type: none"> <li>Regular inspections</li> <li>Rules reviewed regularly and professional advice taken as appropriate</li> </ul>	Town Clerk /Facilities & Projects Officer	L
	Accidents/Personal Injury	M	<ul style="list-style-type: none"> <li>Risk assessment is reviewed annually and public liability insurance.</li> </ul>	Admin Officer	M
	Vandalism	H	<ul style="list-style-type: none"> <li>Feedback from Allotment Holders and Officers when carrying out works at the allotments</li> </ul>	Town Clerk	M
	Cash handling and banking	M	<ul style="list-style-type: none"> <li>Cash payments for fees taken in office, recorded and banked as soon as practicable</li> </ul>	Admin Officer	L
	Increased maintenance leading to depletion of reserves and future ability of the site to cover its costs, on the basis on current fees being received.	H	<ul style="list-style-type: none"> <li>Reports to Council</li> <li>Meeting arranged with tenants to discuss the possibility of increasing allotment fees in future years</li> </ul>	Town Clerk/Admin Officer	M
Open Spaces	Damage/vandalism	H	<ul style="list-style-type: none"> <li>Regular inspections and reports to Town Clerk and Council, if appropriate</li> </ul>	Town Maintenance Officer	M

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
	Condition of land	H	<ul style="list-style-type: none"> <li>Buildings insurance</li> <li>Maintenance programme</li> </ul>	All Officers	M
Marshlands	Damage/vandalism	H	<ul style="list-style-type: none"> <li>Alarm system, call out and police liaison</li> </ul>	Facilities Clerk	H
	Revenue loss due to badly managed buildings	M	<ul style="list-style-type: none"> <li>Liaison with hirers of function room</li> <li>Review of fees and charges</li> </ul>	Town Clerk	L
	Accident/injury caused by hirers	M	<ul style="list-style-type: none"> <li>Terms and conditions of hire given to hirer</li> </ul>	Facilities Officer	M
	Loss of income due to reduced bookings	M	<ul style="list-style-type: none"> <li>Promotion of Marshlands as a venue and policy on reduced rates for charities and community organisations</li> <li>Regular reviews of income as against expenditure</li> </ul>	Town Clerk	M
	Building safety	H	<ul style="list-style-type: none"> <li>Fire, electrical safety checks</li> <li>Health and safety risk assessment and policy update</li> <li>Health and safety notice board</li> <li>COSHH area</li> <li>Annual PAT testing of equipment</li> <li>Legionella compliance</li> </ul>	Facilities Officer	M
	Condition of building	H	<ul style="list-style-type: none"> <li>Buildings insurance</li> <li>EMRs set aside for maintenance programme</li> </ul>	Town Clerk/ Facilities Officer	M
	Running costs higher than anticipated	H	<ul style="list-style-type: none"> <li>Sufficient budget allocation</li> <li>Increasing earmarked reserves to improve resilience</li> <li>Close monitoring and management</li> <li>Maximising income generation</li> </ul>	Town Clerk	H

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
Town Hall	Condition and maintenance of building	H	<ul style="list-style-type: none"> <li>• Buildings insurance. Re-evaluation carried out in 2024 and premium increased accordingly</li> <li>• EMRs set aside for maintenance programme</li> <li>• Preparation of schedules and budgets to anticipate future costs</li> </ul>	Town Clerk/ Facilities Officer	M

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
	Building safety	H	<ul style="list-style-type: none"> <li>• Lack of compliance by leaseholder with required building safety checks as detailed above, leading to possible invalidation of insurance.</li> <li>• Officers have met with the leaseholder to reiterate the need for documentary evidence of checks to be provided to the Council on a regular basis to meet the insurers requirements</li> <li>• Officers have taken all necessary actions to bring the town hall back to an insurable state and pass the responsibility to GTC as tenant</li> <li>• H&amp;S compliance will be monitored closely and added as a standing item to the Council's agenda and the tenant asked to attend each meeting and demonstrate actions taken to ensure compliance</li> </ul>	Facilities Officer/Deputy Clerk	H



Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
	Loss of income	H	<ul style="list-style-type: none"> <li>• Loss of income due to leaseholder being unable to fulfil commitments under lease, in light of their publicly stated financial difficulties.</li> <li>• Regular communication with leaseholder to seek financial position and consider the possibility of an alternative reserve, should the obligations not be met</li> </ul>	Town Clerk	H
	Status of leases	H	<ul style="list-style-type: none"> <li>• Various breaches of the GTC lease exist, including the tenant's failure to register it</li> <li>• AVHA lease requires renegotiation</li> </ul>	Town Clerk	H
	Compliance with the law	H	<ul style="list-style-type: none"> <li>• As the town hall is used as an events venue, a statement in line with the upcoming Martyn's Law will be required to be prepared by the occupier to comply with its duties as an events venue, when this comes into force. Officers have advised the tenant organisation of the need for this to meet the requirements of the Council's insurers</li> </ul>	Town Clerk/Deputy Clerk	H

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
Play Areas	Damage/vandalism/rubbish	H	<ul style="list-style-type: none"> <li>Regular visual checks and weekly inspections identifying defects and remedial action required</li> <li>Regular reports to F&amp;GPC identifying any issues</li> <li>Annual independent RoSPA inspections</li> </ul>	Town Maintenance Officer	M
	Trees	M	<ul style="list-style-type: none"> <li>Regular inspections at annual intervals and commissioning the carrying out of recommended works in a timely manner</li> </ul>	Facilities & Projects Officer	L
	Facilities not maintained	M	<ul style="list-style-type: none"> <li>In-house minor repairs</li> <li>Use of approved qualified contractor for more substantial repairs</li> </ul>	Town Maintenance Officer/Facilities Officer	L
	Personal injury	H	<ul style="list-style-type: none"> <li>Preventative measures, as above</li> <li>Adequate insurance cover</li> <li>Advisory signage as appropriate</li> </ul>	Town Maintenance Officer/Facilities Officer	M
Vehicles/ Machinery	Loss, theft, vandalism	H	<ul style="list-style-type: none"> <li>Secure storage</li> <li>Adequate insurance</li> </ul>	Town Maintenance Officer	M
	Misuse of equipment or badly maintained/accidents	M	<ul style="list-style-type: none"> <li>Training and advice on use of equipment provided to relevant staff</li> <li>Annual servicing of vehicle and equipment as appropriate</li> <li>Comprehensive insurance</li> </ul>	Town Maintenance Officer	L
Events	Road closures and liability	M	<ul style="list-style-type: none"> <li>Correct procedures implemented</li> <li>Adequately trained staff</li> </ul>	Town Clerk	L

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
	General Health and Safety – setting up, parking, stewarding	H	<ul style="list-style-type: none"> <li>• Conditions for attendees, including traders' insurance where appropriate</li> <li>• Liaison with EDDC and other stakeholders as necessary</li> <li>• Preparation of comprehensive risk assessments for all aspects of the event</li> </ul>	Town Clerk	M
	Organisation	M	<ul style="list-style-type: none"> <li>• Separate risk assessment for each event</li> <li>• Ensuring adequate insurance including separate organiser's insurance, of appropriate</li> </ul>	Town Clerk	M
	Cancellation due to poor weather	H	<ul style="list-style-type: none"> <li>• Consider on an event-by-event basis, whether 'bad weather' cover should be obtained</li> <li>• Cost and limitations of such insurance may be prohibitive leading to a loss of money spent on infrastructure and activities, if an event cannot go ahead.</li> </ul>	Town Clerk	M
	Christmas decorations and lighting	H	<ul style="list-style-type: none"> <li>• DCC have required the removal of all catenary wire and permanent festoon lights from the lampposts in the town and will not grant a banner licence to erect lighting on buildings. This has been actioned</li> <li>• Contractors now used to install, test and operate all lights, connections and fixings on an annual basis. The first year of this new service was in 2024</li> </ul>	Town Maintenance Officer/ Facilities Officer	M

Issue	Risk Identified	Level of Risk H/M/L	Management of Risk (Mitigating factors)	Officer Action	Reviewed level of risk
Tourist Information	Provision of service in-house	M	<ul style="list-style-type: none"> <li>• Ensuring sufficient staff with appropriate knowledge employed to provide a quality service to visitors</li> <li>• Always two members of staff or two volunteers present, to ensure safety of staff and volunteers</li> <li>• Specific RA prepared</li> </ul>	Admin Officer	L

The **level of risk** is an assessment of the likelihood and consequences of the risk happening.

