

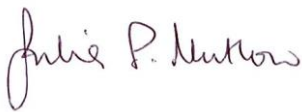
To: All Members of the Town Council
Meeting of Seaton Town Council
on Monday, 3rd November 2025

28 October 2025

You are hereby summoned to attend the above meeting to be held on **Monday, 3rd November 2025 at 6pm**, at the Marshlands Centre, Harbour Road, Seaton EX12 2LT.

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

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



Julia Mutlow
Town Clerk

AGENDA

- 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, 6 October 2025
- 25/COU/04 Committee Minutes**
To note the minutes of the following meetings of the Council's committees:
- **Finance & General Purposes Committee** – 20 October 2025
 - **Planning Committee** – 6 October 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 finance

25/COU/09 Town Clerk's Report

To note the report and correspondence log

25/COU/10 Update on Seaton Tourist Information Centre

To note an update on enquiries to the tourist information centre

25/COU/11 Appointments to Outside Bodies

To note the 'Wild About Seaton' Masterplan and to appoint a representative to 'Wild About Seaton' Stakeholder Group (Next meeting: 2 December 2025 via Teams)

25/COU/12 Community Grant Applications

To consider community grant applications from:

- Axe Valley Christians Against Poverty - £1,000
- Operation Rudolph - £1,000

25/COU/13 Play Park Inspections

To note the inspection reports

25/COU/14 Report on Hybrid Meeting Equipment

To consider options to purchase equipment to enable hybrid meeting and whether this purchase should be made now, or in the future

25/COU/15 Planning applications for consideration:

15A Mr James Morrison 68 Scalwell Lane, Seaton EX12 2DL

Demolition of garage, construction of new garage; extension of first floor, existing half-hipped roof replaced with new gable ends and construction of

new pitched roof incorporating roof lights and PV panels; changes in fenestration, construction of canopy above entrance on west elevation, and inset balcony with glass balustrading on east (rear) elevation; external finishes including painted render, vertical cladding, and stone slip details; new raised terrace with glass balustrading to rear.

15B Mr Adam Taylor 16 Littlefields, Seaton EX12 2BZ

Single storey extension to the rear of the property.

**Minutes of the Seaton Town Council ('the Council')
Council Meeting
on Monday, 6 October 2025**

Present:

Chair: Cllr. A. Singh

Town

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

Officers: Town Clerk & Deputy Town Clerk

Public: One member of the public was in attendance.

75. Apologies for absence

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

76. Declarations of Interest

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

77. Minutes

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

78. Committee Minutes

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

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

79. County Councillor's Report

There was no county councillor's report.

80. District Councillors' Reports

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

- the beach protection works at Seaton Hole were now underway

- a new town near Exeter Airport has been named as one of 12 towns to receive additional funding
- a fair funding review has been carried out and there will be a significant shortfall in EDDC finances, if devolution does not happen
- a meeting with the prospective purchaser of the Moridunum was due in the next couple
- five towns were now designated as Coach Friendly in East Devon and, already in 2025, there had been an 18% increase in touring coaches in the area

Members noted the reports.

81. Public Question Time

There were no public questions.

82. Update on Gateway Theatre Company

Members received an update from the manager of the Gateway Theatre Company ('GTC'), as follows:

- GTC was returning to its community roots, and the manager had held meetings with community groups including the Carnival Committee and the Grizzly
- sales were up 236% since he has started
- more live acts were planned, including locally sourced talent
- an emerging youth project was planned, including providing young people with rehearsal time on stage
- serious consideration would be given to whether events, such as the Dub Pistols, could go ahead if it was not sold out

Members noted the update.

83. Town Clerk's Report

Members **RESOLVED**:

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

(proposed Cllr. Singh; seconded Cllr. Hartnell)

84. Appointments to committees

No councillors agreed to sit on the Planning Committee so three vacancies remain. With only four sitting members, this left the committee at risk of being inquorate as had happened at the meeting immediately before the meeting of full Council.

Therefore, Members **RESOLVED** that until the casual vacancies had been filled that all planning applications would come to full council.

(proposed Cllr. Hartnell; seconded Cllr. Singh)

85. Update on Seaton Tourist Information Centre

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

86. Annual Governance & Accounting Return 2024-25

Members reviewed and **RESOLVED** to note:

- the Annual Governance & Accounting Return 2024-25
- completion letter from external auditor
- notice of conclusion of audit.

(proposed Cllr. Singh; seconded Cllr. Haggerty)

87. Youth Provision in Seaton

Members noted the report on youth provision in Seaton by Restore and **RESOLVED** to delegate authority to the Town Clerk to allocate £3,652 - representing 50% of the first year's overall estimated costs of running the project - from EMR329 (Youth Projects) to support the delivery of the Restore Youth Club for the academic year 2025/2026, subject to Restore CIC providing regular quarterly reviews of the project in December 2025, April 2026 and August 2026.

(proposed Cllr. Wood; seconded Cllr. Pike)

88. Play Park Inspections

Members noted the inspection reports

89. Planning Applications

The following planning applications were considered by full Council as the earlier meeting of the Planning Committee became inquorate:

25/1800/FUL

Sonja Critchley

**Unit A, Marine Place, Seaton
EX12 2LL**

Change of use from Use Class A1 (retail) and A3 (cafe) to Class E - (commercial, business and service). Installation of an ATM accessible from the side elevation, replacement of side window to allow for the ATM. Repainting of shopfront windows and doors (one to be fitted with an automatic door push pad) Existing louvre apertures on the side elevation to be enlarged allowing for larger extract louvres and siting of a new AC condenser

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

Agenda item 10.

25/1801/ADV

Sonja Critchley

**Unit A, Marine Place, Seaton
EX12 2LL**

2no external illuminated fascia signs, 2 no external illuminated projecting signs, 3no non-illuminated signs positioned on front door (opening hours sign, CCTV sign, DDA sign), 3no illuminated posters inside shopfront window, 1no Vinyl community message.

The Committee **RESOLVED** to propose no objection to the application but would like a condition attached to the granting of planning permission stating that the illuminated projecting banking hub sign to be sited on the corner of the building overlooking Harbour Road and Marine Place was not left on past the opening hours of the banking hub.

(moved Cllr Ledger; seconded Cllr Haggerty)

Agenda item 11

25/1868/FUL

**Mr Simon Allchurch
(EDDC)**

**Tennis Courts and Pavilion,
Seafeld Road, Seaton EX12
2QS**

Replacement of windows to north, south, and west elevations of Seafeld Gardens Tennis Pavilion.

The Committee **RESOLVED** to propose no objection to the application.

(moved Cllr Burrows; seconded Cllr Singh)

Agenda item 12

25/1820/FUL

**Mr Jorge Pineda-Langford
Hill,
(EDDC)**

Toilets West Walk, Castle

Seaton EX12 2QW

Proposal to demolish existing public toilets and replace with a new modular public toilet building. (Retrospective application for design changes to approved application 23/2561/FUL)

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

Confidential Items

The Chairman moved that, in accordance with the Council's Standing Order 1(d), press and public will be excluded from the meeting during the discussion of the following items, as there are matters being discussed which may be legally or commercially sensitive:

89. Report on Fire Panel Replacement at Town Hall

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

- approve the installation of a new fire alarm panel, a repeater panel and any other requisite components in the town hall building
- delegate authority to the Town Clerk to contract Arch Fire Systems to undertake the necessary works, as outlined in this report, to include repeater panel, at a cost of £9,296.43 exc. VAT
- transfer £9,300 from EMR328 General Asset Maintenance to general reserves to cover the cost
- delegate authority to the Town Clerk to enter into a maintenance contract with Arch Fire Systems to facilitate the regular inspection of the fire alarm system in accordance with statutory regulations

(proposed Cllr. Burrows; seconded Cllr. Haggerty)

90. Update on potential legal claim

Members noted the update from the Town Clerk on the potential claim against the Council.

The meeting closed at 7.18pm.

Signed: _____

Dated: _____

**Minutes of
Finance & General Purposes Committee Meeting
Monday, 20 October 2025**

Present:

Chairman: Cllr. Hartnell

Councillors: P. Burrows, N. Dyke, K. Pike & A. Singh

In attendance: Town Clerk & Facilities Officer

Public: None

11. Apologies for absence

Apologies for absence were noted from Cllr. E. Bowman, J. Rowland & C. Wood, and the reasons accepted.

12. Declarations of Interest

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

13. Minutes of the previous meeting

Members **RESOLVED** to approve the minutes of the Finance and General Purposes Committee meeting, held on Monday, 8 September 2025.
(moved Cllr. Singh, seconded Cllr. Pike)

14. Public Question Time

No members of the public were in attendance.

15. Payments, receipts and unpaid invoices

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

16. Reconciliations

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

- Treasurers Account – Lloyds

- Public Sector Deposit Fund – CCLA
 - Petty cash
- (moved Cllr. Singh, seconded Cllr. Dyke)

17. Budgetary Report – Q2 2025-26

Members reviewed the Council's budgetary position and earmarked reserves as at 30 September 2025. Furthermore, a verbal update was received from officers as regards quotations for essential upgrades to surfacing in Elizabeth Road and the Underfleet playparks. Members **RESOLVED** to:

- engage the contractor, Outdoor Play UK, to carry out the work in accordance with the quotation received on 20 October 2025, to a maximum value of £40,000, which included a small contingency of £2,700 to include a contingency
- authorize the Town Clerk to make enquiries of the s106 officer at EDDC to establish whether developer contributions could be utilized to fund these essential works and, in the absence of such agreement from EDDC, to authorize the funding of these works from EMR322 (Play Parks Maintenance Fund)
- note the actual financial position, as against budget, as of 30 September 2025
- note the earmarked reserves as of 30 September 2025, subject to any adjustment that may be required depending on the outcome of the request to EDDC regarding developer contributions
- note outstanding unpaid sales invoices
- authorise the Town Clerk to make such ongoing transfers between the Public Sector Deposit Fund to the Treasurer's Account at Lloyds, as necessary, to ensure the balance in the Treasurer's Account is sufficient to cover 4 months' average expenditure.

(moved Cllr. Dyke, seconded Cllr. Burrows)

18. Draft Budget Proposal 2026/27

Members noted the general and earmarked reserves and actual income/expenditure as against budget as at the end of Q2, along with the year-end forecast. Furthermore, Members discussed at length and acknowledged the practical and financial reality of the imminent local government reorganization in Devon and likely associated devolution of assets and services to town and parish councils, sometimes at short notice. The importance of encouraging as many people as possible to engage with the community consultation that had recently been launched was reiterated, as the budgetary decisions being made for 2026-27 would need to reflect the forthcoming financial challenges, as a result of devolution, so it was important to understand the community's priorities. Members noted the initial draft and further noted that an updated draft would be brought to the committee in November reflecting, more specifically the priorities that were identified as the consultation progressed.

Meeting closed at 6.40pm

Chairman: _____

Date: _____

DRAFT

Minutes of the Planning Committee Meeting on Monday 6 October 2025

Present:

Chairman: P Burrows

Councillors: M Hartnell & A Singh

Other Councillors: D Haggerty, D Ledger, K Pike

Officers: Town Clerk & Deputy Town Clerk

Public: Two members of the public were in attendance

60. Apologies for absence

Apologies for absence were received and accepted from Cllr Rowland.

61. Declarations of Interest

Cllr Hartnell declared a Personal Interest as an East Devon District Councillor (EDDC) for item 11 - Tennis Courts and Pavilion, Seafeld Road, Seaton and item 12 - Toilets West Walk, Castle Hill, Seaton and a Disclosable Pecuniary Interest for items 9 and 10 – Unit A, Marine Place, Seaton as he has been selected to be the operator for the proposed banking hub which items 9 and 10 relate to. He would not take part in the debate or vote on these four applications.

Therefore, the meeting would be deemed to be inquorate when items 9, 10, 11 and 12 were discussed and voted on. It was **RESOLVED** to propose that these applications be referred and considered at the Council meeting.
(moved Cllr Burrows; seconded Cllr Hartnell)

62. Minutes of the Planning Committee meeting held on Monday 1st September 2025

The Committee **RESOLVED** to agree the minutes of the meeting held on 1st September 2025.
(moved Cllr Burrows; seconded Cllr Hartnell)

63. 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

64. 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.

