

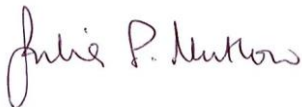
To: All Members of the Town Council
Meeting of Seaton Town Council
on Monday, 1st September 2025

27th August 2025

You are hereby summoned to attend the above meeting to be held on **Monday, 1st September 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, 7 July 2025
- 25/COU/04 Committee Minutes**
To note the minutes of the following meetings of the Council's committees:

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

25/COU/05 County Councillor's Report

To note the report.

25/COU/06 District Councillors' Reports

To note the reports

25/COU/07 Public Question Time

To allow any questions or reports from members of the public

25/COU/08 Update on Gateway Theatre Company

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

25/COU/09 Chairman's Report

To note the report

25/COU/10 Town Clerk's Report

To note the report and correspondence log

25/COU/11 Motion to Council – Cllrs Singh & Hartnell

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

25/COU/12 Appointments to committees

To make appointments to the following committee vacancies:

- Finance & General Purposes Committee – 1 vacancy
- Planning Committee – 3 vacancies
- Personnel Committee – 2 vacancies

25/COU/12B Appointments to outside bodies

To make appointments to the following outside bodies:

- Axe Valley Christians Against Poverty – 1 vacancy
- DALC County Committee – 1 vacancy
- Gateway Theatre Company – 1 vacancy

25/COU/13 Update on Seaton Tourist Information Centre

To note an update on enquiries to the tourist information centre

25/COU/14 Annual tree inspections

To note the annual tree inspection reports and associated works undertaken

25/COU/15 Report on Local Government Reorganisation

To receive and update on local government reorganisation and timetable and the likely impact on the Council

25/COU/16 Youth Provision in Seaton

To note an update on youth provision in Seaton

25/COU/17 Play Park Inspections

To note the inspection reports

**Minutes of Seaton Town Council ('the Council')
Meeting on Monday, 7 July 2025**

Present:

Chair: Cllr. A. Singh

Town

Councillors: E. Bowman, P. Burrows, D. Haggerty, M. Hartnell, K. Pike, J. Rowland
& C. Wood

Officers: Town Clerk

Public: Four members of the public were in attendance.

41. Apologies for absence

Apologies for absence were received from Cllrs. Beer & Dyke and the reasons accepted. Cllr Russell's resignation as a councillor was also noted. Cllr Arnott, as DCC Councillor also submitted apologies.

42. Declarations of Interest

Cllrs. Hartnell & Haggerty declared a personal interest as East Devon District Councillors (EDDC). Cllr. Bowman declared a personal interest as a volunteer at the Gateway Theatre Company, and Cllr. Wood declared an interest as a trustee on the Gateway Theatre Company; Cllr. Hartnell declared a personal interest, as his son was a volunteer at the Gateway Theatre Company.

43. Minutes

Subject to the inclusion of an amendment raised by Cllr Rowland with regard to the council's priorities, Members **RESOLVED** to approve the minutes of a meeting of Seaton Town Council held on Monday 9 June. (proposed Cllr. Singh; seconded Cllr. Haggerty)

44. Committee Minutes

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

- **Planning Committee** – 9 June 2025

45. County Councillor's Report

Members noted the county councillor's apologies and **RESOLVED** to ask Cllr Arnott if he was able to provide a written report for future meetings. (proposed Cllr. Burrows; seconded Cllr. Bowman)

46. District Councillors' Reports

Cllrs. Hartnell and Haggerty gave verbal reports, highlighting the following:

- Cllr Haggerty had been dealing with two safeguarding situations and also reported that 'Coach Friendly' was ongoing
- Cllr Hartnell confirmed that he had pursued a meeting with Cllrs Arnott & Jung about concerns over the scruffiness of the town. A meeting had now been arranged with Cllr Arnott, ward members and Streetscene on 17 July 2025. Cllr Hartnell confirmed that Streetscene acknowledged the problem but had capacity difficulties, due to long term sickness of members of the team.
- the sale of the Moridunum was ongoing, despite the news that the Fosseyway Transition Company had gone into administration, and the transaction was currently being dealt with EDDC's legal officers
- concern was raised regarding the lack of positive action with regard to the industrial units at Colyford Road for many years. Cllr Hartnell confirmed that these had formed part of the unsuccessful levelling up bid and that a lack of resources was the biggest challenge for EDDC. However, he would raise the issue with Tim Childs at EDDC.
- Many queries had been received regarding the council tax premium on second homes which had been in effect since April. More information was available on EDDC's website. Other queries had been raised with regard to the opening date for the new toilets on West Walk and the Harepath Road planning application.

Members noted the reports.

47. Public Question Time

One member of the public raised serious concerns regarding the ongoing problem of inconsiderate and, on occasions, dangerous driving on Royal Observe Way and gave examples of incidences that she and others had witnessed and made a plea for speed bumps to be installed. She also stated that the vehicles delivering to Tesco were arriving earlier than the times permitted in the planning conditions attaching to the planning permission for the Tesco site.

Members, whilst sympathetic, advised that the matters raised with regard to speed bumps and dangerous driving were primarily for DCC and the Police. Unfortunately, it was generally the policy not to install speed bumps due to the difficulties caused to emergency vehicles such as ambulances. Breaches of planning conditions were for EDDC, as the local planning authority, to investigate and take actions as appropriate.