The **management of risk** is how the town council controls the risk.

The **reviewed level of risk** is the level of risk after the control measures are taken into account and where further ongoing attention is necessary.



# Safety Inspection Report

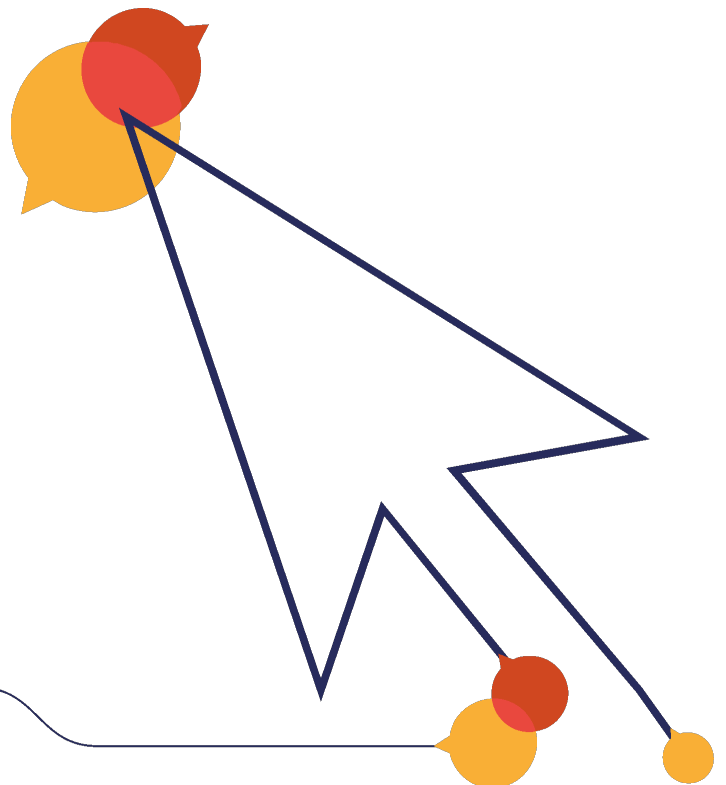
Annual Inspection

## Seaton Elizabeth Road



Seaton Town Council

06 March 2025



# Safety Inspection Report

## Annual Inspection

Site name: **Seaton Elizabeth Road**  
Date of inspection: **06 March 2025**  
Inspector: **Bill Slater**



## Dog Grid

Innate risk score:

 4

Description	Tasks	Risk score
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No Findings

## Gates

Innate risk score:

 4

Description	Tasks	Risk score
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No Findings

## Fencing - Mixed

Innate risk score:

 3

Description	Tasks	Risk score
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No Findings

## Litter Bin

Innate risk score:

 2

Description	Tasks	Risk score
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No Findings

## Seating

Innate risk score:

 2

Description	Tasks	Risk score
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No Findings

## Signage - Info/Operator

Innate risk score:

 2

Description	Tasks	Risk score
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No Findings

## Carousel - Roundabout

Innate risk score:

 5

Description	Tasks	Risk score
Surface has holes in it.	Repair.	 8
Clearance between the underside of the roundabout and the surface is incorrect.	Read the notes for further action.	 7
Item has corrosion.	Treat and repair.	 6
The safer surface has hard edging / foundation within the impact area.	No reasonably practicable action is identified.	 3

## MUGA

Innate risk score:






 8

Description	Tasks	Risk score
Additional comments are noted below.	Replace.	 6

## Multiplay - Teen - With Spinner

Innate risk score:



 7

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

## Rotator - Overhead

Innate risk score:

 8

Description	Tasks	Risk score
Surface is wearing.	Repair.	 8
Moving parts require greasing.	Apply lubricant according to the manufacturer's instructions.	 3

## Swing - Mixed - 2 Bay 1 Basket 2 Junior Seat

Innate risk score:

 8

Description	Tasks	Risk score
Surface needs repair.	Repair.	 8



## Primary Items Summary – FULL DETAILS BELOW with Photographs


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Shrinkage / separation of the surface. This may give a trip hazard.	Re-glue and fill gaps and joints as necessary.	 6
---	--	---

### Carousel - Dish

Innate risk score:



 5

Description	Tasks	Risk score
Shrinkage / separation of the surface. This may give a trip hazard.	Re-glue and fill gaps and joints as necessary.	 6

### Rocker - Rocking Horse

Innate risk score:

 6

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

### Slide

Innate risk score:

 6

Description	Tasks	Risk score
No Findings		

### Multiplay - Toddler

Innate risk score:


 4

Description	Tasks	Risk score
No Findings		

### Swing - Toddler - 1 Bay 2 Seat

Innate risk score:

 4

Description	Tasks	Risk score
Shrinkage / separation of the surface. This may give a trip hazard.	Repair.	 4

## How to read your report

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

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

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

Primary Items

---

**Sample Asset Name** 1

Manufactured by Manufacturer Name 2

asset image here


Innate risk level: █ █ █ █ █

Actual risk level: █ █ █ █ █

Risk level: █ Low

Potential risk score reduction: █ 1 3

Remedial tasks: █ 1 4



Surface: Grass

**Standards:**  5

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

**Finding**

<b>Description</b> Item is rusting in places.	<b>Risk level:</b> <span style="color: green;">█</span> Low
<b>Tasks</b> Replace.	<b>Risk score:</b> <span style="color: green;">█</span> 7
<b>Note</b> Two of the frame washers are rusting. <span style="float: right;">6</span>	
<b>Finding Photos</b>	
asset image here	asset image here

4

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

# Dog Grid



**Innate risk level**

**Actual risk level**

**Risk level:**

- Low

✓ Risk score as low as possible

✓ No remedial tasks

# Fencing - Mixed



**Innate risk level**

**Actual risk level**

**Risk level:**

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

# Gates



**Innate risk level**

**Actual risk level**

**Risk level:**

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

A vertical risk level scale consisting of 10 colored boxes. The top 5 boxes are red, the next 3 are yellow, and the bottom 2 are green. A green arrow points to the 4th box from the top (the 7th box from the bottom) on both sides of the scale.

# Litter Bin



**Innate risk level**

**Actual risk level**

**Risk level:**

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

A vertical risk level scale with 10 segments. The top 3 segments are red, the next 3 are yellow, and the bottom 4 are green. A grey arrow points to the 2nd green segment from the bottom, and a green arrow points to the 2nd green segment from the top. To the right of the scale are three status indicators: a green square, a green checkmark in a circle, and another green checkmark in a circle.

# Seating

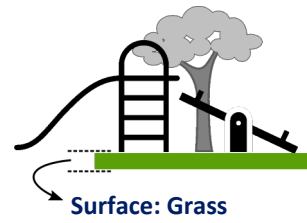


**Innate risk level**

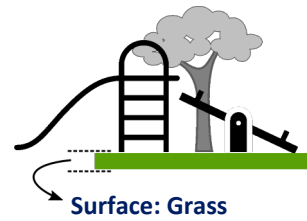
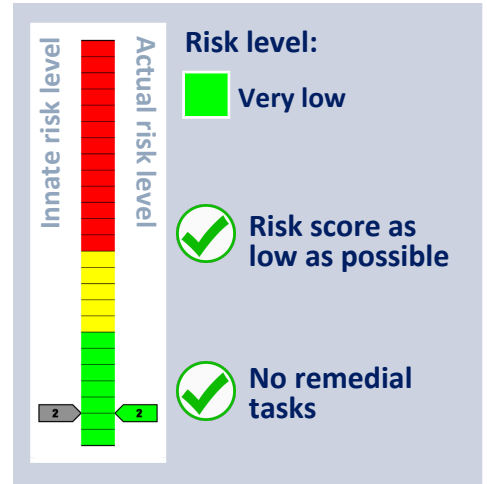
**Actual risk level**

**Risk level:**

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



# Signage - Info/Operator





# Carousel - Dish

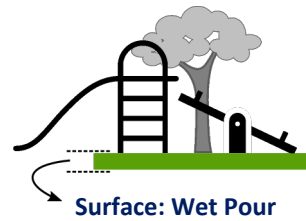
Manufactured by (Unknown)



**Risk level:**  
Low

**Potential risk score reduction:**  
1

**Remedial tasks:**  
1



## Standards:



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

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

## Maintenance Finding

### Description

Shrinkage / separation of the surface. This may give a trip hazard.