65. Public Question Time

Richard Ayre from Baker Estates Ltd spoke on item 7, planning application 25/1788/MOUT – Land to the South of Harepath Hill, Seaton which is an Outline application for residential development comprising of up to 72 dwellings, the formation of vehicular and pedestrian access from Harepath Road, public open space and other associated infrastructure and raised the following points:

- Baker Estates have already secured an outline planning application for a development of up to 130 dwellings to the east of Harepath Road which is an important consideration when deciding on this outline application.
- The site is now included as part of a proposed allocation for housing in the emerging East Devon Local Plan.
- Harepath Hill will become a strong boundary to Seaton and a wide buffer will be provided to the northern and western boundaries so there will be no prospect of any coalesce with Colyford.
- The access is an upgrade of the access already approved to the sports pitch.
- Currently East Devon District Council cannot demonstrate a five year housing land supply. This means there is a presumption in favour of sustainable development. Supporting this proposal helps deliver planned growth in Seaton.
- The application is for 72 dwellings 25% of which will be affordable. The site could accommodate more but Baker Estates have chosen not to increase the number of dwellings as they would not feel happy with this The proposed development will be a mixture of bungalows and chalet bungalows.
- This scheme will deliver many community benefits including £800,000 to the Community Infrastructure Levy. Baker Estates are committed to using local contractors wherever possible.
- Existing hedgerows will be retained as far as possible and buffered from development. This will mitigate potential impacts on bat species. To protect the various bird species, badger and dormouse a 10m dark corridor and an additional 10m landscape buffer will be maintained along the site boundary.
- Careful attention will be given to building heights and materials used to ensure the development compliments its surroundings.
- This development is supported by the policies in the East Devon Local Plan and will provide much needed affordable housing, jobs and environmental

enhancements for Seaton.

Applications for consideration:

66. 25/1788/MOUT Baker Estates Limited

Land To The South Of Harepath Hill, Seaton

Outline application (approval sought for means of access) for residential development comprising of up to 72 dwellings, the formation of vehicular and pedestrian access from Harepath Road, public open space and other associated infrastructure.

The Committee could find no valid planning reasons to object to this application and therefore **RESOLVED** to propose no objection so long as the East Devon District Councils' Ecologist finds the application is acceptable and there are no objections from any of the other consultees.

(moved Cllr Singh; seconded Cllr Hartnell)

67. 25/1777/FUL Mr Ben (Tesco PLC)

Tesco Stores Ltd, Swan Road, Seaton EX12 2US

Proposed new click and collect parking and double canopy above finished in Red RAL 3020, with galvanized steel post for support and 11x new bollards.

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

68. Planning Comments

There were no comments for circulation.

69. Appeal Decision

To note the appeal decision made by the Planning Inspectorate.

- a) **25/0770/FUL – 27 Scalwell Mead, Seaton** Creation of raised terrace to side and rear gardens to create level amenity area and construction of 2m fence (retrospective) – **APPEAL ALLOWED** with conditions.

70. Tree Works

Notification of Tree works considered an exemption to 90/253/TPO. Address: Little

Withylake, Seaton Down Hill, Seaton, EX12 2JA

5 day notice request for the ash tree subject to TPO ref; 90/253/TPO, the complete removal of the tree is not considered exempt works under the Tree Preservation Order. If the owner of Little Withylake wishes to proceed with full removal, a new tree works application will need to be submitted. However, the Council considers a crown reduction of the tree is allowed as exempt works. **APPLICATION CLOSED.**

71. Tree Preservation Orders

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

25/0041TPO – Land at and surrounding Highcliffe Crescent, Seaton

A Tree Preservation Order (TPO) has been made and confirmed in respect of Land at and surrounding Highcliffe Crescent, Seaton.

72. Decisions

To note planning decisions made by East Devon District Council:

- a) **25/0973/FUL – Yarty House, Manor Road, Seaton** Removal of existing chimneys, new dormer to side and rear to replace existing skylights & replacement of existing conservatory to rear – **REFUSED.**

The meeting closed at 6.13pm.

Signed _____

Dated _____

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	3 November 2025
Item of business	25 COU 09
Details	Town Clerk’s Report
Purpose of Report	To provide a summary of the ongoing work and correspondence log of Seaton Town Council
Recommendations	It is RECOMMENDED that Members RESOLVE : to note the report and correspondence log

1. Introduction

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

2. Summary of matters to note

- **Community Consultation** – since the engagement of Breakthrough Communications (BC), officers have been working closely with them to finalise and launch a comprehensive consultation to engage the community and understand its priorities, prior to LGR. This has involved several meetings, proof reading and approving consultation documents, liaising with Blaze to create a dedicated webpage, regularly promoting the consultation on all social media channels, distributing hard copies across the town and visiting community groups to ensure as comprehensive engagement as possible. The consultation was launched on Monday, 20 October. At the time of writing this report, the survey link had been visited 598 times and 126 surveys completed. Additionally 1500 hard copies will be delivered on Wednesday 29th October which will be distributed to sheltered housing, care homes and amongst community groups. Paper copies will be scanned and uploaded to a dedicated link for analysis. The survey will run until 30th November and a schedule has been created to ensure that as many community groups as possible are visited by officers and Cllr Pike.

- **Local Government Reorganisation** – this process is ongoing. No further financial information has been received from EDDC as at the time of writing. The principal authorities have to have submitted their proposals to central government, for the new unitary structure in Devon, by 28 November and a decision will be made early next year as to the structure that goes forward for further consultation. Members will be kept updated as further information is available.
- **Developer contributions & play park upgrades** – following on from 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 undertook reviews of both Elizabeth Road and the Underfleet parks and identified the grounds works required to bring the surfacing up to an appropriate standard and also the equipment that requires replacement. Site visits have been undertaken by three major companies specialising in playparks and quotations received from two of them, most recently on 20 October 2025. The essential grounds works and resurfacing across both sites was approximately £40K. For H&S reasons it was agreed by F&GPC on 20 October that the work should be commissioned without delay when the quotations were available. Two further site meetings have occurred between the contractor and Facilities Officer since then and the works are scheduled to start in w/c 3 November. As resolved by F&GPC, a request has been lodged with the s106 Officer at EDDC and all supporting documentation supplied, to seek funding from developer contributions. All 3 ward members have supported this and a decision from the Executive Leadership Team at EDDC is expected shortly. Whilst there is no reason to believe that this will not be supported, if it is not, then it was resolved that the works will be funded from the EMR for playpark maintenance.
- **Town Hall** – the new fire panel at the town hall has now been installed. Furthermore, the Deputy Clerk and the Facilities Officer rearranged their scheduled and dedicated 3 days to finalising the repainting of the second dressing room to ensure both rooms were ready for the Dub Pistols event on Saturday 25th October. The Council has worked in partnership with the Gateway to refurbish both dressing rooms in order to attract high calibre music acts to the venue. Officers have liaised with Dulux to secure a donation of paint and tools, with Beer Men's Shed to repurpose drums into bespoke side tables, with Seaton Primary School to donate redundant coat hooks and with the Gateway manager and trustees to promote the initiative on social media.
- **Gateway Theatre Company** – an estimation of monies due from GTC in March 2026 and for 2026-27 has been resent to the Chair and Manager. Approximately

£20-21K will be due to the Council in March including GTC's monies due from 2024-25, 2025-26 and a contribution to the new fire panel. It has been suggested that GTC budgets at least £10-12K in 2026-27 to cover insurance and maintenance contributions, however, as it is an old building, there could be other works that have not been anticipated and the possibility of this has also been reiterated. Detailed financial information from GTC has been promised since May and this is still awaited.

- **Marshlands** –Regular legionella checks have now been contracted and are being regularly undertaken. Fire safety inspections are all up to date and the residual EICR works have now been completed. DCC have now issued the requisite purchase order for the library tenancy and been invoiced for the entirety of 2025-26.
- **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 reminder has been sent and a response is still awaited.
- **EDDC Streetscene walkabout** – this was postponed by EDDC in September, due to illness. A further date has now been scheduled for November, subject to ward member availability.
- **Allotments** - there are currently two empty plots with all other plots occupied and 38 names on the waiting list. Following an inspection on 16 October, two tenants have been evicted, and two others have received final warning letters. Invoices for 2025-26 have now been issued. Two payment reminders have been sent to tenants who have not yet paid their annual invoice and there eight tenants have yet to pay. A final warning letter will be sent this week, giving notice of eviction if the invoice is not paid by 7 November.
- **Training** - officers have attended seminars on LGR and boosting local councils' identity.
- **East Devon Soul Festival** - planning continues. Officers have provided support for the submission of grant funding bids and facilitated meetings with various stakeholders including the Gateway Theatre. Officers have developed a project plan and continue to work closely with East Devon Soul CIC regarding the imminent website and ticket sales launch. A further meeting with East Devon Soul CIC and the Gateway is scheduled for 28th October.

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

RECOMMENDATIONS

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

- to note the report and correspondence log



**Correspondence
&
Complaints Log
2025-26**

Correspondence & Complaints – APRIL 2025

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

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

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

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

	Oakhampton TIC			
09.04.2025	Couple wanted maps of the Jurassic Coast and postcards if we have them	Jurassic Coast	HJ gave some leaflets and advised they go into town to look in the local shops for postcards	HJ
09.04.2025	Person from Tramway & Light Railway Society, West of England Group wanted to book The Old Picture 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

	Act 1990 as the amenity of the local area is clearly affected. 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.			
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	Email received: I am writing to enquire about the possibility of adding a beach sauna (as per Branscombe and Seaton) to our beach at Seaton. I know there is demand both from local and visiting people and it would enhance the whole Seaton experience. I understand enquiries have been made but that they have been refused? I would be grateful for any information and what I might be able to do to support such an initiative. I would also like to understand why there is a Beer Eats programme but none in Seaton. Again, such an initiative would really add value to the local and visitor experience.	Seaton beach	HJ replied: Thank you for your email. East Devon District Council (EDDC) are the managing authority for the beaches in East Devon, so a concession would need to be granted by them for a beach sauna on Seaton beach. Beach concessions are granted by the Properties Department so I would recommend you call them on either 01404 515616 or email on 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	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	HJ sent the message and photo to Devon County who did an inspection and later responded: Thank you for taking the time to make this report. I am unsure what action you could take as an individual. If the footpath becomes blocked and or obstructed then Devon County Council will take action. The footpath is currently not obstructed. No further action required.	HJ

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

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

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

21.05.2025	Resident enquiring when the yellow swimming buoys will be installed off shore	Off shore, Seaton beach	HJ advised EDDC Streetscene will do this soon as its still a bit early in the season.	HJ
21.05.2025	Email received: Regular visitor to your town. Parked in Tesco and left via square containing the toilets. Area looked scruffy. Weeds around toilets, grass between paving and nearby planters not planted. Not a great look.	Tesco Plaza area	HJ replied accordingly	HJ
22.05.2025	Couple wanting literature or leaflets on local national trust properties	In the office	Advised there are currently no leaflets in print	TIC Vol
22.05.2025	Email from someone who wants to scatter his father's ashes on Seaton beach, does he need permission?	Seaton beach	HJ replied to advise they contact EDDC out of courtesy and to make sure the tide is going out and the wind direction is appropriate on the day of the scattering	HJ
27.05.2025	When is the library going to be open here?	Seaton Library	HJ advised early July this year	HJ
27.05.2025	Resident reported blocked footpath by the sewage works, overgrown again	Sewage Works Footpath	PJ noted and will arrange to have cleared	PJ
27.05.2025	Business in Queen Street asking for temporary access parking permits	Queen Street	HJ took details and will issue the permits	HJ
28.05.2025	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 no the waiting list, rules permit one plot per household	HJ