However, Members **RESOLVED** that the Council would:

- write to the Police requesting that they target the area
- write to the enforcement team at EDDC regarding the breach of planning conditions by delivery drivers

(proposed Cllr. Hartnell; seconded Cllr. Haggerty)

48. Update on Gateway Theatre Company

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

- much closer operational oversight by the trustees
- new more robust financial reporting procedures introduced
- regular income and expenditure reports would be provided to the Council, once the trustees were satisfied that the new processes were providing accurate and meaningful figures
- the trustees had identified the primary risks as H&S, finance and scheduling
- trustee working groups had been established to focus on different elements of GTC's responsibilities including H&S, event planning and strengthening community ties
- improved commercial awareness
- there had been step changes in staff supervision with:
 - targets and key performance indicators set
 - monthly reporting to trustees introduced
 - regular appraisals
 - difficult and frank discussions had taken place with staff
 - trustees expected discipline to be applied by staff to scheduling in order to optimise the financial performance of GTC
 - this level of trustee intervention would continue until satisfied that the new culture was properly embedded into the organisation
- whilst acknowledging there were still many challenges, the Chair also reported the following positive actions:
 - improved communication with the Council
 - two training events had been undertaken and included trustees, staff and volunteers
 - pre-performance checks were carried out prior to every event leading to a successful evacuation, when the fire alarm had gone off during a recent performance
 - preliminary work already being undertaken to ensure readiness for Martyn's Law
 - forward planning was improving
 - community based work continuing, an example being an appropriate agreement being drawn up with Seaton & District Music Society regarding the storage of their piano
 - the Chair was satisfied that the board of trustees now had all the skills to manage the theatre effectively

Members noted the Chair's report and, whilst still cautious, thanked him for coming along and being open with the Council about the ongoing challenges and commending the work that was being undertaken to address these.

The Town Clerk then provided a summary to Members of outstanding issues at the town hall that officers were aware of:

- Fire alarm panel – there is an ongoing issue with the fire alarm panel in the building however its primary function remains intact, this has been confirmed in writing by the fire safety contractor. Members were reminded that the fire alarm panel, installed in February 2022, was the cheaper of the 3 options provided, in that it allowed for a panel that was compatible with existing fire safety hardware within the building. It is a basic model, as GTC specifically requested that it did not have a touch screen. There was a software glitch / firmware malfunction whilst routine inspection and servicing of the panel was being carried out by ASAP. This means that the building cannot be divided into zones and is currently programmed to a single zone. Ben Waring will complete a licensed engineer refresher course with Eaton (the fire alarm manufacturer), in order to obtain the latest software updates with a view to reloading the software and reprogramming the system. The timeframe for this is approximately 5 weeks – early August for completion - however this is only an interim solution, and the fire safety hardware in the building needs to be future proofed.
- The smoke detectors have been tested throughout the building and some are coming to the end of their life and will require replacement. The detectors are Menvier; one of the most expensive products with limited compatibility with fire alarm systems. Ben Waring is liaising with the ASAP engineers to produce a replacement schedule.
- Ben Waring has recommended that this is an opportunity to future proof the fire alarm system within the building by replacing detectors with a more cost-effective option which allows for compatibility with other fire alarm systems with a view to replacing the fire alarm panel and other fire safety hardware. Ben will provide options, costs and timeframes in order to allow both the Council and GTC to budget and plan for the works. Officers continue to work with Ben to obtain a cost-effective, long-term solution and a further report will be brought to Members in due course.
- Auditorium doors – there is an ongoing issue with the automatic closure and fire safety strip on the auditorium doors. The doors currently close very quickly and slam which means that the strip is coming away. Ben Waring is liaising with another company to investigate whether the closing mechanism can be adjusted to slow down the closing of the doors to prevent this from happening. Officers continue to work with Ben to resolve this issue.
- Officers met with John Whitehouse, the GTC trustee with responsibility for health and safety. It was agreed that STC would continue to deal with any issues observed by GTC regarding the fire alarm panel and smoke detectors (whilst these works are ongoing), emergency lighting (to be reviewed in February once the guarantee expires) and issues associated with the fire door works that have been completed. These will be flagged by GTC in an email if it is urgent or logged as an observation on the monthly check sheets if it is minor. These records will be checked by trustees prior to being sent to STC at the end of each month.

- The Deputy Clerk will draft a policy to formalise the health and safety checks of shared areas within the building. It is understood that the Museum is checking the emergency lighting, fire doors and signage in the Museum's main entrance which also serves as a shared fire escape for the theatre and both parties undertake a weekly fire alarm check every Tuesday. This policy will remain in place until such time as new leases are drafted and agreed.
- A fire safety audit was undertaken on 4 June, a copy of which has been received by officers. The review involved an inspection of the works carried out within the building and of the paperwork collated by STC officers to certify the works that have taken place and to evidence that processes have been implemented in line with recommendations made in previous fire risk assessments. Amendments have been requested to the wording within the report but, in summary, it was noted that a high standard of diligence and commitment of fire safety management was demonstrated during the period that the Council took control of the building and the systems that have been put in place indicate a proactive attitude and a commendable approach.

Members noted the update from officers.

49. Chairman's Report

The Chairman had no engagements to report since the last meeting.

50. Town Clerk's Report

Members noted the report and correspondence log. Additionally:

- the Town Clerk confirmed that a claim had been made, in respect of the cyber security breach and agreed by the insurers. There was an excess payable of £1,500.
- Cllr. Rowland updated the Council regarding his discussion with the Leader of EDDC regarding the decision not to take action, under s215 of the Town & Country Planning Act, with regard to the poor state of 'The Look Out', who had agreed that a meeting should be arranged with officers and councillors from EDDC and the town council

Members **RESOLVED** to suspend standing orders to forward the following item, as a member of public was in attendance in support. (proposed Cllr. Rowland; seconded Cllr. Hartnell)

51. Community Grants

Members considered the resubmitted application for a community grant from Seaton Chamber and **RESOLVED** approve a grant of £1,000. Members also indicated that they hoped that Seaton Chamber would make the PA system available to other community groups in the town. (proposed Cllr. Wood; seconded Cllr. Burrows)

52. Update on Seaton Tourist Information Centre

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

53. Update on the Council's Priorities & Town Plan

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

- note the known challenges and work streams, as set out in this report, and incorporate these in an updated plan
- hold an informal meeting to consider future priorities, enabling officers to research the viability thereof, and bring forward an updated plan to Council to include the proposals that could be taken forward. The meeting would take place on the evening of 21 July 2025 after the meetings of the Planning & F&GP Committees. It was not a formally constituted public meeting, but an informal forum for councillors.