### Tasks

Re-glue and fill gaps and joints as necessary.

**Risk level:**

Low

**Risk score:**

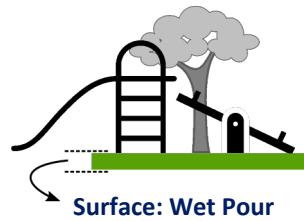
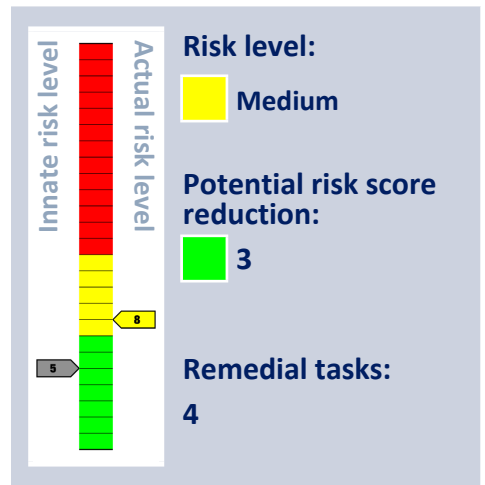
6

## Finding Photos



# Carousel - Roundabout

Manufactured by G L Jones Playgrounds Ltd



## Standards:



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

Neither the equipment nor the surfacing are compliant with the requirements of the relevant standards for the following reasons:

### Equipment Standard Compliance Findings

1. Clearance between the underside of the roundabout and the surface is incorrect.

### Surfacing Standard Compliance Findings

1. The safer surface has hard edging / foundation within the impact area.

The item has the following maintenance findings:

1. Surface has holes in it.
2. Item has corrosion.

## Standard Compliance Finding

### Description

Clearance between the underside of the roundabout and the surface is incorrect.

### Tasks

Read the notes for further action.

### Note

Monitor.

Risk level:

 Low

Risk score:

 7

### Finding Photos



## Standard Compliance Finding

### Description

The safer surface has hard edging / foundation within the impact area.

### Tasks

No reasonably practicable action is identified.

Risk level:

 Very low

Risk score:

 3

### Photo not possible

## Maintenance Finding

### Description

Surface has holes in it.

### Tasks

Repair.

Risk level:

 Medium

Risk score:

 8

### Finding Photos



## Maintenance Finding

### Description

Item has corrosion.

### Tasks

Treat and repair.

Risk level:

 Low

Risk score:

 6

### Finding Photos



# MUGA

Manufactured by Wicksteed Leisure Ltd



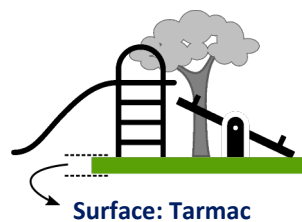
**Innate risk level**

**Actual risk level**

**Risk level:**  
Medium

**Risk score as low as possible**

**Remedial tasks:**  
1



## Standards:



EN 15312:2007+A1:2010

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

## Maintenance Finding

### Description

Additional comments are noted below.

### Tasks

Replace.

### Note

Bottom frame is corroding/holed and loose.

**Risk level:**

Low

**Risk score:**

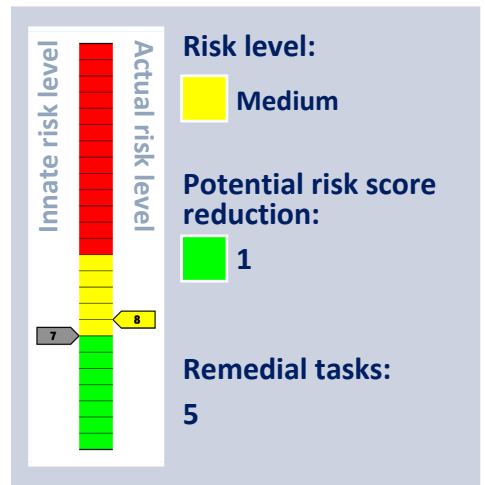
6

### Finding Photos



# Multiplay - Teen - With Spinner

Manufactured by SMP (Playgrounds) Ltd



## Standards:



EN 1176-1:2017+A1:2023

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

## Maintenance Finding

### Description

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

### Tasks

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

**Risk level:**

Medium

**Risk score:**

8

### Finding Photos



## Maintenance Finding

### Description

Surface is wearing.

### Tasks

Repair.

Risk level:

 Low

Risk score:

 6

### Finding Photos



## Maintenance Finding

### Description

Bolt(s) missing.

### Tasks

Replace missing bolt(s).

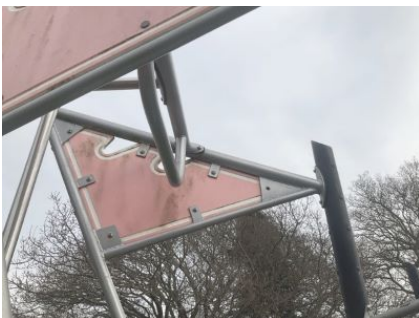
Risk level:

 Low

Risk score:

 6

### Finding Photos



## Maintenance Finding

### Description

Chain link connectors notched.

### Tasks

Read the notes for further action.

### Note

Top of rope ladder. Monitor.

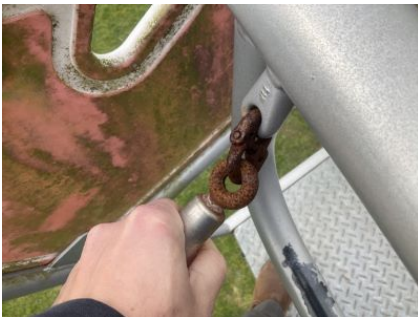
Risk level:

 Low

Risk score:

 4

### Finding Photos



## Maintenance Finding

### Description

Item has corrosion.

### Tasks

Treat and repair.

Risk level:

 Very low

Risk score:

 3

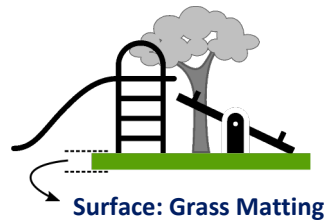
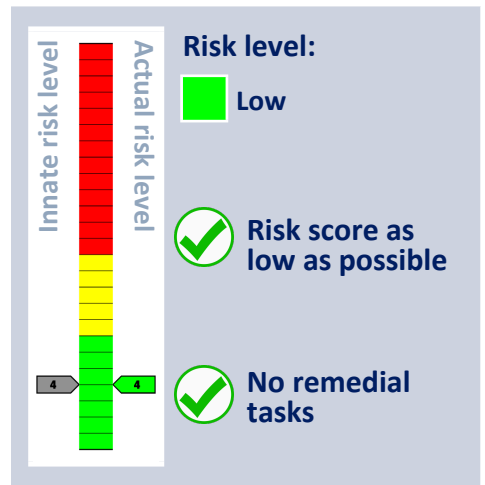
### Finding Photos





# Multiplay - Toddler

Manufactured by Wicksteed Leisure Ltd



## Standards:



EN 1176-1:2017+A1:2023

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

# Rocker - Rocking Horse

Manufactured by Wicksteed Leisure Ltd



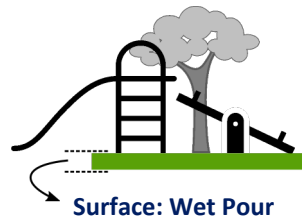
**Innate risk level** (vertical scale from red to green)

**Actual risk level** (vertical scale from red to green, with a green checkmark at level 6)

**Risk level:** ■ Low

✔ Risk score as low as possible

**Remedial tasks:** 2



## Standards:



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

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

## Maintenance Finding

### Description

Item is cracked.

### Tasks

Monitor and plan for replacement.

**Risk level:**

■ Very low

**Risk score:**

■ 3

## Finding Photos



## Maintenance Finding

---

### Description

Item has corrosion.

### Tasks

Treat and repair.

Risk level:

 Very low

Risk score:

 3

### Finding Photos



# Rotator - Overhead

Manufactured by HAGS SMP



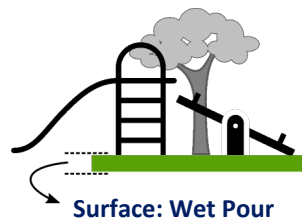
**Innate risk level** (vertical scale from green to red)

**Actual risk level** (yellow bar with '8' on both ends)

**Risk level:** Medium

**Risk score as low as possible** (with green checkmark icon)

**Remedial tasks:** 2



## Standards:



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

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

## Maintenance Finding

### Description

Surface is wearing.