21.06.2025	Email from a resident enquiring about looking at getting some of the low branches cut on the tree in the sensory garden at Seafeld Gardens. Some of the branches are so low that people struggle to walk through the garden especially people with blindness/visual impairments. Could the tree be trimmed so people don't bash their heads	Seafeld Gardens Sensory Garden	HJ forwarded to EDDC Streetscene and replied accordingly	HJ
21.06.2025	Email asking if there are any Shanty Singing groups performing in Seaton in July	Email	HJ replied to say the Jurassic Shanty singers are performing in Beer on 12 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 Seafeld Gardens going to be repaired?	Seafeld 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	

	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.		the link below for further details and you can also report it online : Report overgrown trees and vegetation - Roads and transport Alternatively, you can contact the Highways Team on 0345 155 1004. When reporting, please highlight your concerns regarding the hazard on the public highway. If the property has been empty for some time, and neighbouring properties are being affected by the overgrown state of the garden or if the property is deteriorating, the Council's Private Sector Housing Team may be able to assist further. In this instance, please contact them on 01395 571572 or 01404 515616 and ask to speak with the Private Sector Housing Team.	
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	HJ forwarded to EDDC Environmental Health Dept who replied as follows: Thank you for your email. Devon County Council deal with issues involving overgrown vegetation on private land which is affecting public highways. Please refer to the link below for further details and you can also report it online : Report overgrown trees and vegetation - Roads and transport Alternatively, you can contact the Highways Team on 0345 155 1004.	HJ

	neighbour, all of a sudden a very long bramble got stuck between my glasses and my face, fortunately I managed to close my eye just in time. Is there anything you can do to contact this person to get this problem sorted out, also fence panels down too. Thanks.		When reporting, please highlight your concerns regarding the hazard on the public highway. If the property has been empty for some time, and neighbouring properties are being affected by the overgrown state of the garden or if the property is deteriorating, the Council's Private Sector Housing Team may be able to assist further.	
24.07.2025	French visitors walking the coastal path wanted local information	Seaton area	HJ gave maps, leaflets and info sheets	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: 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

	• Approximate rental terms or price ranges (if known) • Contact details for landlords or letting agents managing these spaces 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.			
5.08.2025	Resident of Seaton wanted his French Pension form signed as proof that he is still alive	In the office	HJ stamped and signed the form	HJ
05.08.2025	Email received: My name is Debbie Stone and I'm the Registered Manager at Netherhayes Care Home, 13 Fore Street, I'm currently looking for a place of safety to take our Residents to, should there ever be a fire at Netherhayes, I have explored other care homes, they either have agreements with other Care homes, or are quite far away as our sister homes are situated in Axminster and Honiton. I was wondering should this scenario ever happen, could the Gateway be used by Netherhayes in an event of this sort of nature, as this is literally 1 minute up the road from Netherhayes.	The Gateway Theatre in Seaton	JH replied :- Thank you for your email. Whilst the town council owns the town hall building it is leased to the Gateway Theatre and the Museum therefore it would be more appropriate to contact the theatre directly to discuss the possibility of using the building as a place of safety. Alternatively, you may also wish to contact Sue Carter to enquire whether the United Reform Church Hall may also be a potential option. Her email address is susan.carter869@gmail.com	JH
05.08.2025	Lady wanted to know if there are any coach trips leaving from Seaton	In the office	HJ advised there used to be Greenslades and Shearings but not enough demand from Seaton so they only pick up from	HJ

			Exeter and Sidmouth and to look online at tour operators offering coach trips	
07.08.2025	Resident reported the clock on the Jubilee clock tower in 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

SEPTEMBER 2025

				Officer
28.08.2025	Email received: I visited Seaton Hole this morning 28.08.2025 and noticed the lifebuoy at the foot of the steps leading down to the beach had fallen out of its holder. The attached rope was lying on the ground, still attached but likely to become tangled.	Seaton Hole	HJ reported to EDDC and Peter Blythe replied to say the lifebuoy has been re-mounted.	HJ

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

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

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

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

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

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

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

OCTOBER 2025

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

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

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

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

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

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

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

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	3 November 2025
Item of business	25 COU 10
Details	Report on Tourist Information Centre (‘TIC’)
Purpose of Report	To provide an update on tourist information enquiries
Power/Authority	Local Government Act 1972, s144 – power to encourage visitors
Recommendations	It is RECOMMENDED that Members: • note the update

1. Background

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

2. Summary of enquiries

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

Month	Visits		Telephone		Total STC/TIC Enquiries
	STC/TIC		STC/TIC		
2021/22 (May-Oct) (Harbour Road)	187		117		304
	STC	TIC	STC	TIC	
2022/23	825	2007	687	100	3.619

	STC	TIC	STC	TIC	Weekdays	Weekends	Total
2023/24	849	2,263	634	183	3,193	763	3,929
2024/25	542	1,836	469	90	2,094	843	2,937
2025/26							
	STC	TIC	STC	TIC	Weekdays	Weekends	Total
April	73	133	51	3	232	28	260
May	36	159	46	12	123	130	253
June	59	362	29	6	308	148	456
July	60	284	34	22	296	104	400
August	35	399	29	8	223	248	471
September	35	280	28	14	228	129	357
October (to 27 October)	36	41	22	1	100	-	100
November							
December							
January							
February							
March							
2024/25 TOTAL					1,510	787	2,297

3. Opening hours

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

4. RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the update

WILD ABOUT SEATON MASTERPLAN

October 2025



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Picture credits: Front cover - osprey by Peter Wamley; above - avocets by Sue Smith

1. Executive Summary

The natural beauty of the landscape around Seaton is recognised as a huge asset for the town, which provides a strategically important gateway to the East Devon National Landscape and the internationally important Jurassic Coast World Heritage Site. Its location at one end of the wildest section of coast in the south of England is exceptional, as is the proximity of the wildlife-rich haven of the Seaton Wetlands and the existence of the unique Seaton Tramway.

A great strength of the area is that the organisations and individuals managing these and related assets recognise their value and are dedicated to caring for them and attracting people to enjoy them. The Jurassic Coast brand has been adopted enthusiastically, and the area's Cultural and Tourism strategies place the natural world at the top of their priorities.

Several natural environment and heritage projects have been developed in and around Seaton over the years and some of these have been, and are, extremely successful. Others have struggled, but there has been no shortage of enthusiasm and ideas, reflecting Seaton's potential to make more of its natural and cultural heritage to foster community connections and attract visitors.

This Masterplan aims to provide a blueprint for the realisation of this potential, under the headline of "Wild About Seaton". It aims to capture the enthusiasm of key stakeholders in the community and further afield, and act as a focus for a wide-ranging programme of action that will support the area's regeneration and long-term resilience.

The Masterplan assesses existing natural and heritage assets and recommends a range of improvements to help realise their potential as essential parts of the Wild About Seaton offer. Seaton Wetlands, Seaton Tramway, Jurassic Discovery, Seaton Museum, the Undercliffs NNR, and the South West Coast Path, plus connected locations further afield, such as Beer Quarry & Caves and Hooken Undercliff, all have an important part to play in developing and delivering the Wild About Seaton Masterplan.

The headline recommendations in this Masterplan are:

- The formation of a Wild About Seaton Partnership to support coordination and delivery of the Masterplan.
- A range of habitat creation and physical infrastructure improvements so that people can more easily access Seaton's natural assets.
- The creation of a Wild About Seaton Trail that promotes these new connections.
- The development of a Wild About Seaton brand.
- The development of a busy programme of events and activities under the Wild About Seaton umbrella.
- The involvement of local residents and other stakeholders in the refinement and delivery of these plans.
- The development of applications to the National Lottery Heritage Fund and other funders to help deliver the above.

2. Background

This report was commissioned by East Devon District Council (EDDC) to create an integrated Masterplan for communicating and making more accessible what many consider to be Seaton's most significant asset – its natural environment.

Several natural environment and heritage projects have been developed in and around Seaton over the years and some of these have been, and are, extremely successful. Others have struggled, but there has been no shortage of enthusiasm and ideas, reflecting Seaton's potential to make more of its natural and cultural heritage to foster community connections and attract visitors.

This Masterplan aims to provide a blueprint for the realisation of this potential, under the headline of "Wild About Seaton". It's a plan that hopes to capture the enthusiasm of key stakeholders in the community and further afield, and act as a focus for a wide-ranging programme of action that will support the area's regeneration and long-term resilience.

The production of this report has been funded from the proceeds of the sale of the Seaton Jurassic Centre to Seaton Tramway in 2023. This building was originally part-funded by Devon County Council, EDDC and the National Lottery Heritage Fund. The resulting fund is now dedicated to improving Seaton's nature-based assets. One of the purposes of this Masterplan is to identify how best to apply the fund to this end.

2.1 Scope and Approach

The focus of this Masterplan is first and foremost the natural environment, which provides such a striking setting for the town of Seaton. Framed by the massive Undercliff and White Cliff, backed by Seaton Wetlands, with the mighty River Axe reaching the sea at Axmouth Harbour and Seaton Beach defending it from the sea, nature is an ever-present dimension of the town and makes it one of the key access points for the Jurassic Coast World Heritage Site.

How humans have responded to the rapidly changing landscape of the Axe estuary is also an important part of the story, and so the heritage of Seaton as it connects with the natural world is included in the scope of this Masterplan.

The Masterplan is interested primarily in how the story of Wild About Seaton can best be shared with people and used as a connecting and regenerating force. This includes the content of, and messages arising from, that story; and, just as importantly, how people access that story, both intellectually and physically.

The Masterplan focuses mainly on Seaton in terms of planned physical developments; but develops a marketing and communications strand that reaches out across a broader landscape to create a package of experiences that is likely to be attractive to the target audiences.

The Masterplan has been developed via a series of interviews and site visits with key stakeholders in the community and with representatives of organisations that have a strategic interest in the area. This has been supplemented with background documentary research. James Chubb, Countryside Manager for EDDC and manager of the Seaton Wetlands site, who commissioned the Masterplan, has played a central role, sharing his extensive knowledge and contacts and bringing his own exciting vision for the area to the table.

Interviews / site visits have been held with:

Name	Role	Organisation
Alison Hayward	Project Manager Place & Prosperity	East Devon District Council
Doug Stanton	Projects Manager Place & Prosperity	
Julian Gray	Director	South West Coast Path Association
Tom Sunderland	Undercliff National Nature Reserve Manager	Natural England
Jenny Nunn	Chief Executive Officer	Seaton Tramway
Kate Hind	Natural Environment Officer (Partnerships)	Devon County Council
Sam Scriven	Head of Heritage and Conservation	Jurassic Coast Trust
Sally King	Visitor, Tourism and Access Manager	Dorset National Landscape
Joanna Cairns	Museum Development Officer (Devon)	Museum Development South West
Lesley Clarke	Chair	Axe Vale and District Conservation Society
Laura Hewitt	Curator	Axe Valley Heritage Museum
Peter Thomas	Assistant Curator	

The time and thoughts that these people have contributed to this plan are much appreciated.

The Masterplan assesses the current situation and opportunities relating to existing assets and activities in and around Seaton; then moves on to identify a vision for Wild About Seaton backed up by a coherent programme of interventions to deliver that vision.

2.2 Strategic context

Some of the main strategies relating to Seaton are described below. This is not a comprehensive list but aims to identify those strategies with most relevance to the theme of “Wild About Seaton”.

Several of the organisations interviewed for this Masterplan have relevant strategies and these are described within the relevant “Issues and Opportunities” chapter below to present them in the context of the organisation’s ambitions and current activities.



i) The **East Devon Cultural Strategy 2022-2031**¹ has a vision “for East Devon to be a VIBRANT CULTURAL ECOSYSTEM whose distinctive communities and outstanding natural environment are enhanced and enriched through creativity, curiosity and collaboration”. One of its four Values underpinning the strategy is “Connected with Nature” and one of its eight Themes is to “Protect and enhance the natural environment”. The Objective of this theme is to

¹ <https://eastdevon.gov.uk/arts-and-culture/east-devon-cultural-strategy/>

“Establish East Devon as an innovator and regional beacon of culture-led environmental protection, enhancement and activism”. A priority action is to “Develop a year-round programme that celebrates and connects people with East Devon’s natural environment and inspires them to protect and enhance it”.