(proposed Cllr. Hartnell; seconded Cllr. Wood)

54. Councillor Surgeries

Members considered the proposals for the organisation of councillor surgeries in municipal year 2025-26 and **RESOLVED** to:

- authorise the Town Clerk & officers to make the necessary arrangements for the delivery of 4 councillor surgeries as detailed in this report
- authorise the Town Clerk and officers to research an alternative format for the annual town meeting 2026 and to bring an updated report to Members in the autumn

(proposed Cllr. Rowland; seconded Cllr. Hartnell)

55. COSHH Policy

Members considered the report and **RESOLVED** to and approve the COSHH Policy (proposed Cllr. Hartnell; seconded Cllr. Haggerty)

56. Legionella Risk Report

Members considered the report and the results of the updated legionella risk assessment:

- agree to the quotation to undertake the urgent essential works at Marshlands in the sum of £1,593.39 + VAT
- agree to a specialist company managing the compliance on an annual basis
- to authorise the Town Clerk to engage appropriate professional support to ensure ongoing compliance on an annual basis

(proposed Cllr. Singh; seconded Cllr. Haggerty)

57. Play Park Inspections

Members noted the inspection reports

The meeting closed at 7.12pm.

Signed:_____

Dated:_____

**Minutes of the Planning Committee
Meeting on Monday 23 June 2025**

Present:

Chairman: P Burrows

Councillors: M Hartnell & A Singh

Public: No members of the public were in attendance

30. Apologies for absence

Apologies were received and accepted from Cllr Beer, Cllr Rowland & Cllr Russell.

31. Declarations of Interest

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

32. Minutes of the Planning Committee meeting held on Monday 9th June 2025

The Committee **RESOLVED** to agree the minutes of the meeting held on 9th June 2025

(moved Cllr Hartnell; seconded Cllr Singh)

33. 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.

34. 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.

35. Public Question Time

There were no questions raised by members of the public.

Applications for consideration:



36. DCC/4438/2025 Devon County Council

**Sir Walter Trevelyan Building,
Fore Street, Seaton EX12 2AN**
Change of use of a building from
childcare (Use Class E) to an
educational use (Use Class F.1(a))
and external alterations to the
building, landscaping, boundaries,
access and parking.

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

37. 25/0973/FUL Mr Rob Hunt

**Yarty House, Manor Road,
Seaton EX12 2AQ**
Removal of existing chimneys, new
dormer to side and rear to replace
existing skylights & replacement of
existing conservatory to rear.

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

38. Planning Comments

There were no comments for circulation..

39. Appeals

To note appeals lodged to The Planning Inspectorate :

- a) Planning application No. 25/0770/FUL 27 Scalwell Mead, Seaton, Devon EX12 2DW. Creation of raised terrace to side and rear gardens to create level amenity area and construction of 2m fence (retrospective).

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

The meeting closed at 5.50pm.

Signed _____

Dated _____

Minutes of the Planning Committee Meeting on Monday 7 July 2025

Present:

Chairman: P Burrows

Councillors: J Rowland & A Singh

Other Councillors: E Bowman & D Haggerty

Officers: Town Clerk & Deputy Town Clerk

Public: No members of the public were in attendance

40. Apologies for absence

Apologies for absence were received and accepted from Cllr Beer.
Cllr Hartnell was absent.

The Town Clerk advised the Planning Committee that Cllr Russell had decided to step down as a Town Councillor.

41. Declarations of Interest

There were no declarations of interest.

42. Minutes of the Planning Committee meeting held on Monday 23rd June 2025

The Committee **RESOLVED** to agree the minutes of the meeting held on 23rd June 2025.

(moved Cllr Singh; seconded Cllr Burrows)

43. 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

44. 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.

45. Public Question Time

There were no questions raised by members of the public.

Applications for consideration:

46. 25/1347/TRE Mr Luke Morrison

**Hillbourne House, Seaton Down
Hill, Seaton EX12 2JD**
T1: Yew - fell.

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 Rowland; seconded Cllr Singh)

47. 25/1348/TRE Mr Luke Morrison

**Hillside, Harepath Road, Seaton
EX12 2SX**
T1, Beech: 2-3m crown reduction.

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 Burrows; seconded Cllr Rowland)

48. Planning Comments

There were no comments for circulation.

49. Decisions

To note planning decisions made by East Devon District Council:

- a) **25/0982/FUL – 23 Shearwater Way, Seaton** Construction of summer house and rear decking, (retrospective) – **APPROVED** standard time limit.
- b) **25/1080/FUL – 138 Harepath Road, Seaton** Proposed dropped kerb extension and realignment of drive – **APPROVED** with conditions.

The meeting closed at 5.48pm.

Signed _____

Dated _____

25 COU 06

EDDC Report – Cllr Del Haggerty

Bank holiday weekend - what a great bank holiday weekend. Compliments to the organisers of all the events that took place. Seaton was very busy everywhere. We had no less than 8 coaches visit our town.

Coach Friendly - with our coach friendly status the hard work is already underway for 2026. I'm working with CPT, UKCOA, RHA COACH, plus in touch with 2500 + UK coach operators, this does include the other towns in East Devon that are also coach friendly. We can only improve on this, the important thing is understanding the value that each coach can bring. Seaton is lucky having the award winning Seaton tramway as a main attraction. Our beach is an attraction as well - the whole width with the sea, wall, esplanade and the wheelchair area. The events across the length of the town was great to see as well and, as a town, we must build on this and consistently capitalise on attracting new visitors. I'm in early conversations trying to work on dual events with other towns that hopefully will improve and attract more people to the area. When I can update you more I will.