### Tasks

Repair.

### Note

Wearing thin in areas and edges separating.

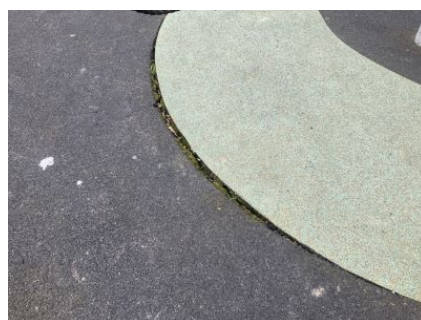
**Risk level:**

Medium

**Risk score:**

8

### Finding Photos



## Maintenance Finding

### Description

Moving parts require greasing.

### Tasks

Apply lubricant according to the manufacturer's instructions.

Risk level:

■ Very low

Risk score:

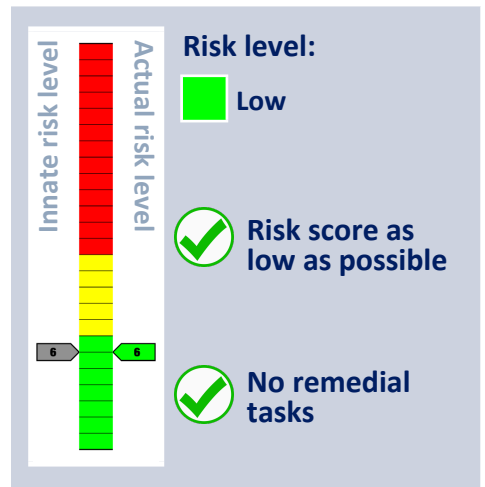
■ 3

### Finding Photos



# Slide

Manufactured by Wicksteed Leisure Ltd



## Standards:



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

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



# Swing - Mixed - 2 Bay 1 Basket 2 Junior Seat

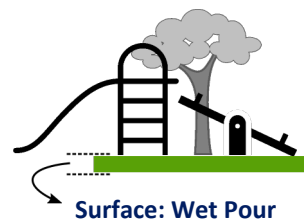
Manufactured by HAGS SMP



**Risk level:**  
Medium

**Risk score as low as possible**

**Remedial tasks:**  
2



## Standards:



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

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

## Maintenance Finding

### Description

Surface needs repair.

### Tasks

Repair.

**Risk level:**

Medium

**Risk score:**

8

## Finding Photos



## Maintenance Finding

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### Description

Shrinkage / separation of the surface. This may give a trip hazard.

### Tasks

Re-glue and fill gaps and joints as necessary.

Risk level:

 Low

Risk score:

 6

### Finding Photos





# Swing - Toddler - 1 Bay 2 Seat

Manufactured by HAGS SMP



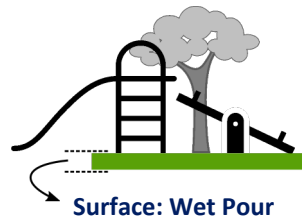
**Innate risk level** (vertical scale from red to green)

**Actual risk level** (vertical scale from red to green)

**Risk level:** Low

**Risk score as low as possible** (with a green checkmark icon)

**Remedial tasks:** 1



## Standards:



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

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

## Maintenance Finding

### Description

Shrinkage / separation of the surface. This may give a trip hazard.

### Tasks

Repair.

**Risk level:**

Low

**Risk score:**

4

### Finding Photos



## General Notes

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

Risks are calculated in this way:

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

## General Notes

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

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

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

Table 1 – Risk Score Matrix

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

## General Notes

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### Inspection Scope

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

### Compliance with Standards

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

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

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

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

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

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



## General Notes

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### What We Inspect

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

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

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

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

### What We Don't Inspect

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

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



## General Notes

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

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

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

### **Exposure to Risk**

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

### **Ownership**

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

### **Contemporaneous Findings**

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

### **Timber**

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

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

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

Please contact us for pricing and further information.

### **Planting and Trees**

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



## General Notes

### How This Inspection Contributes to Your Annual Main Inspection

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

**Table 1**

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

# EN 1176 Notes – Summary of Requirements

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## **PROTECTION AGAINST INJURIES IN THE FREE SPACE**

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

## **PROTECTION AGAINST INJURIES IN THE FALLING SPACE**

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

## **PROTECTION AGAINST INJURIES DUE TO OTHER TYPES OF MOVEMENT**

- \* No unexpected obstacles

## **SURFACING SAFETY REQUIREMENTS**

- \* Surfacing should have no sharp edges or protrusions \* Loose fills should be 100mm more than the depth required to meet the HIC reading (usually 200mm) \* Hard surfaces should only be used outside where children fall \* Testable Impact absorbing surfaces if falls over 600mm are possible. Topsoil or turf may be used up to 1m

## **DESIGN AND MANUFACTURE**

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

- \* Requirements for easily accessible equipment

## **FINISHING**

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

## **FIBRE ROPES**

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

## **WIRE ROPES**

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

## **CHAINS**

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

## **SWINGING SUSPENDED ROPES**

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

## **CLIMBING ROPES**

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

## **ENTRAPMENTS**

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

## **BRIDGES**

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

## **ENTRAPMENT OF FEET AND LEGS**

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

## **FINGER ENTRAPMENTS**

- These occur in: 1. gaps where child's movement may cause a finger to become stuck; 2. open-ended tubes; 3. moving gaps
- \* Tube ends should be securely enclosed and removable only with tools
  - \* Moving gaps should not close to less than 12mm

## **BARRIERS AND GUARD-RAILS**

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

## **HAND-RAILS**

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

## **EQUIPMENT FOR UNDER 3'S**

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

## **EQUIPMENT FOR OVER 3'S**

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

## **MEANS OF ACCESS**

- The main change in this area is that the probes should now be applied to accesses. All means of access should have no entrapments; be securely fixed; be level to  $\pm 3^\circ$  (ramps across width) and have a constant angle. It does not refer to agility equipment used as an access i.e. arched climbers, scramble nets. There are specific measurements for ladders, stairs and ramps.



# EN 1176 Notes – Summary of Requirements

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## SWINGS

The main changes relate to requirements for new types of swings, dimensions and surfacing areas.

### REQUIREMENTS

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

### DIMENSIONS

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

### SITING

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

### SURFACING REQUIREMENTS

Forward and Back

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

Side width

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

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

Single point swings

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

## SLIDES

### SAFETY REQUIREMENTS

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

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

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

Sliding sections

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

RUN -OUTS

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

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

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

### SURFACING REQUIREMENTS

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

## CABLE RUNWAYS

### SAFETY REQUIREMENTS

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

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

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

### IMPACT AREAS

\* 2m either side of main cable

## ROTATING ITEMS

The main changes are in clearer separation into different types. A change in the clearance between the underside and the ground will affect older items. The change should provide greater safety. NOTE: Rotating items under 500mm diameter are excluded from these requirements

### SAFETY REQUIREMENTS

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

### SPECIFIC REQUIREMENTS

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

Platform roundabouts:

# EN 1176 Notes – Summary of Requirements

---

\* Platforms should be circular and enclosed \* All parts should revolve in the same direction \* No super-structure over the edge of the platform \* Mechanism should be enclosed \* Height between underside and ground 60 – 110mm for 300mm in \* Protective skirts should be of rigid material and have no burrs or other defects \* The bottom edge should be flared towards the inside or protected Giant revolving discs

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

## **MINIMUM SPACE**

\* Free space: Horizontal: 2m all round \* Vertical head clearance from platform: sitting 1.5m ; standing 1.8m \* Small rotating items under 500mm diameter are excluded but RoSPA suggests as for rocking items

## **SURFACING REQUIREMENTS**

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

## **ROCKING ITEMS**

### **DEFINITIONS**

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

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

### **SAFETY REQUIREMENTS**

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

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

### **MINIMUM SPACE**

\* 1000mm between items at maximum movement.