The Strategy is supported by a Cultural map that features key assets and experiences across East Devon, Seaton being a key location.



Figure 1 Extract from the East Devon Cultural map

ii) The **East Devon District Council Tourism Strategy**², developed in alignment with the East Devon Cultural Strategy and approved in 2022, sets as its goal the ambition “to become the leading, year-round tourism destination in Devon, whose diverse ecosystem of outstanding natural environments, distinctive, high- quality businesses, set within towns and villages, all thrive and grow through a commitment to Net Zero, accessibility and collaboration”.

It identifies East Devon’s environment, coastal assets, and biodiversity as “the core fundamental strength of the district” that needs to be at the centre of all future product development. Of the four “core product themes”, two are:

2

<https://files.eastdevon.gov.uk/papers/cabinet/070922bpcabinet%20tourism%20strategy%20for%20east%20devon%20appendix%20a.pdf>

- **Natural diversity** - the natural beauty and landscape of our area can attract visitors all year-round, decreasing our reliance on the traditional seaside high season offer.
- **Active nature** – this proposition builds on the strengths of our natural environment but needs further curation to improve accessibility for the visitor and to ensure that activities such as cycling, walking and water sports within the district are promoted responsibly to protect biodiversity.

One of the areas of opportunity identified is to “Leverage the natural assets to suggest ‘affordable’, activity based/well-being propositions, to encourage visitors to visit the area during difficult economic times”.

Other suggested priorities include:

- The natural beauty and landscape can attract visitors all year-round – coastal/inland walking, nature reserves, peace and tranquillity in addition to the traditional seaside high season offer.
- The current offer would be strengthened by the co-ordination and production of more walking trails and linked biking trails.
- If curated well, the routes can provide links to local ‘gems’ such as cafes, artisan crafts, developing cultural offers and generally disperse expenditure across the whole district area.
- A well curated product suite would be suitable for driving traffic in the shoulder seasons supporting the vision of a year-round destination.
- By supporting and coordinating the promotion of medium-sized events which have strong enough content to attract visitors to the area and take place in June/early July and September/October, there is potential to grow shoulder season trade.

iii) The **Seaton Regeneration Strategy**³ was commissioned by Devon County Council as part of an Urban Renewal Programme for Devon’s towns to support economic growth and regeneration in eight coastal and market towns in Devon.

The Objectives of the strategy are:

- Create a high quality of employment with a thriving and diverse local economy including training and education options, particularly for young people
- Improve the quality of the seafront and town centre public realm
- Improve accessibility, transport, and parking, with a variety of eco travel options including for electric vehicles and bicycles.

The strategy finds that “Identity” is a challenge for the town, stating:

“Seaton lacks a clear identity and could benefit from developing a strong vision for its future. As part of the IRF funded ‘Coast meets Country’ project, five towns in East Devon have recently created an online forum for local tourism and hospitality businesses. This process involved establishing a vision for Seaton, which centred on the town’s friendliness, tranquillity, sense of community, and natural capital”.

³ <https://eastdevon.gov.uk/regeneration-projects/seaton-regeneration-strategy/>

One of the town's strengths, however, is described thus:

“Seaton’s outstanding natural beauty and environment is a significant asset for attracting tourism to the town, and more could be made of this. Located within the East Devon AONB, Seaton is seen as the ‘Gateway to the Jurassic Coast’ and offers year round outdoor activities including the South West Coast Path, the Wetlands, and the seafront”.

iv) The **Devon Countywide Local Cycling and Walking Infrastructure Plan**⁴ (LCWIP) was published by Devon County Council for consultation in October 2024 and responses are currently being reviewed. The plan adopts a strategic approach to identifying cycling and walking improvements required at a local level and proposes ten routes for improvement where there is currently, or is forecast to be, high demand for active travel. One of the ten is the **Beer to Axminster**

and Uplyme route, passing through Seaton and covering 23km in total. This is allocated a Medium term priority.

Much of the route would be on-road and the report identifies some sections as having high vehicle traffic volumes, requiring further investigation and potential routing off-road. The existing Stop Line cycle route through Seaton Wetlands is one of the few existing off-road sections of this route.



⁴ <https://www.devon.gov.uk/haveyoursay/consultations/countywide-local-cycling-and-walking-infrastructure-plan-lcwip/>

3. Issues and Opportunities

This section explores current assets and activity relevant to the theme of Wild About Seaton.

3.1 Seaton Wetlands

Seaton Wetlands is Seaton's flagship natural asset, featuring a wealth of wildlife, a highly accessible landscape of wetlands, boardwalks and wildlife hides, a team of skilled nature reserve staff, a busy programme of activities to engage people and a big team of volunteers supporting that work. The reserve is owned and managed by East Devon District Council's Countryside team and has developed its excellent reputation over a period of over 20 years. It continues to innovate and seek to extend its conservation impact and audience reach.



Being located on the floodplain, the reserve is extremely level and accessible, other than where paths cross ditches or similar features. The Stop Line Way walking and cycling route, which connects Bristol to Seaton, runs through the reserve and provides a mostly off-road link direct from the town through to the village of Colyford.

In 2024 an additional access link was installed: a new Wetlands stop on the Seaton Tramway route that provides another dimension to accessing the reserve.

The reserve's facilities include a Discovery Hut and classroom, 5 bird-watching hides, pond-dipping platforms, interpretation boards, a site office, a dedicated car park and a network of paths connecting the different locations. Dogs are not permitted on the reserve.



Figure 2 Key visitor facilities at Seaton Wetlands

Visitor numbers to the reserve are monitored by automatic people counters at key access points. In 2024 over 110,000 visitors were recorded, a high point following rapid growth in recent years: 50,000 visitors were recorded in 2018. These numbers were no doubt boosted by increasing wildlife appeal, such as the arrival in the autumn of 2024 of a group of four ospreys that provided spectacular displays to watchers in the bird-hides, as they used the Axe estuary to catch fish before migrating to sub-Saharan Africa; breeding avocet – a first ever record for Devon; and the summer spectacle of the increasing colony of sand martins in the artificial nesting cliff.

Activities delivered by the reserve team and volunteers include running school visits, organising guided walks, public events and canoe safaris, habitat management and wildlife monitoring. The reintroduction of water voles and improving the site's condition for migrant birds are core conservation goals.

Key issues and opportunities to consider are:

- The free to use Cemetery car park is small and accessed from a minor road through the town's cemetery. The car park is currently heavily used by dog-walkers who walk south from this point keeping outside the reserve's dog-free zone. The car park is not serving visitors to the reserve particularly well and could be reduced in size and dedicated for the use of staff, volunteers and visitors for specific activities. Alternatively, it could become a charged-for car park that would generate income for the reserve (via EDDC).
- The main Underfleet car park (charged for) on the edge of the town has good capacity and connectivity to the town's facilities but is distant from the reserve's main facilities. There is no sense of "arrival" from this car park.
- EDDC has recently purchased two fields adjacent to the Underfleet car park that consolidate its ownership at the southern end of the reserve. This purchase allows a new welcome point and access route to be envisaged for the reserve, closely linked to the Underfleet car park, where there is surplus unused land available for this purpose.
- The two new fields are adjacent to Sheep's Marsh, already owned by EDDC. This area lies below high tide level but is protected from saltwater ingress by sluices under the tramway. An exciting prospect is to allow the inundation of Sheep's Marsh and its reversion to a saltmarsh habitat that will be of great wildlife benefit.
- The reserve is divided into two distinct halves, separated by the privately-owned Whitecross Farm. Connecting the two halves is the Stop Line Way which runs next to a housing estate for this section, weakening the quality of the visitor experience. There is also a change to a more agricultural style of land management at Whitecross Farm that represents a marginally lost opportunity for wildlife. If the portion of the farm lying on the floodplain could be brought into the reserve either by purchase or by lease, these issues could be addressed, and Seaton Wetlands could become an even more attractive regional nature destination.
- A further land acquisition or lease opportunity exists at the northern end of the reserve, at Colyford / Bridge Marshes. This purchase could bring additional land into positive wildlife-friendly management and enable the Stop Line Way to be routed off road around its present on-road path through Colyford
- The reserve's online presence is through EDDC's Wild East Devon website, Instagram and Facebook pages. Officers report difficulty in keeping this website fresh and updated within a commercial timescale, and the events booking system currently used is a repurposed theatrical online box office and does not provide the ease of use or marketing sophistication a purpose-made system such as Eventbrite would. A fresh and vibrant

dedicated website and social media channels are essential basic tools to help the reserve expand its reach to new audiences and act more commercially in a competitive marketplace.

- On-site interpretive boards are the main communication tool for visitors, but these are currently focused primarily on orientation, so that visitors can understand the layout of the reserve. While these are in the process of being updated, there is a lack of story-telling and entertainment to bring the amazing wildlife of the place to people's attention. The history of how Seaton and the wetlands developed over time, including the context of the Jurassic Coast, is also missing.
- There is significant volunteer support for the reserve, with volunteers providing expert assistance in the bird-hides ("Guide in the Hide"), walking wardens, opening the Discovery Hut, carrying out habitat management and monitoring wildlife such as water vole surveys or running a BTO licenced bird ringing observatory. This established support is welcome and could be extended further.
- The reserve has some good partnerships in place with local organisations, including the Seaton Tramway and the Axe Vale and District Conservation Society (described below). Some partnerships with organisations in the area could be developed further. An example is Seaton Museum, which is now seeking new partners and has very relevant collections. Through such links the reserve could broaden its appeal to a wider range of people and harness the skills and knowledge of existing community organisations.
- There is an occasional issue of anti-social behaviour in the bird-hides, eg rough sleeping / vandalism, especially at the southern end of the reserve, closer to the town. Any plans to boost facilities and access at this southern end will need designing carefully to reduce this risk.

In conclusion, Seaton Wetlands is a superb asset for the Wild About Seaton story and, with the right development, is poised to be the powerhouse behind the development of the brand.

3.2 Discovery Points

Four "Discovery Points" were installed in and around Seaton when the Seaton Jurassic Centre was opened in 2016. The concept was to draw people to locations that delivered elements of the Wild About Seaton theme and for these interpretive features to host associated events and activities. A central orientation point was also installed, next to the Underfleet Car Park and the Seaton Jurassic Centre.

The image overleaf shows the four installations and their conceptual locations around the central hub. These were a strong concept, albeit with some flaws, but are now, nearly a decade since their creation, in varying states of decay. All include Seaton Jurassic branding that is no longer relevant, since the closure of the original Centre in 2021.

A full audit of the installations and associated signage has been carried out by Devon County Council and their recommendations have helped inform this Masterplan.



Figure 3 The original concept for the Discovery Points

The issues with the Discovery Points can be summarised as follows:

- Overall, there is little sense of how visitors might journey between the Discovery Points. It is left up to the visitor to devise their own itinerary.
- It is not clear who (if anyone) has responsibility for the maintenance of the Discovery Points.
- Seaton Jurassic branding is no longer appropriate, but a Wild About Seaton brand could be devised to form part of a re-design of these Discovery Points.
- The Stargazer at Seaton Wetlands, being made of wood, is in advanced decay and has recently had to be removed for safety reasons. The original concept was rather tangential to the site's main attraction and a more powerful concept that links to birdlife or wildlife experiences should be installed in its place.
- The Prow, overlooking Axmouth Harbour, is well-located with a superb setting and outlook. The wooden structure needs to be inspected and a maintenance regime adopted.
- The Waves on Seaton Seafront are made of stainless steel and are weathering well. Their location and design are excellent, but both the related Discovery Posts are on the seaward side of the sculptures and an interpretive board on the landward side is rather dated and in poor condition.
- The Portal at Seaton Hole is an attractive design but has been damaged, obscuring the original concept. Its location, hidden halfway up a steep path with overgrown views, leaves much to be desired and feels very distant from the main centre of activity.
- The central Discovery Orientation Point interpretation has been damaged and removed.