Weeds - I am trying to get something done re the weeds on the streets. My personal view is that the only thing that really works is chemical weed killer. It something I'm trying to bring to the October full council to discuss.

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	1 September 2025
Item of business	25 COU 09
Details	Chairman’s Report
Purpose of Report	To provide a summary of the Chairman’s engagements since the last meeting of Council
Recommendations	It is RECOMMENDED that Members note the report.

The Chairman has attended the following engagements since his last report on 7 July:

RECOMMENDATIONS

- 26 July – opening the UK National Molkky Championship

It is **RECOMMENDED** that Members note the report.

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	1 September 2025
Item of business	25 COU 10
Details	Town Clerk’s Report
Purpose of Report	To provide a summary of the ongoing work and correspondence log of Seaton Town Council
Recommendations	It is RECOMMENDED that Members: <ul style="list-style-type: none"> • note the report and correspondence log • note the exercise of the Town Clerk’s delegation to renew the cyber security insurance policy

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

- **Anti-social behaviour** – after hearing from the member of the public at the last meeting, regarding anti-social behaviour on Royal Observer Way, the Council asked the Town Clerk to write to the Police regarding the targeting of this area and also to the enforcement team at EDDC regarding the alleged breach of planning conditions. This has been done with the following responses:
 - **Police** – the name of the resident who spoke and her concerns were passed to the Police who agreed to contact her
 - **EDDC Enforcement** – the breach of planning conditions, by way of Tesco delivery lorries arriving outside the permitted hours, was reported to EDDC. The Enforcement Officer reported back that he had spoken to the manager of the store who said that they had been unaware of the

restrictions on delivery times but would ensure these were adhered too going forward.

- **Council priorities** – members met to discuss priorities and emailed officers a list of possible ‘quick wins’ . A comprehensive response was sent by the Town Clerk regarding those proposals already in hand and comments with regard to all items listed. Some are addressed further herein as appropriate. This included an update on the Lookout
- **Developer contributions & play park upgrades** – in line with the resolution of the Council on 7 April 2025, which decided that – in principle – the open space developer contributions available to Seaton should be directed towards repairs/upgrades to the playparks, the Facilities Officer has undertaken a review of both Elizabeth Road and the Underfleet parks and identified the grounds works required to bring the surfacing up to an appropriate standard and also the equipment that requires replacement. Subsequently site visits have been undertaken by two of the major companies specialising in playparks who have been asked to produce schemes to include essential grounds works and to replace equipment. Whilst it was initially considered a possibility to upgrade more of the equipment, in light of the pending local government reorganisation, and the very real possibility that the Council will have to take on responsibility for more open spaces over the next 2-3 years, particular prudence with regard to both developer contributions and reserves for play parks maintenance is considered essential to assist in this transition. Therefore, it is intended that a report will be brought to Members, hopefully in October to update on the proposed schemes which will then go out to consultation with residents and the required tender process undertaken.
- **Seafront planter** – we are advised that EDDC are undertaking works to the seafront planter that was damaged in storms. EDDC have advised that they will be removing the remainder of the damaged planter and it is unlikely that it will be replaced as DCC Highways have advised that there is no need for a barrier of any kind to be installed to replaced the planter.
- **Town Hall** – whilst the integrity of the current fire alarm system is intact, the current panel is now obsolete, and software issues continue which prevent the building from being divided into separate fire zones. Future proofing the system is therefore a priority. Officers continue to liaise with local fire safety contractors to find a solution to these issues and met with local contractors on 13 and 22 August. Contractors carried out a site visit with a view to preparing quotations for a replacement panel and associated components. These quotations are awaited and Officers are seeking additional quotes from 2 other fire safety

contractors. The Chair of GTC is being kept updated. An update report will be brought to Members in due course.

- **Gateway Theatre Company** – officers met with the Chair of GTC again during August to and he has confirmed that financial information will be provided as soon as available.
- **Marshlands** – the capital works to the Harbour Road-side of the building are now complete and the leases with DCC, in respect of occupation by both Seaton Library and Public Health Nursing are now complete. The library has now opened. Updated legionella risk assessment works have been undertaken and, in line with the Council's resolution in July, a contractor appointed to carry out the monthly water temperature testing in addition to the 6 monthly and annual monitoring checks. Contractors have also attended the building to carry out the 10 yearly lift compliance checks.
- **Cliff Field Gardens** – 5 new benches have been installed in the gardens. These are cast-iron galvanised benches to withstand the elements and it is hoped will have a life span of approximately 20 years.
- **National Pay Award** – the national pay award for 2025-26 has now been agreed by the National Joint Council at 3.2% across all grades. This was applied with the August payroll and backdated to 1 April 2025.
- **Finance** –
 - **Bin emptying** – annual invoice had risen by approximately 25% over the 2024/25 fee. This was queried with EDDC and we are advised that a decision was made by EDDC Cabinet in November 2023 that the cost per bin would rise to £4 over the following 2 years.
 - **Streetscene contribution** – the Town Clerk has written to EDDC regarding the reduced street cleaning service provided by Streetscene, particularly during the first 5.5 months of the year when there was no dedicated operative allocated to the town after the previous one left EDDC. She suggested that there should be a reduction in the annual £7,500 contribution paid to EDDC, to reflect this. EDDC responded that, in their view there was no deficit in service. The Town Clerk has replied disputing this, in light of the increased complaints from the public and concerns expressed by Members. A further response is awaited.
- **EDDC Streetscene walkabout** – this was postponed by EDDC, due to illness. The Town Clerk has followed this up twice in an attempt to arrange a new date, but this has not been possible at the time of writing.
- **Allotment inspections** - allotment inspections were carried out on 28 May. Eight warning letters were sent out and one eviction undertaken. As a result of the warning letters, four plots were relinquished and became available to the

waiting list. The remaining four plots were kept on and improved as per the terms and conditions. Follow up inspections were done on the 11 July which resulted in a further two warning letters being sent out. The number of the names on the waiting list currently stands at 41. Since the beginning of the year, eleven plots have been re-allocated to the waiting list and eighteen names have been removed from the waiting list. There are currently two empty plots being offered to the waiting list.