### **SURFACING REQUIREMENTS**

There are no special extra requirements for surfacing areas

## **INSTALLATION, INSPECTION, MAINTENANCE AND OPERATION**

### **SAFETY**

\* Appropriate safety systems must be established by the operator \* No access should be allowed to unsafe equipment or areas \* Records should be kept by the playground operator \* Effectiveness of safety measures should be assessed annually \* Signs should be provided giving owner details and emergency service contact points \* Entrances for emergency services should be freely accessible \* Information on accidents should be kept (RoSPA has a suitable form)

\* Staff and users should be safe during maintenance operations

### **INSPECTION**

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

Frequency

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

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

\* Appropriate action should be taken if defects are noted

### **ROUTINE MAINTENANCE**

\* Basic routine maintenance details should be supplied by the manufacturer

### **CORRECTIVE MAINTENANCE**

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



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# Safety Inspection Report

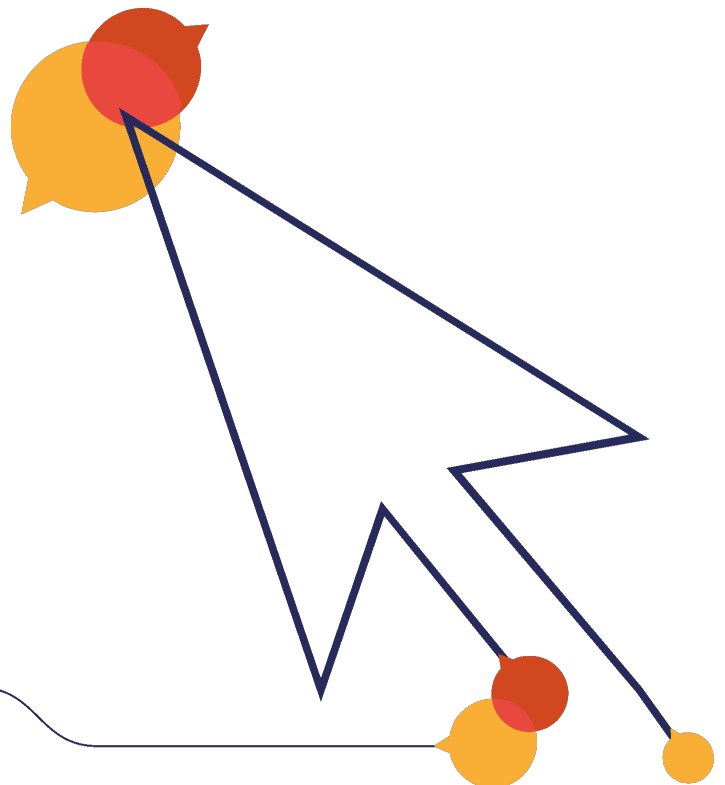
Annual Inspection

## Underfleet Play Park



Seaton Town Council

06 March 2025



# Safety Inspection Report

## Annual Inspection

Site name: **Underfleet Play Park**  
Date of inspection: **06 March 2025**  
Inspector: **Bill Slater**



## Gates

Innate risk score:

 4

Description	Tasks	Risk score
Surface is uneven.	Make good.	 6

## Pathways - Gravel (Internal)

Innate risk score:

 2

Description	Tasks	Risk score
Surface is wearing.	Repair.	 4

## Cycle Rack

Innate risk score:

 3

Description	Tasks	Risk score
No Findings		

## Seating - Mixed

Innate risk score:

 3

Description	Tasks	Risk score
No Findings		

## Signage

Innate risk score:

 2

Description	Tasks	Risk score
Item is damaged.	Repair.	 3

## Fencing

Innate risk score:


 2

Description	Tasks	Risk score
No Findings		

## Climber - Rocks - With Net

Innate risk score:

 7

Description	Tasks	Risk score
In the inspector's opinion the protective surface may not meet the head injury criteria requirements from the height required.	Conduct testing to confirm the surface suitability.	 8

## Goal Posts x 2

Innate risk score:



 8

Description	Tasks	Risk score
Surface is uneven.	Make good.	 7

## Spatial Network

Innate risk score:

 8

Description	Tasks	Risk score
The spatial network requires re-tensioning.	Refer to manufacturer's guidance.	 6
The tiles are easily lifted.	Fix firmly to prevent lifting.	 3

## Swing - Basket

Innate risk score:


 8

Description	Tasks	Risk score
<b>No Findings</b>		

## Swing - Rope - Horizontal - Snake

Innate risk score:




 8

Description	Tasks	Risk score
Moving parts require greasing.	Apply lubricant according to the manufacturer's instructions.	 3

## Tunnel

Innate risk score:



 5

Description	Tasks	Risk score
In the inspector's opinion the protective surface may not meet the head injury criteria requirements from the height required.	Read the notes for further action.	 8
Additional comments are noted below.	Repair.	 8
Surface needs repair.	Repair.	 3

## Cableway

Innate risk score:

 7

Description	Tasks	Risk score
Delamination of wood.	Read the notes for further action.	 6
Cables have been known to fail under load due to wear and corrosion. This is generally where the cable enters into a tube, top bar, sleeve or similar, where the wire is in contact and wears and frays over time, but can happen anywhere on the cable. It is	Conduct an appropriate dismantling inspection according to the manufacturer's instructions, and at least annually. The trolley mechanism can be checked at the same time.	 0

## Carousel - Hanging

Innate risk score:

 7

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

## Swing - Basket - Twin Pole

Innate risk score:

 6

Description	Tasks	Risk score
No Findings		

## Bouncing Facility - Small

Innate risk score:

 6

Description	Tasks	Risk score
Worn ground areas.	Make good.	 6

## Agility - Trim Trail

Innate risk score:

 6

Description	Tasks	Risk score
Surface needs repair.	Repair.	 3

## Boulders x 8

Innate risk score:

 5

Description	Tasks	Risk score
No Findings		

## Carousel - Rotator - Disc

Innate risk score:

 5

Description	Tasks	Risk score
There is wear in the bearings.	Monitor.	 3



## Primary Items Summary – FULL DETAILS BELOW with Photographs

Surface is wearing.	Repair.	3
Item has corrosion.	Treat and repair.	2

### Multiplay - Slide Climber

Innate risk score:

5

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

### Rocker - Jeep

Innate risk score:

5

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

### Boulders x 4

Innate risk score:

4

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

### Boulders x 5

Innate risk score:

4

Description	Tasks	Risk score
No Findings		

### Play Feature - Dinosaur Rib Cage - Steel

Innate risk score:

3

Description	Tasks	Risk score
No Findings		

### Play Feature - Fossils - Surface

Innate risk score:

2

Description	Tasks	Risk score
No Findings		

## How to read your report

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

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

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

Primary Items

---

**Sample Asset Name** 1

Manufactured by Manufacturer Name 2

asset image here


Innate risk level: █ █ █ █ █

Actual risk level: █ █ █ █ █

Risk level: █ Low

Potential risk score reduction: █ 1 3

Remedial tasks: █ 1 4



Surface: Grass

**Standards:**  5

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

**Finding**

<b>Description</b> Item is rusting in places.	<b>Risk level:</b> <span style="color: green;">█</span> Low
<b>Tasks</b> Replace.	<b>Risk score:</b> <span style="color: green;">█</span> 7
<b>Note</b> Two of the frame washers are rusting. <span style="float: right;">6</span>	
<b>Finding Photos</b>	
asset image here	asset image here

4

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

# Cycle Rack

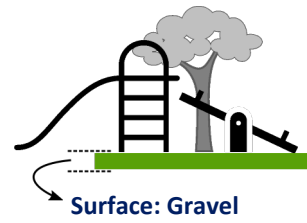


**Innate risk level**

**Actual risk level**

**Risk level:**

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



# Fencing



**Innate risk level**

**Actual risk level**

**Risk level:**

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

# Gates



**Innate risk level**

**Actual risk level**

**Risk level:**  
Low

**Potential risk score reduction:**  
2

**Remedial tasks:**  
1

## Maintenance Finding

### Description

Surface is uneven.

### Tasks

Make good.

### Note

Raised tree roots at one gate. Raised path at the other.

**Risk level:**  
Low

**Risk score:**  
6

### Finding Photos



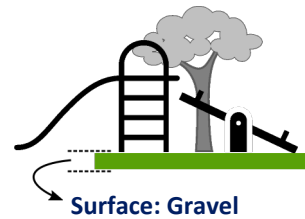
# Pathways - Gravel (Internal)



**Risk level:**  
Low

**Potential risk score reduction:**  
2

**Remedial tasks:**  
1



## Maintenance Finding

### Description

Surface is wearing.

### Tasks

Repair.

### Note

Trip points forming.