Figure 4 Discovery Points on location

3.3 Seaton Tramway

Seaton Tramway is Seaton's principal commercial tourist attraction, with over 100,000 visitors a year using its fleet of historic tramcars to travel up the valley of the Axe from Seaton as far as Colyton. The business operates year-round and runs a series of events to attract custom and create a viable business outside the traditional tourist months.

The tramline runs parallel with the Seaton Wetlands nature reserve and the River Axe and the trams provide an excellent view over the wetlands and the river and great opportunities to see the birdlife. Several of the tram drivers are experienced birdwatchers and provide useful interpretation of the wildlife to be seen.



Figure 5 View upriver from the Riverside Halt

The Seaton Wetlands Halt was opened in 2022 and part-funded by the National Lottery Heritage Fund (NLHF). This Halt provides new access from the tramway to Seaton Wetlands and means that visitors can explore a circular route combining footpaths and riding the tram.

When the Seaton Jurassic Centre, which is an immediate neighbour to the main Seaton Station, came on the market, Seaton Tramway decided to purchase it to establish a sister business under its roof – Jurassic Discovery. The attraction, which opened in 2024, features animatronic dinosaurs, a soft play area and café, and has recently added an extensive fossil collection and displays about palaeontology. It is also delivering a programme of education and outreach, partly funded by an award from the NLHF.

Seaton Tramway and Jurassic Discovery have been successful in attracting people's interest in the natural world and generating business opportunities from that. Some of the dinosaurs featured in

Jurassic Discovery are not in fact found in the Jurassic World Heritage Site and more could be done in the centre to build links with the World Heritage Site, but in general terms the operation of the Tramway and Jurassic Discovery complements the Wild About Seaton offer.

Overall, the Tramway is a strategically important partner in developing the Wild About Seaton concept further and should be central to the development of the brand and the creation of new recreational and learning opportunities.

3.4 Seaton Museum

Seaton Museum is actually named the “Axe Valley Heritage Museum” but is commonly known as Seaton Museum for short. It is located on the second floor of a Seaton Town Council-owned building at the top of the town’s main shopping street, sharing the building with a local theatre. The Museum is run by the Axe Valley Heritage Association, a registered charity, and its work is entirely delivered by volunteers. The charity has around 70 members who pay an annual subscription, reduced from a historic peak of around 200. Following the recent death of the Museum’s founder and first curator, it is now undertaking an inventory of its collections, digitising them, reviewing its



Figure 6 A display case at Seaton Museum

exhibitions and updating its website and social media as far as possible with its limited funds. It generates income from membership subscriptions and visitor donations.

The Museum is not currently accredited but was some 20 years ago. It is one of many small museums across the region being supported by Museum Development South West, an Arts Council funded body that provides training, advice and small grants to the small museums sector. MDSW has recently funded software to assist with the digitisation of the collection which will then be made accessible online.

The Museum has collections of great interest to the Wild About Seaton theme, including old photographs and watercolours of historic landscapes and people, maps, fossils and minerals. Many of its displays are however rather dated and in need of rejuvenation and this work has begun.

The Museum is normally open May to October, Monday to Friday from 11 – 4pm. There is no heating in the Museum section of the building, which makes winter opening unattractive. Attracting volunteer cover at weekends is more difficult, but there are hopes that Saturday opening could be possible if volunteer numbers grow; there are approximately 10 regular volunteers at the moment.

Around 1,000 visitors go through the Museum each year, with c.60% of these assumed to be tourists. Visitor numbers would be higher, but one of the building’s main disadvantages is that there

are two flights of stairs to ascend to access its exhibitions and there is no lift in the building. Relocating to a more accessible venue has been hoped for but to date nothing affordable has been found.

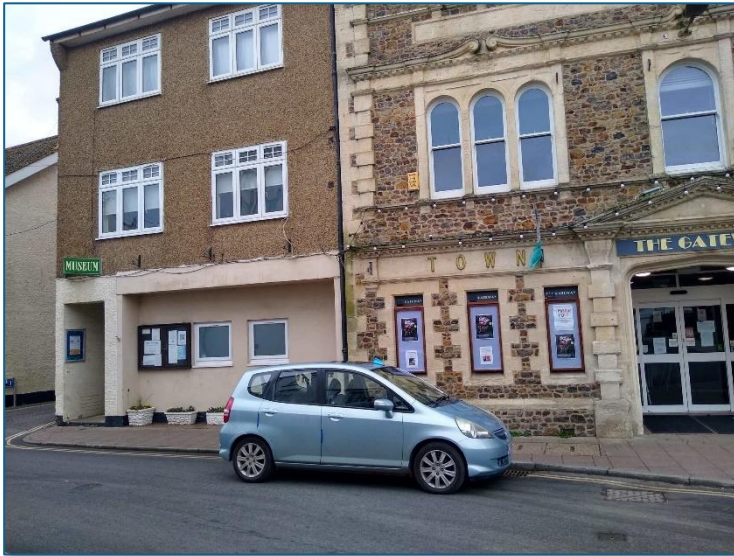


Figure 7 The museum entrance (far left)

The Museum has a good reputation locally and maintains good relationships with local community groups including cubs and scouts and a local art group. Projects have been organised with Colyton Grammar School A' level students and with the local primary school and there are plans to take memory boxes around some of the care homes in the area. It organises occasional talks (hiring an accessible venue to do so) that are popular and has an active presence on a local Facebook group, Seaton Memories.

The new Museum Curator is also engaging with local networks, such as the East Devon Tourism Network, and is keen to develop new initiatives. They were part of a project devised by EDDC's Cultural Producer, focusing on climate change impacts on the estuary which, although it failed to secure funding, provides the foundations for possible future collaboration.

There is great scope for a partnership to develop between the Museum, the Wetlands and the Tramway under the banner of Wild About Seaton. This could help attract new visitors and volunteers to the Museum, support the updating of exhibits and use its collection to inspire people to explore the landscape. One concept aired is to develop a walking route that takes visitors to locations where they can compare the present-day scene to historic views that they can access on their phones and then see in reality when they visit the Museum. Another is to organise temporary exhibits at other locations.

3.5 Seaton Town Centre

The regeneration of Seaton is an important goal identified in the Strategic context section above. This Masterplan aims to support that goal by offering new experiences that generate additional visitors and extend the stay of existing visitors, as well as building even greater community involvement in Seaton's natural and heritage assets.

This work complements activity already underway by EDDC, Devon County Council, Seaton Town Council, the Chamber of Commerce and others to improve the public realm and implement other measures to enable the town's regeneration, that are outside the remit of this Masterplan. These include EDDC's projects to convert former public toilets to café/ toilets and improvements to the seafront.

However, an important public realm improvement very relevant to this plan is described in more detail below in section 3.11 *Visitor journey*. Creating a legible link between natural and heritage

features of the town that visitors can easily follow is a key step towards building the Wild About Seaton offer.

3.6 The Undercliffs

The Axmouth to Lyme Regis Undercliffs National Nature Reserve (NNR) is one of Seaton's prime natural assets and represents one of the biggest and most inaccessible areas of "wilderness" on the south coast of England. Looming over the eastern end of the town, it is managed by Natural England and is maintained primarily for its biodiversity. The South West Coast Path (SWCP) provides access along its 10km length.

Unfortunately, accessing the Undercliffs from Seaton is not straightforward. The SWCP follows an inland circuit through the golf club to gain access to the top of the cliffs, before diving into the wilderness; a more direct route is not possible, due to the steepness of the terrain. This also rules out a short circular walk that could have made the Undercliffs part of a not-too-strenuous experience starting from Axmouth Harbour. As it stands visitors to the Undercliffs need to be fit and confident to appreciate this extraordinary landscape.



Figure 8 Undercliffs interpretation

The Prow Discovery Point is positioned at the foot of the Undercliffs and there is some interpretation of the NNR here. This is likely to be the best "easy" vantage point from which to appreciate the Undercliffs, albeit from the outside. Here too there are good rock-pooling opportunities and the combination of the Prow with these assets makes this a useful and viable destination on the visitor journey.

Despite the challenges of its terrain, the Undercliffs are an essential part of the Wild About Seaton story and should be offered as one of the main

natural experiences available in the area. The rewards will make the effort worthwhile!

3.7 Axe Vale and District Conservation Society

The Axe Vale and District Conservation Society (AVDCS) was established in 1974, initially to oppose the planned development of a marina; it continues to keep a watching brief on proposed developments, but its principal work now is to support nature conservation initiatives in the area of the Axe Vale – defined as running up the Axe catchment approximately as far as Chardstock.

The society is managed by a small team of volunteers but has accrued a fund (mainly through legacies and membership subscriptions) that it uses to provide grants to projects in its area. It has made many grants to Seaton Wetlands over the years to support their work, as well as to local bird and bat groups, as examples. The team has an ambition to develop projects in Axminster, engaging

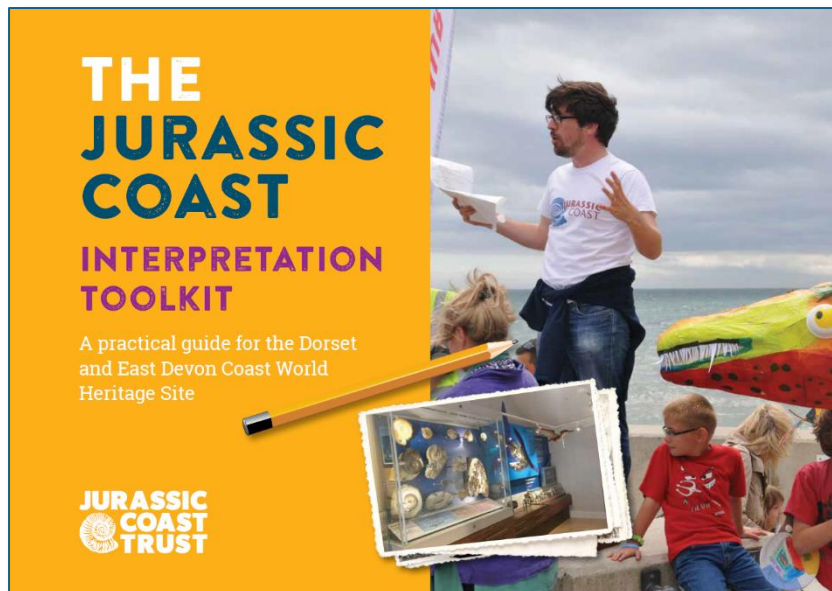
with more deprived communities there and has provided a grant to Axminster Primary School to deliver nature / farming activities.

The society is keen to be closely involved with the development of the Wild About Seaton concept.

3.7 Jurassic Coast World Heritage Site

The designation of the Jurassic Coast as England's first natural-world based World Heritage Site (WHS) in 2001 was an amazing coup for East Devon and Dorset and was the culmination of years of hard work by many individuals. The WHS spans 155km of largely undeveloped coastline from Exmouth to Studland Bay and is designated for its "outstanding combination of globally significant geological and geomorphological features" and considered to be "one of the most significant earth science teaching and research sites in the world"⁵.

As this Masterplan was being written in early 2025, news came of the sad collapse of the Jurassic Coast Trust (JCT). The Trust had been tasked with the coordination of the Jurassic Coast WHS, and Devon and Dorset County Councils will now assume that role. The Trust's Head of Heritage and



Conservation contributed to this Masterplan late in 2024 and some of the Trust's resources have also informed the plan, principally the Jurassic Coast Story Book⁶ and Interpretation Toolkit⁷.

A key strategic goal for Seaton is to establish the town as a "gateway" to the Jurassic Coast. This was the driver behind the creation of the Jurassic Coast Discovery Centre, led by Devon Wildlife Trust, which opened in 2016

but had to close in 2021. In discussion with the JCT the view was expressed that one of the problems with the Discovery Centre was a too narrow focus on the centre itself and not enough on connectivity to surrounding assets. The obvious gap was the under-promoted links between the Centre and the Seaton Jurassic Discovery Points.