- **Training:**
 - **Town Clerk** – devolution of green spaces
 - **Facilities Officer** – Level 3 Legionella Control for Responsible Persons
- **Meeting regarding community asset transfers** – officers met with the Interim Director of Place at EDDC regarding asset transfers and the impact of local government reorganisation in Devon. Please see separate agenda item.
- **Seaton in Bloom 2025** – this was launched again in 2025 and judging took place in mid-July by Members. This year, some categories were amalgamated so there were 4 categories in total. Unfortunately, the number of applications has fallen year after year, with only 6 applicants this year.
- **East Devon Soul Festival** - planning continues. Officers have provided support for the submission of grant funding bids and facilitated meetings with various stakeholders. Officers are working with East Devon Soul CIC to develop a project plan with a view to organising an official event launch soon. Officers and East Devon Soul CIC are working closely with the Gateway Theatre trustees to coordinate equipment and décor required for music acts associated with this event.
- **Community Engagement** – the Deputy Clerk has liaised with local organisations to organise and schedule 3 council surgeries in September, November and January 2025. The Deputy Clerk has also contacted Devon Communities Together to schedule a meeting to discuss how their Catalyst Consultancy initiative may assist the town council with its community engagement work. A report will be brought to Members in due course. Officers worked once again with the Royal British Legion to assist in the organisation of a remembrance service in Windsor Gardens for the 80th anniversary of VJ Day on 15th August.
- **Fisherman's Gap Roundabout Project** –
 - Officers met with the Chair of Seaton Chamber to discuss the Chamber's proposed initiative for a poppy memorial and festive lighting display. The Chamber would like to install a four-sided pyramid scaffold structure in the centre of the Fisherman's Gap roundabout. This structure will be created and installed by a local scaffolding contractor for whom the relevant

documentation, including a risk assessment, public liability insurance certificate, and method statement, has been received by Officers. The structure will initially be decorated with poppies created by local community organisations and will serve as a memorial for Remembrance Day. Following this, the structure will be removed, redecorated with Christmas lights, and reinstalled for the festive season.

- Officers have consulted with the Council's insurers, who have confirmed that, as this is not a Town Council initiative, insurance cover will not be provided under the Council's policy. The project will have to be managed and insured solely by Seaton Chamber. A comprehensive risk assessment, developed in consultation with Officers, along with confirmation of the Chamber's public liability insurance, has also been received. Seaton Chamber representatives, together with the Facilities Officer, met with Highways to discuss any concerns regarding issues pertaining to sightlines. A response is awaited from Devon County Council. Officers are satisfied that, subject to the Chamber accepting full responsibility for the installation, maintenance, and management of the structure, permission may be granted for its use on the roundabout.
- **Beach School** – a successful summer programme of beach school sessions has once again been delivered. Further sessions are scheduled for October and February half term and the Christmas school holidays.
- **Annual tree inspections surveys** – these have now been completed, and the reports are attached as a separate item of business. Across the Council's estate, only minor works are recommended to remove the lower branches of the palms in Cliff Field Gardens, which will be done in-house by officers.
- **Tree fall - Elizabeth Road** – as Members were advised by email at the time, the large Oak tree adjacent to the football pitch in Elizabeth Road failed and part of the tree collapsed on 23 July. The extensive debris was removed by EDDC's tree team at a cost of £900. The arboriculturist revisited the site on the 29 July 2025 and has confirmed that the remainder of the tree is safe and does not require felling or remedial work.
- **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 and correspondence log

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



**Correspondence
&
Complaints Log
2025-26**

Correspondence & Complaints – APRIL 2025

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

JUNE 2025

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

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

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

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

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

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

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

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

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

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

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

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

JULY 2025

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

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

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

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

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

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

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

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

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

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

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

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

AUGUST 2025

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

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

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

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

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

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

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

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

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

23.08.2025	General conversation about the state of public footpaths in the area	Footpaths in the area	Took note and explained the current situation with DCC owning the footpaths and public rights of way	HJ
24.08.2025	Fourteen separate complaints about the new toilets on the seafront and having to pay to use them.	New toilets on the seafront	TIC Volunteers took note	TIC Vol
25.08.2025	Visitors complimented the wonderful flower displays in Seaton especially outside the TIC office	Floral displays	TIC Vol thanked them for their comments	TIC Vol
25.08.2025	Wanted info on the Colyford Goose Fayre	Colyford	TIC looked up on google and gave out the date	TIC Vol
26.08.2025	Phone call from a resident who has just come back from holiday and his apple tree has dumped lots of apples on his lawn. How can he get rid of them?	Seaton	HJ advised he will have to bag them up and take them to the nearest recycling centre for the green waste collection or leave them in buckets outside his front gate for people to help themselves	HJ
26.08.2025	Italian father and son walking the coastal path. Can they use their metal detectors?	Coastal Path	HJ could not advise yes or no. Most of the coastal path is across private land and technically they should get permission from the landowner	HJ
26.08.2025	Lady wanted taxi numbers	In the office	HJ gave the list	HJ

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	1 September 2025
Item of business	25 COU 15
Details	Update report on Local Government Reorganisation
Purpose of Report	Update report on Local Government Reorganisation, including asset transfers, and how this is likely to impact on Seaton Town Council
Recommendations	<p>It is RECOMMENDED that Members:</p> <ul style="list-style-type: none"> • note the known challenges arising from the LGR and other work streams, as set out in this report • note that reports will be brought on a regular basis to keep Members updated and where decisions are required that cannot be made under delegated powers

1. Background

As part of the current government’s plans, Members will be aware that the current structure of local government in Devon is currently facing reorganisation (‘LGR’). Over recent years, several adjacent counties have been through this process including Cornwall, Somerset and Dorset, which has presented numerous challenges both practically and financially.