### Risk level:

Low

### Risk score:

4

## Finding Photos



# Seating - Mixed



**Innate risk level**

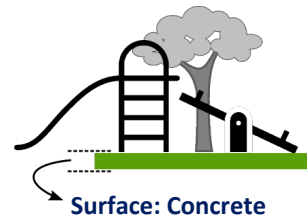
**Actual risk level**

**Risk level:**

- Very low

✓ Risk score as low as possible

✓ No remedial tasks

A risk assessment summary box. On the left, a vertical scale shows 'Innate risk level' with a red bar at the top and 'Actual risk level' with a green bar at the bottom. A grey arrow points to the number '3' on the innate scale, and a green arrow points to the number '3' on the actual scale. To the right, the text 'Risk level: Very low' is shown with a green square. Below that, a green checkmark icon is followed by the text 'Risk score as low as possible'. At the bottom, another green checkmark icon is followed by the text 'No remedial tasks'.

# Signage



**Risk level:**  
Very low

**Potential risk score reduction:**  
1

**Remedial tasks:**  
1

## Maintenance Finding

### Description

Item is damaged.

### Tasks

Repair.

**Risk level:**  
Very low

**Risk score:**  
3

### Finding Photos





# Boulders x 4

Manufactured by (Unknown)



**Innate risk level**

**Actual risk level**

**Risk level:**  
Low

**Risk score as low as possible**

**Remedial tasks:**  
1

## Standards:



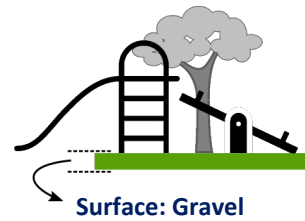
EN 1176-1:2017+A1:2023

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

### Equipment Standard Compliance Findings

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

There are no maintenance findings for this item.



## Standard Compliance Finding

---

### Description

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

### Tasks

Read the notes for further action.

### Note

Relocate cycle rack.

Risk level:

 Very low

Risk score:

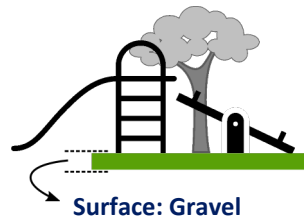
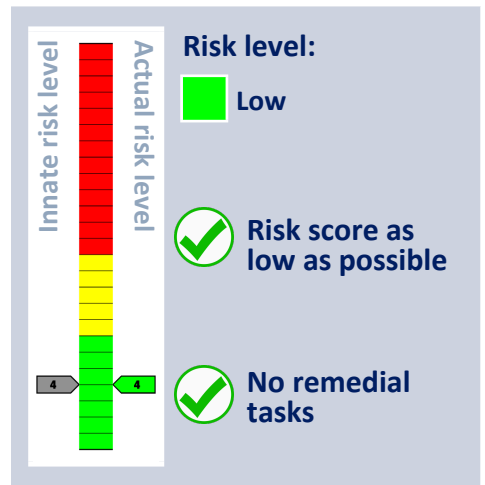
 3

### Finding Photos



# Boulders x 5

Manufactured by (Unknown)



## Standards:

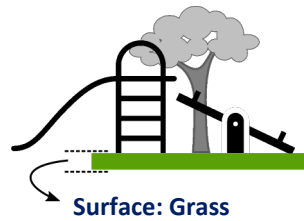
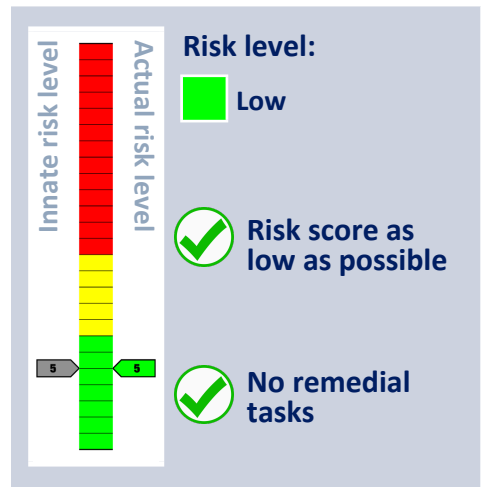


EN 1176-1:2017+A1:2023

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

# Boulders x 8

Manufactured by (Unknown)



## Standards:



EN 1176-1:2017+A1:2023

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

# Cableway

Manufactured by HAGS SMP



**Innate risk level**

**Actual risk level**

**Risk level:**  
Low

**Risk score as low as possible**

**Remedial tasks:**  
2



## Standards:



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

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

## Maintenance Finding

### Description

Delamination of wood.

### Tasks

Read the notes for further action.

### Note

Monitor.

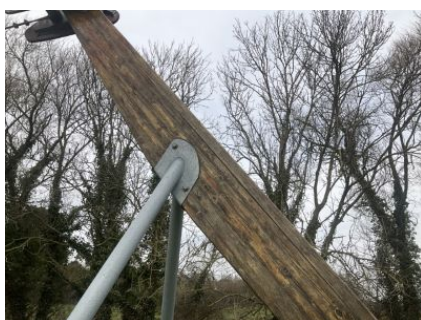
**Risk level:**

Low

**Risk score:**

6

### Finding Photos



# Maintenance Finding

## Description

Cables have been known to fail under load due to wear and corrosion. This is generally where the cable enters into a tube, top bar, sleeve or similar, where the wire is in contact and wears and frays over time, but can happen anywhere on the cable. It is important to inspect any hidden parts at least annually. Damaged cables require replacement. This cannot be determined during an annual inspection, and is excluded from our inspection. This can lead to a high risk if no action is taken. Refer to the manufacturer's instructions to ensure the correct check is carried out.

Risk level:

■ Very low

Risk score:

■ 0

## Tasks

Conduct an appropriate dismantling inspection according to the manufacturer's instructions, and at least annually. The trolley mechanism can be checked at the same time.

## Note

Some surface rust visible on cable.

## Finding Photos



# Carousel - Hanging

Manufactured by HAGS SMP



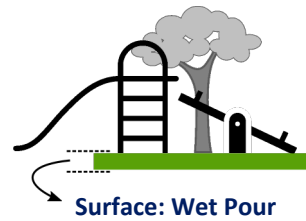
**Innate risk level** (vertical scale from red to green)

**Actual risk level** (vertical scale from red to green, with a green bar at level 7)

**Risk level:** Low

**Risk score as low as possible** (with a green checkmark icon)

**Remedial tasks:** 1



## Standards:

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

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

## Maintenance Finding

### Description

Item has corrosion.

### Tasks

Treat and repair.

### Note

Central column rotator.

**Risk level:** Low

**Risk score:** 4

### Finding Photos



# Carousel - Rotator - Disc

Manufactured by HAGS SMP



**Innate risk level** (vertical scale from 1 to 5, with 5 at the top)

**Actual risk level** (vertical scale from 1 to 5, with 1 at the top)

**Risk level:** Low

**Risk score as low as possible:** 3

**Remedial tasks:** 3



## Standards:



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

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

## Maintenance Finding

### Description

There is wear in the bearings.

### Tasks

Monitor.

### Note

Rattling slightly.

Photo not possible

**Risk level:**

Very low

**Risk score:**

3



## Maintenance Finding

### Description

Surface is wearing.

### Tasks

Repair.

Risk level:

■ Very low

Risk score:

■ 3

### Finding Photos



## Maintenance Finding

### Description

Item has corrosion.

### Tasks

Treat and repair.

Risk level:

■ Very low

Risk score:

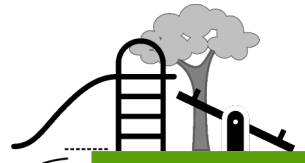
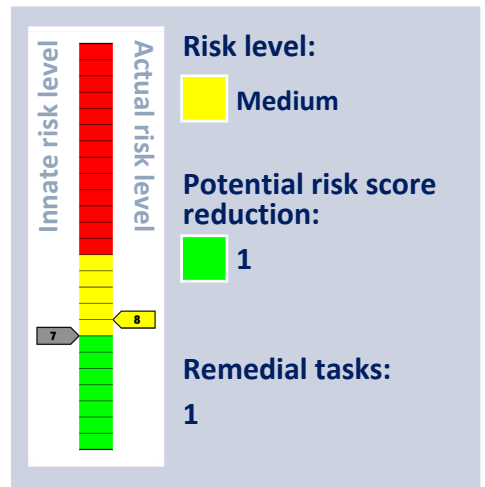
■ 2

### Finding Photos



# Climber - Rocks - With Net

Manufactured by (Unknown)



Surface: Rubber - Mulch - Bonded

## Standards:



EN 1176-1:2017+A1:2023

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

## Maintenance Finding

### Description

In the inspector's opinion the protective surface may not meet the head injury criteria requirements from the height required.