The JCT's interpretation resources mentioned above offer some useful analytical approaches and powerful templates to help shape the Wild About Seaton offer. These resources have been used to inform the following chapters 4 (Audiences) and 8 (Interpretative and Marketing Concepts).

⁵ Jurassic Coast World Heritage Site statement of Outstanding Universal Value from <https://whc.unesco.org/en/documents/194993>

⁶ https://www.jurassiccoast.org/dbimgs/Jurassic%20Coast%20Story%20Book_WEB.pdf

⁷ https://www.jurassiccoast.org/dbimgs/Jurassic%20Coast%20Trust%20Interpretation%20Toolkit_WEB.pdf

The ambition to offer a gateway to the Jurassic Coast remains a high priority for Seaton and for the Wild About Seaton concept. The Jurassic Coast WHS brand is a huge asset for the area and must be woven tightly into the fabric of the place.

3.8 South West Coast Path

Another highly valued asset for the town is the South West Coast Path (SWCP), which connects Seaton to the wild coastline to east and west. The links to the Undercliffs have already been mentioned; to the west the SWCP takes walkers through Beer and out to the Hooken Undercliff which is a little sister to the more extensive Undercliffs NNR. As a national trail attracting an estimated 9 million visits a year, the SWCP is a major tourist attraction in the region, contributing an estimated £520m per year to the local economy in spend by walkers and supporting 10,500 jobs (2019 figures)⁸. It also provides health and wellbeing benefits to users of the path estimated as saving the NHS £7.4m a year in health care costs from ill-health and disease⁹ and proven mental health and wellbeing benefits.

The South West Coast Path Association (SWCPA) which coordinates management of the SWCP, is keen to see the Wild About Seaton project develop and is happy to be a delivery partner and / or supporter of the concept. Two initiatives stand out as being relevant to Wild About Seaton, where collaboration could be beneficial.

The first is a result of the creation of the King Charles III England Coast Path which, when complete, will extend right around all 2,700 miles of the English coastline. Part of the development of the Trail is the concept of the “coastal margin” which aims to create open access across the land between the coast path and the sea (excluding private gardens etc). The SWCPA sees this as an opportunity to create a “Wild Belt” along the shoreline that will boost nature recovery and mitigate the losses of coastal space we are seeing through climate change and sea-level rises. Could this legislation help secure better access to the Undercliffs close to Seaton?

The second is the SWCPA’s business sponsorship scheme which has attracted over 500 businesses along the SWCP, who see the majority of their business coming from coast path users, to become “Waymaker +” supporters. These are featured on the SWCPA’s website guide to the path and can access a range of other benefits. Wild About Seaton could promote Waymaker + membership to local businesses and could potentially develop its own presence on the SWCPA website as a Waymaker + entity, to help target the audience of Coast Path users and connect them to the Wild About Seaton offer.

3.9 Connected locations

Whilst the focus of this Masterplan is Seaton and promoting its natural assets, the town sits in a wider landscape that is also striking for its natural beauty and wildlife. Connecting Seaton to these

⁸

https://issuu.com/southwestcoastpath/docs/swcpa_economic_impact_report_2021_final?fr=sNjE0NjE0ODIxNDU

⁹

https://issuu.com/southwestcoastpath/docs/swcpa_health_and_wellbeing_report_2020_final?fr=sODZlYTE0ODIxNDU

locations both physically and conceptually is one of the aims of this plan, seeking a balance between spreading effort too thinly and concentrating it too much.

The landscape around Seaton (excluding the town, the village of Beer, Colyford, Colyton and the Wetlands) is designated as part of the East Devon National Landscape (EDNL) which promotes projects designed to conserve and enhance its special qualities. Wild About Seaton sits well in this context and can act as a gateway to the EDNL, as well as the Jurassic Coast.

The Undercliffs to the east have been described above; whilst to the west the village of Beer is an important allied location. Here Beer Quarry Caves are an established tourist attraction and home to colonies of bats that regularly use the Seaton Wetlands as a feeding area. Beyond Beer the coast path takes walkers to the Hooken Undercliff running along the coast to Branscombe, which offers a 4 mile circular walk from Beer to experience a flavour of the wilder and less accessible Undercliffs.

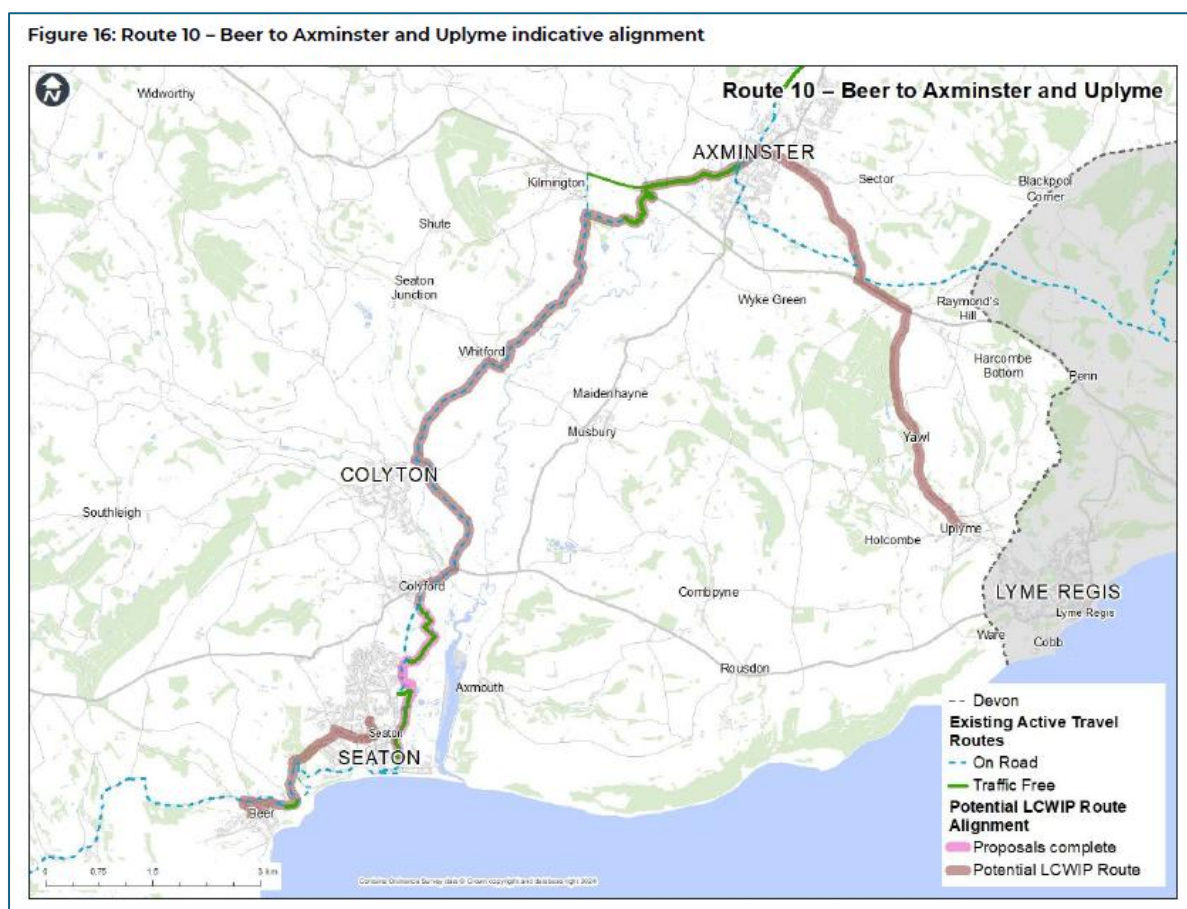


Figure 9 Extract from the Devon LCWIP

Inland, the town of Axminster and the Vale of the River Axe is accessible via National Cycle Network route 2. Most of the route beyond Colyford is on-road, but the Devon Countywide Local Cycling and Walking Infrastructure Plan (described in Chapter 2.2 above) identifies enhancements to this route as a Medium priority for future investment (see extract left). Securing these improvements would be hugely beneficial to the Wild About Seaton offer because a safe cycle route between the train station in Axminster and Seaton would make a car-free package based in Seaton an attractive option for some tourist audiences.

3.10 The marine environment



The sea that gives Seaton its name is also of huge wildlife value. Along this coastline the seabed supports rare corals, sea fans and valuable scallop and lobster populations. The Lyme Bay reefs are part of England's largest marine protected area (MPA) and for the last decade a 200 square kilometre area has been subject to controls on fishing activity. Sustainable fishing techniques are being supported and local fishing boats have banded together to maximise the value of their catch. A "Reserve Seafood" brand has been developed that guarantees provenance and sustainability¹⁰.

Experiencing the underwater marine environment first-hand is not easy, but supporting the fisher people who are carefully exploiting this natural resource is an excellent way to engage with the story. Wild About Seaton could make these connections and encourage use of the seafood retail outlets in Beer and Seaton as well as pubs and restaurants that use these local supplies.

The tidal Axe Estuary is also a Marine Conservation Zone, designated in 2019 for its areas of saltmarsh, saline reedbeds, estuarine rocky habitats and mudflats. It is an important nursery area for juvenile fish, including sea bass, and is home to the endangered European eel. The reconnection of Sheep's Marsh to the sea will extend these valuable habitats considerably.

3.11 The Visitor Journey

It is widely agreed that the development pattern of Seaton along much of its seafront has left parts of the town poorly connected to the beach, with views of the sea blocked for long stretches. This contrasts with many other seaside resorts that have maintained open vistas along their seafronts. Routes from the main Underfleet car park, where most visitors will arrive, to the seafront are not obvious and visitors must walk along rather nondescript streets for some way before the seafront is reached. Even then, the sea wall that protects the town from storms gives access to the beach at only a few locations. Signage is limited and in places run down.

There is also a challenge connecting the Underfleet car park with the main shopping street. The routes available are quite circuitous, several involving walking through other car parks. For non-

¹⁰ <https://www.lymebayreserve.co.uk/>

locals, these are not at all obvious. The same is true of the route connecting the Underfleet with the main Seaton Wetland site.

Visitors need to be able to follow a simple, attractive and legible route connecting the various features that create their Wild About Seaton experience. The geographical spread of the Discovery Points and their associated natural assets, combined with the complexity of the routes connecting them, means visitors can become frustrated or go away with a poor impression of the area. Resolving this challenge is a priority for the development of Wild About Seaton.



Figure 10 View towards the sea from the steps of Seaton Tram Station; no obvious route in sight

3.12 Historical themes – the power of nature

The ancient Axe Estuary was once about half a mile wide and could only have been crossed by boat. It was an important boundary, a food resource and a focus for trade and settlement in prehistoric times. There is also strong evidence that the Axe estuary at Seaton was the site of an important Roman harbour located at the southern end of the long-distance military road, the Fosse Way, and the area could have had a Roman naval base and substantial civil settlement.

In the early mediaeval period the estuary was beginning to silt up but it's likely the harbour at Seaton was still able to function. Salt production was part of the local economy, alongside fishing, sheep and coastal trade. In mediaeval times the town of Seaton started to develop more actively; it had an important role shipping out Beer stone as well as fish, wool and cloth, trading also with continental ports.

By 1540 though, the shingle bar had extended all the way to its current position, larger boats could no longer access the river, and the estuary was silting up rapidly. This marked the end of Seaton's vigorous mediaeval expansion, and it did not find another such valuable economic role for many centuries, until the arrival of the railway. The town lacks the substantial later mediaeval buildings that mark more successful economic centres.

Attempts in post-mediaeval times to build a new harbour for Seaton on the shingle bank were thwarted by severe storms that destroyed the new structures.

In the 17th century efforts were made to drain the marshes and create grazing meadows, with the construction of a Dutch-style embankment. The reclaimed land was let for pasture but was still inundated by the sea at times and salt works continued to operate here. Fishing continued to be the principal economic activity until the later 19th century, with salt-making remaining active until the mid-18th century.