In brief, the reorganisation means that Devon County Council and the constituent district councils will be dissolved and replaced with larger alternative unitary authorities.

At this stage, it is not known what form the new structure will take in Devon and different model structures have been put forward to central government, who will make the final decision.

2. Timetable

The following outlines the timetable for implementation of the new arrangements:

- November 2025 – LGR proposals to be submitted to central government.
- June to August 2026 – central government to make decisions on structure

- April 2028 (and in some areas April 2027) – full operational roll out of new arrangements

Whilst the above is the proposed timetable for the process to be completed, it is a real possibility that EDDC may be considering ‘asset’ transfers during that period therefore time is of the essence for this Council in terms of all the work that is required to consult with residents and, thereafter, enable informed decision making with regard to taking on any assets and how these might be resourced financially and staffed.

3. Implications for Seaton residents and community

3.1 Service delivery & access to services

At present, services in Seaton broadly are split as follows:

- Devon County Council - education, roads, social care, libraries, trading standards
- East Devon District Council - waste collection, development control, housing, leisure services, cemetery, public conveniences, some parks and open spaces including Seaton Wetlands and the beach

Under LGR, a single unitary council (or a small number of larger unitary councils) would deliver all these services. In principle, the LGR attempts to deliver a simpler structure for residents with one council delivering all services ie. one contact point/website/customer service line and the like). It is likely that due to the larger geographical areas being covered by the new unitary authority that more digital/online services will be championed as the default position.

This risks some services feeling remote, unless parish/town councils’ step in to deliver them more locally, such as community assets, parks and open spaces, public conveniences, cemeteries and the like.

3.2 Council Tax & Charges

In the short term, it is likely that the element of council tax bills relating to existing county/district councils will continue as normal and when new unitary authorities are created, council tax levels are likely to be harmonised across areas of the new authority. Currently, some districts may pay more or less than others for similar services. It follows, therefore, that the new structure will mean that some areas will pay more and others will pay less.

However, it is inevitable that if the town council takes on more local responsibilities that the town council’s element of the council tax bill will have to be increased.

3.3 Local Representation

Overall, there will be fewer councillors and wards may be larger, as district councils will be abolished. Once the new unitary authorities are formed, residents will vote for new unitary councillors instead of separate district and county councillors. Residents may have less direct access to a local councillor and councillors may live further away than currently is the case.

3.4 Planning & Development

Development control, other than minerals and waste, is currently handled at district level. After LGR, planning decisions will be made by the new unitary authority.

Whilst this may lead to consistency and fewer conflicting policies across a region, it is also a real concern that decisions will feel more “remote” from communities, due to less first-hand knowledge of the problems or special characteristics of a particular locality.

4. Impact of LGR

As detailed above, at this stage, it is not known what the structure in Devon will be, nor who will be responsible for what assets and services going forward. However, whatever the result, the new unitary structure will inevitably have a significant effect on the town council.

The primary reason for this is that, whilst some services and assets will be absorbed and delivered by the new unitary authority, some services and assets will undoubtedly be lost if they are not taken over by local town councils.

Furthermore, from a practical perspective, even if the new unitary authority agrees to take on some services and assets, as the new authority is likely to be larger and potentially further removed geographically, this could affect the standard of service provided and it may be that these services/assets could be more effectively managed at a local level.

Whilst there is a great deal of uncertainty, as Members will have gathered from the summary above, it is almost inevitable that the town council will have to at least consider the possibility of taking on further services and assets which will require both a significant increase in the precept and a significant increase in staff capacity. Therefore, any such decision should be based on robust information and evidence in terms of the community's priorities and realistic costs.

5. Seaton Town Council's current position

Seaton Town Council already owns and maintains a number of assets, supports a number of community groups and provides a number of activities and events in the town. These are delivered by a small staff team (4.4 FTE) working, sometimes with external contractors and volunteers, as necessary.

If the Council takes on further services and assets this will, of course:

- impact existing capacity on operations and assets
- require a substantial increase in the precept to cover additional:
 - staffing
 - operational and maintenance of assets
 - administrative functions
 - increase in reserves for replacement of assets in due course

It is therefore important for Members to recognise the significance of these changes now so that all decisions going forward – from agreeing the priorities to updating the town plan to setting budgets – are made against the backdrop of the real impact of LGR in Devon. The more prepared the Council is the less challenging the transition will be.

It is also likely that the existing principal authorities will be looking at the possibility of transferring ‘assets’ prior to the final transition to the new unitary structure.

In light of this Council’s experience of previous transfers of ‘assets’, whilst it is always suggested by the principal authorities that a mix of income-generating and non-income generating assets could be transferred, the reality is that usually it is only the more costly ‘assets’ that are transferred. Examples in Seaton include both the town hall and Marshlands – transferred from EDDC and DCC respectively in 2015/2016. Members will be familiar with the many challenges these have raised – from the legal issues and H&S to the costs of maintenance (some of which were anticipated, others not).

Therefore, great care should be taken when considering what the town council is prepared to take on and this should be based on effective consultation with residents to understand what they consider essential to retain, having weighed up the real cost of retention and how that will impact on their council tax bills each month. These include:

- condition survey costs
- legal costs of investigating title and transfer
- day-to-day operation costs including maintenance, staffing and administration
- building reserves for future replacement and regeneration of structures, and equipment

This can only be established by obtaining accurate financial and costs information from the principal authorities and preparing a business case for each and every ‘asset’.