### Tasks

Conduct testing to confirm the surface suitability.

### Note

Item has a fall height of 2.9 m but only has surface depths of 30 mm to 40 mm around it.

Risk level:

 **Medium**

Risk score:

 **8**

### Finding Photos



# Goal Posts x 2

Manufactured by (Unknown)



**Innate risk level**

**Actual risk level**

**Risk level:**  
Medium

**Risk score as low as possible**

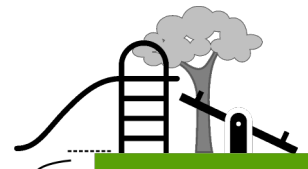
**Remedial tasks:**  
1

## Standards:



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

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



Surface: Rubber - Mulch - Bonded

## Maintenance Finding

### Description

Surface is uneven.

### Tasks

Make good.

### Note

Surface uneven and poorly drained.

**Risk level:**

Low

**Risk score:**

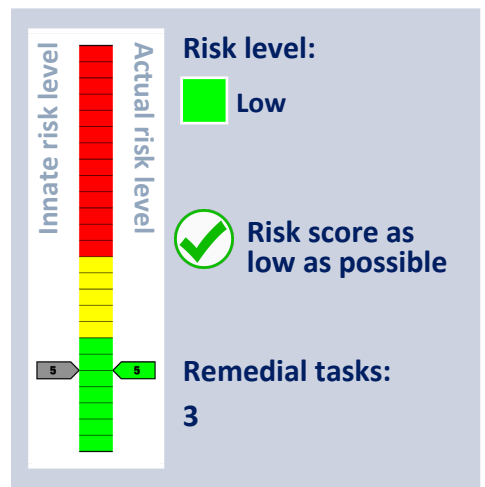
7

### Finding Photos



# Multiplay - Slide Climber

Manufactured by HAGS SMP



## Standards:



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

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

### Equipment Standard Compliance Findings

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

The item has the following maintenance findings:

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

## Standard Compliance Finding

### Description

Slide bar not fitted across the access to the slide.

### Tasks

Replace.

Risk level:

 Very low

Risk score:

 3

### Finding Photos



## Maintenance Finding

### Description

Item has corrosion.

### Tasks

Treat and repair.

Risk level:

 Very low

Risk score:

 3

### Finding Photos



## Maintenance Finding

### Description

Delamination of wood.

### Tasks

Monitor.

Risk level:

■ Very low

Risk score:

■ 3

### Finding Photos



## Maintenance Finding

### Description

Surface has unintended grass, moss or weeds.

### Tasks

No Tasks for this Finding

Risk level:

■ Very low

Risk score:

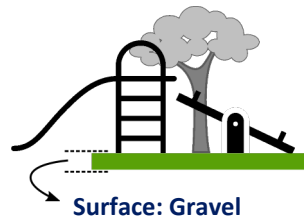
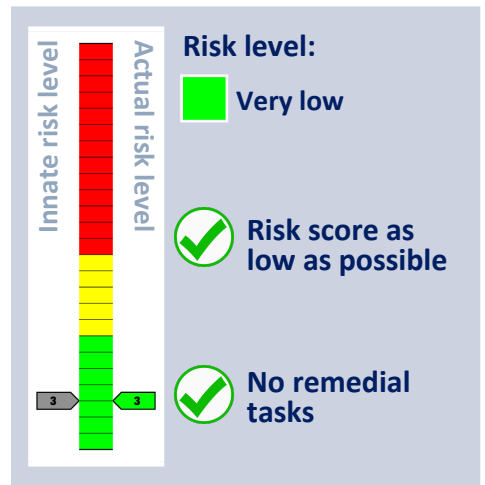
■ 2

### Finding Photos



# Play Feature - Dinosaur Rib Cage - Steel

Manufactured by (Unknown)



## Standards:



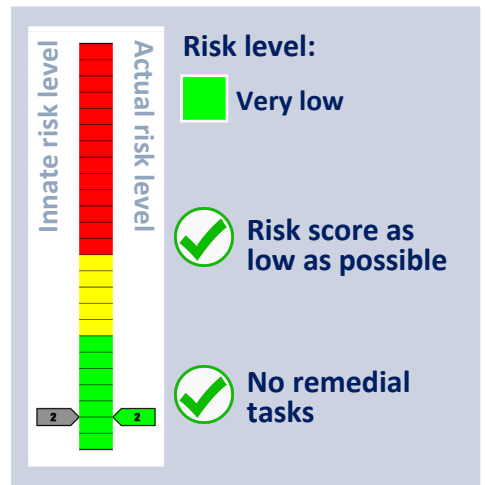
EN 1176-1:2017+A1:2023

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



# Play Feature - Fossils - Surface

Manufactured by (Unknown)

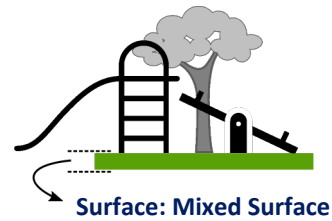


## Standards:



EN 1176-1:2017+A1:2023

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



# Rocker - Jeep

Manufactured by HAGS SMP



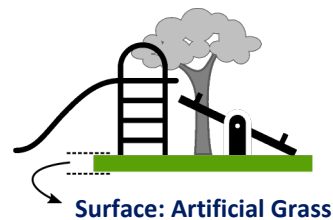
**Innate risk level**

**Actual risk level**

**Risk level:**  
Low

**Risk score as low as possible**

**Remedial tasks:**  
2



## Standards:



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

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

## Maintenance Finding

### Description

Item has corrosion.

### Tasks

Treat and repair.

**Risk level:**

Very low

**Risk score:**

3

## Finding Photos



# Maintenance Finding

## Description

Delamination of wood.

## Tasks

Monitor.

Risk level:

■ Very low

Risk score:

■ 3

## Finding Photos



# Spatial Network

Manufactured by Tayplay Ltd



**Innate risk level** (vertical scale from red to green)

**Actual risk level** (yellow bar with '8' on both ends)

**Risk level:** Medium

**Risk score as low as possible** (green checkmark icon)

**Remedial tasks:** 2



## Standards:

EN 1176-11:2014, EN 1176-1:2017+A1:2023  
The item and its surfacing (where applicable) meet with the requirements of the relevant standards.

## Maintenance Finding

### Description

The spatial network requires re-tensioning.

### Tasks

Refer to manufacturer's guidance.

**Risk level:** Low

**Risk score:** 6

### Photo not possible

## Maintenance Finding

---

### Description

The tiles are easily lifted.

### Tasks

Fix firmly to prevent lifting.

Risk level:

 Very low

Risk score:

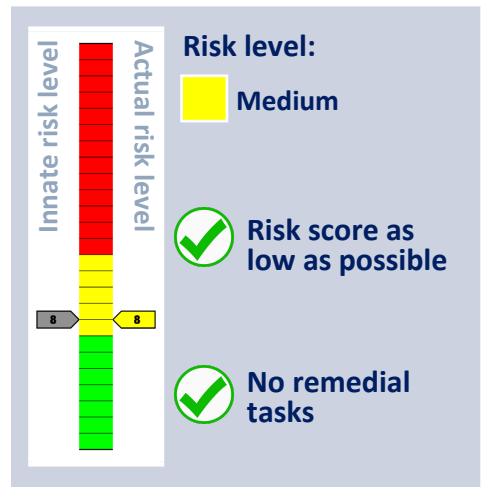
 3

### Finding Photos



# Swing - Basket

Manufactured by HAGS SMP



## Standards:



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

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



# Swing - Basket - Twin Pole

Manufactured by HAGS SMP



Surface: Rubber - Mulch - Bonded

## Standards:



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

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

# Swing - Rope - Horizontal - Snake

Manufactured by SMP (Playgrounds) Ltd



**Innate risk level**

**Actual risk level**

**Risk level:**  
Medium

**Risk score as low as possible**

**Remedial tasks:**  
1

## Standards:

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

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



## Maintenance Finding

### Description

Moving parts require greasing.

### Tasks

Apply lubricant according to the manufacturer's instructions.