Seaton's development as a genteel tourist resort began in the early 19th century and was boosted in 1839 by the huge landslip that created a substantial part of the Undercliffs we know today. Visitors came to see this natural phenomenon and it became a regular feature of the area's attractions. As the century progressed villas were built on the slopes to the west of Seaton. When the railway arrived in 1868, routed along the embankment built to reclaim the marshes, the town's availability to the newly developing mass tourism market and its future growth was guaranteed.

These shifts in human activity and the town's fortunes, so often dictated by natural events and processes, provide a complementary strand to the Wild About Seaton story that can attract different audiences and enhance people's experience of the place.

3.13 Events and activities

Seaton Wetlands runs a popular programme of events and activities in and around the nature reserve throughout the year, including seasonal holiday trails, Guide in the Hide, summer canoe safaris on the river, a summer holiday club, bat walks and pond dipping. Wildlife events are run by staff and volunteers, while external event providers are brought in for activities such as willow weaving, pottery workshops or yoga. These events are all very popular and book up quickly through facebook and newsletter marketing. There is potential to expand the scope and frequency of these events to increase the visitor draw, but it requires significant additional resource and time.

Seaton Tramway offers Bird Watching Tram tours, and the Axe Vale and District Conservation Society organises occasional events and work parties. Seaton Museum organises occasional talks, mainly on historical themes.

The Natural Seaton Festival day is currently a core part of Seaton Tramway's natural events offer. It is held on the public realm area around Seaton Tram Station and Tesco's, with a range of stalls and activities in late July. A wider programme of public events and activities under the banner of Wild About Seaton should look to synergise with this established festival day.

There is scope for enhancing the programme in a number of ways. A Wild About Seaton events programme has scope for considerable marketing; containing a broader programme of events at the Wetlands, the beach, South West Coastpath and Undercliffs NNR, the concept could generate interest and engagement from the regional audience. There is potential for Wild About Seaton to lead on the development of a migration-focused festival held in the Autumn half-term, centred on

the Wetlands, helping boost the town in the shoulder season, possibly over time growing to include other local estuaries in its concept.

3.14 Marketing

Marketing activities for Seaton's natural assets tend to be sporadic and disconnected. This is partly a result of the lack of an overall plan and partly a reflection of the lack of resources available. There is a need for a plan that can provide some shared messages, techniques and approaches to improve marketing coordination and target resources to greater effect.

The concept of "Natural Seaton" has been talked about for many years. The plans for Devon Wildlife Trust's Seaton Jurassic Centre were embedded in a "Natural Seaton project" that aimed to "establish Seaton as a Gateway to the Jurassic Coast World Heritage Site through the creation of a world class Jurassic Coast Discovery Centre (JCDC) and learning and leisure experiences".¹¹ As discussed above, the focus at this time was very much on establishing a physical centre and this ultimately distracted from the need to build a deeper-rooted and broader-based platform of experiences and connections that would provide a more sustainable pathway for the Wild About Seaton concept.

The Jurassic Coast has become an important marketing asset for Seaton, with Seaton Town Council headlining its website "Gateway to the Jurassic Coast" and Seaton Tramway buying into the Jurassic brand with its new Discovery Centre. The Jurassic Coast brand also appears on interpretation boards around the town and on exhibits in the museum.

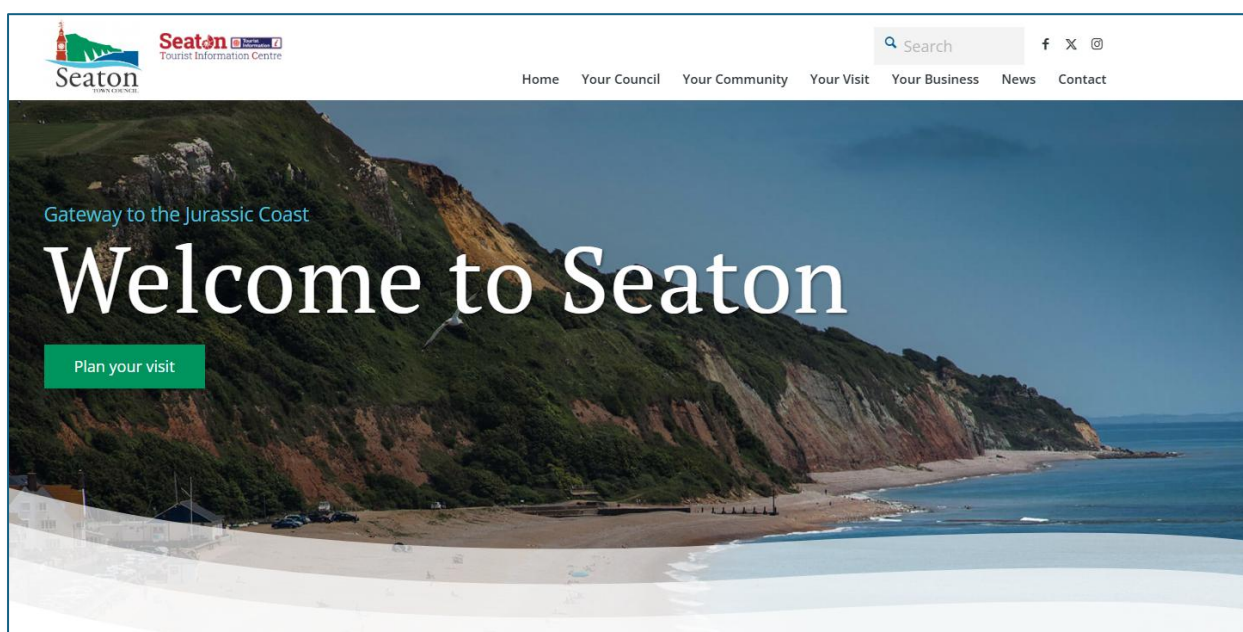


Figure 11 Seaton Town Council website home page

One challenge for the concept of Wild About Seaton will be designing it to sit alongside the Jurassic Coast brand. It is imperative that the two are complementary, but they need to be deliberately

¹¹ Natural Seaton Interpretation Plan – EDDC / DWT

aligned to avoid confusion. The Jurassic Coast Story Book explains its ambition for its relationship to local initiatives as a “string of pearls” of interpretation sites and facilities along the coast:

This was to reflect the linear nature of the geography of the WHS and its associated record through geological time. It was also a means to give each community a way of expressing the unique heritage in their local area, whilst building a connected heritage offer along the entire site.

Wild About Seaton could therefore act as a locally-managed channel that drives traffic to the Jurassic Coast. This has the benefit of allowing the flagship Seaton Wetlands site (which is primarily a wildlife experience) to sit alongside the main Jurassic Coast geological and geomorphological sites on the coast. This approach is explored further in chapter 8 below.

Another important aspect of the marketing of Wild About Seaton is to ensure that the product being marketed is available to the customer. This can be taken for granted but the reality is that many people need experiences to be packaged up and presented in accessible formats, and the range of “designed” products available in Seaton, in the form of events, activities, trails and learning and engagement opportunities, is currently limited. An ambition for Wild About Seaton must be to ensure that reality matches the message.

4. Audiences

This chapter presents the conclusion of an analysis of potential audiences carried out by three other relevant organisations, to gain an understanding of how Wild About Seaton will appeal to different people. These are:

- The **Wild About Seaton project Interpretation Plan** which was developed in the period running up to the opening of the Seaton Jurassic Centre in 2016.
- The Jurassic Coast Trust research into audience types (detailed further in the **Jurassic Coast Story Book**)
- The **East Devon Tourist Strategy**, which adopts Visit England customer segment analysis.

These organisations developed different categories of audience that have been used to create a Wild About Seaton audience profile as follows:

Audience	Description	What they seek
Nature Explorers	Families and couples/individuals who are post family (55+); also younger, pre family couples /individuals.	Motivated by curiosity, wonder and a desire to get out and enjoy new experiences. Emphasise spending time outdoors to socialise with friends. They are more likely to engage with activities involving a new, adventurous way to see the coast.
Family Fun	Families and extended families.	Looking for novelty and to be entertained and for moderately energetic experiences. Visits often revolve around hobbies, familiar places where access is easy, or where the facilities are good and there is infrastructure that aids relaxation and socialising.

Careful and Curious	Mainly older adults who may or may not be retired, this group tend to be more conservative.	This group places a much stronger emphasis on the social aspects of any visit and are looking for quality experiences that have an enriching aim in mind and which provide an experience suited to general rather than specific knowledge. This group will be less inclined towards strenuous physical activity. Their interests are typically local and specific, eg local history.
Natural Learners	School groups, community groups, volunteers, young people and local and Explorer families.	Normally taking part in an organised group visit.
Friends and Champions	Likely to be more affluent and active older people local and/or community leaders and active local volunteers.	Seeking opportunities to volunteer and socialise. May already be very active in the community and are ready to help out on a regular basis and to promote the Wild About Seaton concept amongst their network of contacts.

What seems clear is that there is likely to be a strong demand for the Wild About Seaton concept from a wide range of audiences, but the offer needs to be multi-faceted to maximise accessibility for these different audiences.

5. Analysis and Proposition

The review above has described how Seaton's natural assets are currently being managed and has explored elements of their potential. This chapter brings together these many different threads to shape the Wild About Seaton concept.

The natural beauty of the landscape around Seaton is recognised as a huge asset for the town, which provides a strategically important gateway to the East Devon National Landscape and the internationally important Jurassic Coast World Heritage Site. Its location at one end of the wildest section of coast in the south of England is exceptional, as is the proximity of the wildlife-rich haven of the Seaton Wetlands and the existence of the unique Seaton Tramway.

Another great strength is that the organisations and individuals managing these assets recognise their value and are dedicated to caring for them and attracting people to enjoy them. The Jurassic Coast brand has been adopted enthusiastically, and the area's Cultural and Tourism strategies place the natural world at the top of their priorities.

However, the full potential of Seaton's natural assets is not being realised. There is a relatively low level of nature-based events aside from the Wetlands, a lack of strong nature-focused communications and the various natural assets are rather disconnected physically. Tackling these three areas of weakness will transform the way people appreciate Seaton and its surroundings and power up the town's regeneration and pride of place. Addressing these issues should be a central principal for the Wild About Seaton Partnership.

The concept of Natural Seaton is not new. It was developed at least 20 years ago and underpinned the early development thoughts of the Seaton Jurassic Centre. This was seen as being at the hub of a wheel of natural experiences, but it became focused on its own survival and could not do enough to connect the spokes of the wheel through communications, organised activities or physical infrastructure. The failure of the Centre has meant that those original plans for a wider promotion and connection of Seaton's natural assets have fallen by the wayside.

Now is the time to revisit the concept and reshape it in a form that partners will find more cost-effective and sustainable, the major step in this direction came at the inaugural partnership meeting at which it was unanimously agreed to move away from the 2011 concept of Natural Seaton and adopt a more active "Wild About Seaton" identity.

The acquisition of land for Seaton Wetlands adjacent to the Underfleet Car Park means that new access and a new Welcome Point can be installed here. The rebirth of the Seaton Jurassic Centre as Jurassic Discovery means that there is life back in the building and it can act as part of the Wild About Seaton offer. Seaton Museum is entering a new phase of development, public realm improvements are underway and local people sense an uplift in the energy and fortunes of the town. Wild About Seaton could be the driving force that supports the development of these assets and catalyses new partnerships and activities across the community.

The main planks of the Wild About Seaton concept proposed in this Masterplan are detailed in chapter 7 below. In summary, these are:

- Partners from across the community should help refine this plan, adopt it and then collaborate to deliver it. This should include forming a Wild About Seaton Partnership to coordinate delivery.
- Seaton Wetlands is the obvious flagship site for Wild About Seaton and should be developed with improved access and a new Welcome Point close to the town.
- Seaton Tramway is a key partner in delivering the vision and in facilitating better access to Seaton's natural assets.
- Seaton Museum has an important role to play as a learning and volunteering space and needs to be supported to fulfil that role.
- The Discovery Points need rebranding and refreshing, with one being relocated to support the creation of a more legible circular route connecting Seaton's natural assets.
- Allied natural assets and experiences, along the coast towards Branscombe and Lyme Regis, up the River Axe and out to sea, are important parts of the Wild About Seaton concept.
- A busy programme of partner events and activities needs to be delivered throughout the year, linking to visitor and resident audiences.
- Marketing needs to be better coordinated and driven, founded on a Wild About Seaton brand and connecting with other key East Devon and West Dorset brands and experiences.