6. Preparatory action taken so far

To that end, Officers have already started work on this, and the following action has so far been undertaken:

6.1 EDDC Assets

- attended a preliminary meeting on 6 August with EDDC's Interim Director of Place who is employed two days a week to liaise with town and parish councils on asset transfers and stewardship of the small parcels of land forming part of newer developments in the town
 - carried out a review of EDDC-owned 'assets' in Seaton, based on the most recent asset register which was produced by EDDC in 2023. Officers have separated this into the following categories and it is annexed as Appendix 1:
 - parks and open spaces*
 - public conveniences
 - seafront*
 - car parks
 - industrial sites*
 - open spaces on residential developments
 - miscellaneous assets including the cemetery and the Seaton Wetlands
- * these categories include all associated buildings and structures on the land, such as sports facilities, clocks, cafes, kiosks and shelters
- as a follow up to that meeting, on 7 August, officers approached EDDC regarding the 'assets' included in the first 3 categories and the following information sought for each individual asset:
 - estimated annual operating and maintenance costs, including staff costs
 - whole-life cost analysis for capital repairs and
 - expected income (if any)
 - a copy of any available condition survey
 - confirmation, with associated evidence as to site compliance (as relevant) with all statutory requirements including DDA & H&S (fire, gas, electrical, asbestos)

Without this, it is difficult to have any meaningful further discussions or anticipate staff and budget requirements. This has been chased up and a response is still awaited.

6.2 Community engagement

As aforementioned, any decisions on assets transfers should be informed by robust community engagement so that the public understand the costs, benefits and consequences of taking on different assets and/or liabilities from the principal authorities.

Experience has shown that it is not always easy to engage with the whole community, therefore, to improve this process and increase feedback, officers have arranged an initial meeting with 'Catalyst Consultancy'. This is an organisation linked to DCC's 'Devon Communities Together' who specialise in such engagement and a meeting has been scheduled with them for 2 September. Once we have spoken to them and understand more about how they operate, how their skills might benefit the community's engagement in the LGR process and what the costs might be, a request will be brought to Members as to whether they should be engaged to carry out an LGR/asset-specific consultation so that Members have the support of the community and are fully informed when making their decisions going forward.

6.3 Asset transfer template

A consideration about taking on an 'asset' or service should be accompanied by a thorough assessment of the costs, practicalities, benefits and risks of doing so. A template has been devised to deal with this process and a draft is attached as Appendix 2, to give Members an idea of the many different aspects that have to be considered before taking on any new responsibility.

7. Other matters to consider

As set out in the report to the July meeting of Council regarding town plan priorities, the impact of the LGR has to be considered in conjunction with the following:

- **Marshlands & Town Hall** – given that the Council now has multiple tenants across its two buildings, a comprehensive review of the Council's role as landlord is required to ensure and clarify that all its obligations with regard to maintenance and health and safety are being met, in particular relating to legionella and fire safety
- **Town Hall** – whilst it is hoped that GTC will rebuild and thrive now it has reopened, it is a fact that their finances have not been buoyant over the last year and are likely to still be fragile after the lengthy closure. Furthermore, significant amounts have already been expended by the Council and will fall due from GTC in March 2026. Whilst GTC's survival and success is the outcome that anyone would want, the Council has to be alive to the possibility that if GTC decides that it is no longer viable, as previously stated, the Council would then be required to take over this important community venue. This is also a consideration.

- **Events** – officers are already working closely with the organisers of the inaugural East Devon Soul Festival which it is hoped will take place across the town in 2026 . This will take an increasing amount of time as it gets closer to the event.
- **Leases** – new leases for the Gateway Theatre Company, Axe Valley Heritage Association, Seaton Scout Hut and the Martial Arts Centre are required
- **Play parks** – a schedule to replace and upgrade equipment is needed as part of the ongoing process to consult the community and work with EDDC to spend developer receipts on upgrades
- **Maintenance capacity** – future proofing the Council's capacity to fulfil its asset maintenance responsibilities, including the grounds maintenance contract, as heavy reliance is placed on the current contractor who does a superb job, but realistically may not be able or willing to carry on indefinitely.
- **Staffing** – roles have evolved significantly since staff were originally appointed and with that in mind, and devolution pending, Members are asked to be mindful of that when considering future plans and priorities

8. Way forward

Members should be mindful of and may wish to consider the following:

- the work that will be required by Officers to prepare for LGR should be central to any update to the town plan Whilst 'quick wins' are appealing, in light of the very small team and the significant changes on the horizon, there is realistically little capacity to deliver them.
- setting up an informal working group of councillors and officers to evaluate potential assets and map out business cases for best and worst cases with a view to reporting back to council in early 2026
- continue to liaise with EDDC to secure the outstanding information to inform those business cases
- continue to seek specialist support for community engagement and develop a robust community consultation plan
- review existing staff capacity and job roles (in light of hours, ages, what duties can go to make way for what will be required after LGR and to be realistic about additional capacity that will be needed, if further assets are to be taken on by the town council
- review existing contractor arrangements to assess existing capacity or to streamline maintenance arrangements for taking on new assets (eg. grounds contractor, beach school)
- more councillor surgeries and general engagement by councillors for initial light touch information gathering amongst local residents regarding what is and isn't important to people

- budget setting – this process will begin again in October for 2026-27 and various scenarios will have to be considered to ensure financial resilience. Members should be in a position to explain why the precept is likely to rise
- staff wellbeing – change can be difficult to navigate and LGR is likely to be a significant change, therefore staff wellbeing must be considered as part of the process

RECOMMENDATIONS

It is **RECOMMENDED** that Members:

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

Seaton Town Council

Asset Acquisition Assessment Template

1. Asset Overview

Asset Name	
Address/Location	
Current Owner	
Type of Asset	
Proposed Use	
Proposed Date of Transfer/Acquisition	

2. Legal and Regulatory Review

Please answer Yes/No and provide details where applicable.