**Risk level:**  
Very low

**Risk score:**  
3

## Finding Photos





# Bouncing Facility - Small

Manufactured by Huck Nets [UK] Ltd



**Innate risk level**

**Actual risk level**

**Risk level:**  
Low

**Risk score as low as possible**

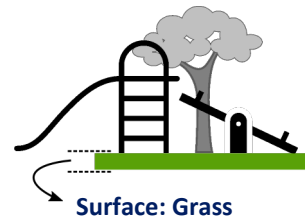
**Remedial tasks:**  
1

## Standards:



EN 1176-1:2017+A1:2023

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



Surface: Grass

## Maintenance Finding

### Description

Worn ground areas.

### Tasks

Make good.

**Risk level:**

Low

**Risk score:**

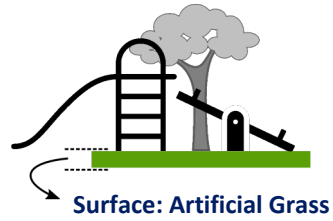
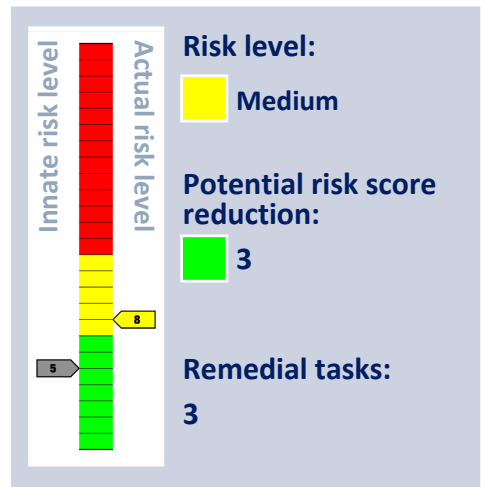
6

### Finding Photos



# Tunnel

Manufactured by (Unknown)



## Standards:



EN 1176-1:2017+A1:2023

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

## Maintenance Finding

### Description

In the inspector's opinion the protective surface may not meet the head injury criteria requirements from the height required.

### Tasks

Read the notes for further action.

### Note

The grass area does not have a topsoil depth of 150 mm and has a few hard objects. Consider suitable impact attenuating surface.

Risk level:

 Medium

Risk score:

 8

### Finding Photos



## Maintenance Finding

### Description

Additional comments are noted below.

### Tasks

Repair.

### Note

Timbers above tunnel openings are decaying and coming loose.

Risk level:

 Medium

Risk score:

 8

### Finding Photos





## Maintenance Finding

---

### Description

Surface needs repair.

### Tasks

Repair.

Risk level:

■ Very low

Risk score:

■ 3

### Finding Photos



# Agility - Trim Trail

Manufactured by (Unknown)



**Innate risk level**

**Actual risk level**

**Risk level:**  
Low

**Risk score as low as possible**

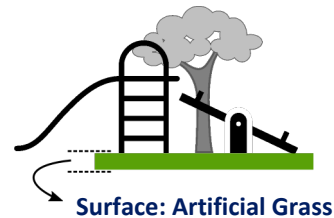
**Remedial tasks:**  
1

## Standards:



EN 1176-1:2017+A1:2023

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



## Maintenance Finding

### Description

Surface needs repair.

### Tasks

Repair.

**Risk level:**

Very low

**Risk score:**

3

### Finding Photos



## General Notes

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

Risks are calculated in this way:

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

## General Notes

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

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

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

Table 1 – Risk Score Matrix

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

## General Notes

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### Inspection Scope

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

### Compliance with Standards

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

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

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

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

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

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





## General Notes

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### What We Inspect

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

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

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

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

### What We Don't Inspect

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

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



## General Notes

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

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

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

### **Exposure to Risk**

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

### **Ownership**

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

### **Contemporaneous Findings**

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

### **Timber**

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

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

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

Please contact us for pricing and further information.

### **Planting and Trees**

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



## General Notes

### How This Inspection Contributes to Your Annual Main Inspection

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

**Table 1**

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

# EN 1176 Notes – Summary of Requirements

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## PROTECTION AGAINST INJURIES IN THE FREE SPACE

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

## PROTECTION AGAINST INJURIES IN THE FALLING SPACE

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

## PROTECTION AGAINST INJURIES DUE TO OTHER TYPES OF MOVEMENT

- \* No unexpected obstacles

## SURFACING SAFETY REQUIREMENTS

- \* Surfacing should have no sharp edges or protrusions \* Loose fills should be 100mm more than the depth required to meet the HIC reading (usually 200mm) \* Hard surfaces should only be used outside where children fall \* Testable Impact absorbing surfaces if falls over 600mm are possible. Topsoil or turf may be used up to 1m

## DESIGN AND MANUFACTURE

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

## FINISHING

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

## FIBRE ROPES

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

## WIRE ROPES

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

## CHAINS

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

## SWINGING SUSPENDED ROPES

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

## CLIMBING ROPES

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

## ENTRAPMENTS

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

## BRIDGES

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

## ENTRAPMENT OF FEET AND LEGS

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

## FINGER ENTRAPMENTS

- These occur in: 1. gaps where child's movement may cause a finger to become stuck; 2. open-ended tubes; 3. moving gaps
- \* Tube ends should be securely enclosed and removable only with tools
  - \* Moving gaps should not close to less than 12mm

## BARRIERS AND GUARD-RAILS

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

## HAND-RAILS

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

## EQUIPMENT FOR UNDER 3'S

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

## EQUIPMENT FOR OVER 3'S

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

## MEANS OF ACCESS

- The main change in this area is that the probes should now be applied to accesses. All means of access should have no entrapments; be securely fixed; be level to  $\pm 3^\circ$  (ramps across width) and have a constant angle. It does not refer to agility equipment used as an access i.e. arched climbers, scramble nets. There are specific measurements for ladders, stairs and ramps.

# EN 1176 Notes – Summary of Requirements

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## SWINGS

The main changes relate to requirements for new types of swings, dimensions and surfacing areas.

### REQUIREMENTS

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

### DIMENSIONS

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

### SITING

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

### SURFACING REQUIREMENTS

Forward and Back

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

Side width

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

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

Single point swings

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

## SLIDES

### SAFETY REQUIREMENTS

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

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

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

Sliding sections

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

RUN -OUTS

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

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

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

### SURFACING REQUIREMENTS

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

## CABLE RUNWAYS

### SAFETY REQUIREMENTS

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

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

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

### IMPACT AREAS

\* 2m either side of main cable

## ROTATING ITEMS

The main changes are in clearer separation into different types. A change in the clearance between the underside and the ground will affect older items. The change should provide greater safety. NOTE: Rotating items under 500mm diameter are excluded from these requirements

### SAFETY REQUIREMENTS

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

### SPECIFIC REQUIREMENTS

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

Platform roundabouts:

# EN 1176 Notes – Summary of Requirements

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\* Platforms should be circular and enclosed \* All parts should revolve in the same direction \* No super-structure over the edge of the platform \* Mechanism should be enclosed \* Height between underside and ground 60 – 110mm for 300mm in \* Protective skirts should be of rigid material and have no burrs or other defects \* The bottom edge should be flared towards the inside or protected Giant revolving discs

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

## **MINIMUM SPACE**

\* Free space: Horizontal: 2m all round \* Vertical head clearance from platform: sitting 1.5m ; standing 1.8m \* Small rotating items under 500mm diameter are excluded but RoSPA suggests as for rocking items

## **SURFACING REQUIREMENTS**

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

## **ROCKING ITEMS**

### **DEFINITIONS**

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

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

### **SAFETY REQUIREMENTS**

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

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

### **MINIMUM SPACE**

\* 1000mm between items at maximum movement.

### **SURFACING REQUIREMENTS**

There are no special extra requirements for surfacing areas

## **INSTALLATION, INSPECTION, MAINTENANCE AND OPERATION**

### **SAFETY**

\* Appropriate safety systems must be established by the operator \* No access should be allowed to unsafe equipment or areas \* Records should be kept by the playground operator \* Effectiveness of safety measures should be assessed annually \* Signs should be provided giving owner details and emergency service contact points \* Entrances for emergency services should be freely accessible \* Information on accidents should be kept (RoSPA has a suitable form)

\* Staff and users should be safe during maintenance operations

### **INSPECTION**

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

Frequency

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

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

\* Appropriate action should be taken if defects are noted

### **ROUTINE MAINTENANCE**

\* Basic routine maintenance details should be supplied by the manufacturer

### **CORRECTIVE MAINTENANCE**

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



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