Question	Yes/No	Notes/Details
Is the title clear and free from disputes?		
Are there any restrictive covenants, easements, or rights of way?		
Are there legal powers for the council to acquire/manage this asset?		
Will planning permission be needed for proposed use?		
Have all legal documents been reviewed by the council's legal advisors?		

3. Financial Assessment

Question	Yes/No	Notes/Details

Is a condition survey required? If so, what is the cost?		
What are the legal costs to deal with the transfer of legal ownership?		
Acquisition cost (if applicable)		
What are the annual maintenance costs including maintenance staffing?		
What are the anticipated annual administrative/ operating costs of managing the assets, including staff?		
Expected income (if any)		
Are there funding sources/grants available?		
Has a whole-life cost analysis been done?		
Are there hidden liabilities (e.g. repairs, statutory/H&S compliance costs)?		
Is the asset financially sustainable in the long term?		

4. Condition and Suitability

Question	Yes/No	Notes/Details
Has a condition survey been completed by the current owner?		
If not, is one required? Cross reference above re cost thereof.		
Are there urgent repairs required?		
Is the asset accessible and DDA compliant?		

Is the building safe (fire, gas, electrical, asbestos)?		
Does the asset meet current and future needs of residents?		

5. Strategic Alignment

Question	Yes/No	Notes/Details
Does it align with the council's 5-Year Plan?		
Will it support service delivery or community development?		
Will it contribute to climate/environmental objectives?		

6. Community and Stakeholder Impact

Question	Yes/No	Notes/Details
Has consultation been carried out with the community?		
Is there evidence of community demand or support?		
Will the asset benefit hard-to-reach or underrepresented groups?		
Are partnerships or joint management options being explored?		

7. Risk Assessment

Risk Type	Description	Likelihood	Impact	Mitigation
Financial				
Operational				

Legal/Compliance				
Reputational				

8. Governance and Monitoring

Question	Yes/No	Notes/Details
Has the proposal to acquire been reviewed by the F&GPC committee and approved by full Council?		
Is there a clear responsible officer/team?		
Will ongoing performance be monitored and reported?		
Is an exit or disposal strategy in place if needed?		

9. Recommendation

- ☐ Proceed with acquisition
☐ Proceed with conditions/mitigation
☐ Do not proceed at this time

Officer Name:

Role:

Date:

Signature:

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	1st September 2025
Item of business	25 COU 16
Details	Update report on youth provision
Purpose of Report	To provide Members with an update on youth provision in Seaton
Power/authority	Local Government Act 1972, s111 – power to do anything incidental to the discharge of any of their functions
Recommendations	It is RECOMMENDED that Members: <ul style="list-style-type: none"> • note the information within the report

1. Background

This report aims to provide Members with an update on a new youth group recently established by Restore CIC for Seaton. The initiative follows a consultation carried out by Restore with local residents, with an overwhelming number of respondents wishing to see more activities and support provided for young people in the town.

As part of the consultation, Restore CIC successfully recruited volunteers to assist with this project, as most people who engaged with the consultation pledged their support.

2. New youth group

The youth group will take place at Pitchside Football Club and will run fortnightly on Monday evenings from 6:30pm to 8:00pm, starting on 15th September. The aim is for it to be an informal space for young people aged 10–14, specifically targeting those in school years 6, 7, and 8 to also assist with the transition from primary school to secondary school.

An experienced activity leader, who currently works for Restore CIC, will lead the sessions, supported by volunteers recruited during the consultation. Activities will include table tennis, skittles, crafts, and smoothie and pancake making, to offer a variety to appeal to all interests.

A previous youth initiative, established by the Seaton and District Youth Group, was awarded funding by Space to support youth provision. This funding will be returned to Space and Restore CIC has submitted a new application to access these monies. The funding will be used to cover essential costs such as DBS checks, safeguarding procedures, activity resources, and the youth leader's time. Restore CIC are able to use their existing public liability insurance to cover the youth group.

3. Conclusion

This new youth group is a positive step forward in addressing the needs of young people in Seaton and Officers will continue to liaise closely with Restore CIC to monitor and assess its progress and impact. If necessary, a further update report will be brought to Members later in the year to consider whether Members may wish to offer additional financial support, should they be minded to do so and subject to the interim success of the group.

It is **RECOMMENDED** that Members:

- note the information within the report.

ELIZABETH ROAD PLAY AREA

OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil TuckleyDATE: 18th August 2025Time Finished: 10.20am

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CAROUSEL DISH	Rubber crumb shrinkage and wear. Dish gets hot in sun, write written warning	Monitor. Repair. Re-wrote written warning today	Low
ROUNDAABOUT	Gap re: Rospa report, too large. Holes in worn rubber crumb. Slight rust.	Monitor all issues. Repair/replace crumb - get quotes, contractor	Medium
FOOTBALL GOAL	Worn playing surface. Wobbly post sockets/rust.	Monitor/replace and move. Contractor	Medium
GAMES AREA (MUGA)	Rusty bottom bar	Replace item? Get quotes. (Harcombe?)	Medium
MULTIPLAY	Some corrosion. Chainlink notching	Monitor all issues	Medium
TODDLER MULTI		Monitor	Low
PICNIC TABLES		Monitor	Low
BENCHES	Some decay and cracks	Monitor	Low
GATES X 3		Monitor	Low
ROCKING HORSE	Rubber crumb shrinkage and wear. Crack in seat. Some rust/hole in side	Monitor/repair rust & hole	Low

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

UNDERFLEET**OPERATIONAL INSPECTION SHEET**INSPECTED BY: Phil TuckleyDATE: 18th August 2025Time Finished 10.20am

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

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

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