6. Vision, Aims and Objectives

The **Vision** proposed for Wild About Seaton is that:

Wild About Seaton has ensured that Seaton's natural assets and heritage develop strongly as a source of pride and the main driver of the town's

prosperity, providing secure jobs, learning opportunities and community connection alongside a richness of wildlife and natural beauty.

Wild About Seaton's **Aim** is:

To work together to protect, enhance and promote Seaton's wild assets so they catalyse the regeneration of the town, enhance community life and support nature's recovery.

Its **Objectives** are:

- To foster collaboration across the community to secure the Vision.
- To ensure Seaton's natural assets and heritage are as accessible as possible, respecting the need to protect wildlife.
- To provide excellent interpretation on site and online to encourage learning about and engagement with the themes of Wild About Seaton.
- To organise a busy programme of events and activities to improve access to and celebrate Wild About Seaton assets.
- To connect with allied locations and brands that help build the area's role as a gateway to the natural world and our heritage.

7. Detailed Proposals

This chapter, and the following one, describe in more detail how the Wild About Seaton concept could be implemented over the coming years. These are very much draft ideas for further discussion, elaboration by partners and development from the Wild About Seaton Partnership.

7.1 Seaton Wetlands

With its existing wildlife richness and accessibility Seaton Wetlands is the natural flagship site for Wild About Seaton. It now has the opportunity to build on its excellent reputation to become a regionally recognised nature reserve and wildlife experience that can attract visitors from even further afield and co-ordinate a wider programme of themed events and activities.

i) New access route and visitor reception

A key plank in realising this potential is the recent purchase by EDDC of Salt Plot & Church Plots, adjacent to the Underfleet Car Park, which consolidate the nature reserve's southern land holding neighbouring the town. Crucially, the acquisition means that a footpath link can be made directly from the car park onto the reserve and, from there, a new route can be created alongside Sheep's Marsh intertidal habitat creation scheme, with the potential for new bird hides to be installed, linking to the existing hide overlooking the River Axe (see plan below).



The plan also shows a potential location for a new highly accessible visitor reception point and entrance feature sited at the commencement of the new path, adjacent to the car park and play. This could be of similar design to the facilities that the reserve has created elsewhere, ie a simple timber building, with some interpretation, that would be staffed by paid staff and volunteers. It would provide a Seaton Wetlands arrival point and a hub for Wild About Seaton, where information could be

shared on all the experiences on offer. The design of this gateway reception point should be enticing and include features to provide a powerful sense of arrival at a significant visitor destination.



Figure 12 How the new land acquisition enables improved access links

ii) Sheep's Marsh

Complementing this acquisition are plans to connect Sheep's Marsh to the estuary so that it would become a dynamic intertidal environment, changing with the tides and creating precious new areas of saltmarsh. This would make Sheep's Marsh even richer in wildlife with excellent spectacles of birdlife and introduce concepts of coastal squeeze and climate resilience.

iii) Whitecross Farm

The next major opportunity for Seaton Wetlands is to physically connect the northern and southern portions of the reserve. The privately-owned Whitecross Farm divides the two and the multi-use path connecting the two halves is forced to divert inland into a semi-urban environment.

Whitecross Farm lies mostly on the floodplain and is farmed with livestock; but with sympathetic management for nature these low lying fields could provide a huge boost for nature recovery and provide space for wetland features currently missing from the various nature reserves. It would also offer the chance to create new permissive footpath connections away from the urban area that would massively enhance the visitor experience as they explore the wider reserve. The map below shows the central block of land that makes up Whitecross farm, separating the two halves of the reserve.

Discussions are underway with the landowner to explore the potential for the long term lease or purchase of the floodplain areas of the farm.

iv) Colyford / Bridge Marshes

There is also a third possible phase of land acquisition to the north of the reserve at Colyford and Bridge Marshes, running alongside the reserve up to Seaton Tramway's Colyford Halt. These fields are currently managed agriculturally across part of their area but a formerly valuable wetland feature has fallen into disrepair and no longer holds water. Their purchase, long lease or partnership working would enable not only the habitat to be improved for wetland species but also provide space for an off-road extension to the multi-use path. This would give access to Colyford Halt and the cycle route northwards without going on-road through Colyford.



v) Car parks

Another element of access infrastructure discussed above was the role of car parks. With a new visitor reception point, the Underfleet car park becomes the obvious access point for the reserve, leaving the role of the Cemetery car park potentially in question. Reducing the size of this car park and limiting it for staff, volunteers and disabled drivers is an option. Alternatively, charging for the car park and maintaining it for local use (no longer signposting it as the reserve's car park) could be a better approach, as this retains a valued local asset however the area would need significant investment for it to be a chargeable parking location.

vi) Engaging people

Seaton Wetlands has much to offer in terms of engaging people with nature and already does good work on this front. There is potential to achieve a lot more, though. This would include:

- Amending and updating external interpretation boards to communicate a stronger narrative about the natural history and heritage of the site
- Organising more events and activities on a wider variety of themes
- Developing partnerships with community organisations to broaden the appeal of the site. This would include developing new programmes and skills to help meet the needs of people who don't traditionally visit the site because of various barriers

- Developing a new and more dynamic online presence.

7.2 The Visitor Journey / Discovery Points

As reviewed in chapter 3, the Discovery Points have the potential to be useful but are currently under-exploited, lacking in connectivity and, in some cases, in poor condition. The proposal outlined here is to create a “Wild About Seaton Trail”, which is a recommended route connecting the different Discovery Points and incorporating as many of the key Wild About Seaton experiences as possible. The Trail needs to be:

- easy to follow
- avoiding busy roads and less attractive urban streets
- accessible by a wide range of people
- making the best of Seaton’s assets and views

Achieving this is challenging, but the development of a new gateway to Seaton Wetlands from the Underfleet opens up a natural circuit that takes people straight into the Wetlands experience, closely followed by a tram ride. The route then follows a riverside road to access the coast and returns inland via Fore street and the Museum.

The Trail also entails repairing and relocating The Portal from Seaton Hole, where it is distant from the main centre of activity, and quite inaccessible. The new location proposed is at the point where the recommended route first meets the seafront promenade, beside Axe Yacht Club, providing a stage on what is otherwise a long stretch of the journey.

The Discovery Points will then act as steps on a journey of discovery between the natural assets of Seaton Wetlands, Seaton Tramway, the Undercliffs, Seaton beach and Seaton Museum. The concept is mapped overleaf (southern half only).



Figure 13 The southern half of the recommended visitor trail

The recommended Wild About Seaton Trail is as follows:

From your arrival at the Underfleet car park you head north via Sheep's Marsh through the Wetlands up to the Tramway Wetlands Halt. Here you catch a tram heading back down to the Riverside Halt where you leave the tram and walk south along Riverside Way to Harbour Road. Here you join the South West Coast Path briefly, crossing the old River Axe Bridge, before turning off into Axmouth Harbour and thence to the Prow and the Undercliff.

From here you retrace your steps back on the South West Coast Path, over the river to Harbour Road, and then immediately turn left (still on the Coast Path) through Axe Yacht Club to reach the seafront and The Portal.

From here you follow the promenade as far as the Wave and then head north up Fore Street, Seaton's main shopping street, to Seaton Museum. From here a quiet road, which is also a public footpath, takes you back to the Underfleet car park.

This circuit would take a half day, at least. It would be recommended to be done in the sequence described here, but it could be done in reverse, or broken into more bite-sized chunks, or varied according to your interests and appetite.

The Trail should be waymarked with a distinctive and robust design, with a Wild About Seaton theme, and seating should be installed at regular intervals.

The proposals for the Discovery Points are:

- To renew the interpretation boards on all the Discovery Points and rebrand them with Wild About Seaton and Jurassic Coast.
- To retain The Wave but replace the worn-out interpretation board and relocate this to a natural viewing point approx. 100m to the west.
- To renew the Interpretation Hub board on the existing plinth and retain its location.
- To inspect and if necessary repair The Prow, refreshing the seating.
- To redesign and possibly relocate The Stargazer within the Seaton Wetlands site, giving it more of a wildlife focus.
- As mentioned above, to repair and relocate The Portal to the seafront near Axe Yacht Club.

7.3 Seaton Tramway

Seaton Tramway is already active in promoting birdwatching by tram and has installed wildlife interpretation at its Riverside and Wetland halts. Jurassic Discovery also has strong potential links to Wild About Seaton which could be developed further. The Tramway has a very active online presence and is well-placed to help develop the profile of the Wild About Seaton concept with its audience. There are also opportunities to collaborate on events, described below.

Its collaboration with the recommended route is needed, to enable passengers to disembark at the Riverside Halt, and from there pick up the Riverside Way section of the route. This may require a new section of footpath constructing to skirt the Riverside depot, which is the Tramway's repair shed.

7.4 Seaton Museum

The Museum's work to improve its collection management and exhibits needs supporting and Wild About Seaton could provide a context to help frame the reinvigoration of the museum. This could take the form of developing links between the museum's collections, the Wild About Seaton story and the nature-connected elements of the town's history. Exhibits telling this story could be given prominence and the museum could establish itself as a seat of learning and discovery about Wild About Seaton. This could inform its work with volunteers, community and educational groups and external organisations and assist with funding bids. The museum can also broaden the Wild About Seaton offer, providing opportunities for research and learning that are distinct to its role in the community.

The museum has been included on the Wild About Seaton Trail and this, it is hoped, will provide an additional attraction on the Trail to give it another dimension, help grow visitor numbers and boost the museum's viability. Ideally volunteers would be found to enable the museum to open on Saturdays for some of the year, to tap into a likely increase in visitors at weekends.

An alternative option is for the museum to be supported to find a more accessible permanent home, or to develop an accessible Wild About Seaton exhibition space in partnership with other organisations.

7.5 Connected locations

The key locations that connect to the Wild About Seaton story are, to the west, the village of Beer, Beer Quarry & Caves and the Hooken Undercliff; to the east, the Undercliffs; to the north, the East Devon Natural Landscape, the River Axe and Axminster; and to the south the marine environment.

The Wild About Seaton story should embrace these destinations and encourage people to explore them, acting as a signpost and setting out potential itineraries. These should be designed to provide experiences that suit the different audiences identified in chapter 4 and thereby maximise the appeal of the Wild About Seaton concept. So, whilst there are challenges in accessing each of these points of the compass, they are not insurmountable and different experiences can be designed for different capabilities. For example, for some the challenge of exploring the Undercliffs on foot will prove irresistible, whilst others may prefer a boat trip from Beer to view the same dramatic landscape whilst engaging in some mackerel fishing.

Signage and route accessibility needs to be reviewed for these connected locations. The east and west stretches of the South West Coast Path are likely to be well-signed and maintained but return loops and connection points may not be in such good condition. These should be upgraded if necessary.

The inland cycle route to Axminster is recommended for upgrade but is not currently a high priority on a county-wide scale. The development of the Wild About Seaton concept could help bring this forward as a priority, because it demonstrates the potential of the area and the commitment of local stakeholders to a vision that depends upon making the natural world more accessible.

7.6 Events and activities

For many audiences, organised events and activities are an important gateway to discovering new places or finding out about new aspects of a known place. Therefore, an enhanced programme of events is an essential element of the Wild About Seaton concept. The Seaton Wetlands events programme is currently operating at capacity in terms of its number of events and bookings, so developing resource to help broaden this programme and coordinate partner contribution to this programme is key.

However, it may take time to build an audience for an expanded programme and so the delivery of this programme should be carefully designed. For instance, it would be sensible to gradually increase the availability and range of events alongside improvements in accessibility, new infrastructure, new marketing platforms and new partnerships, to give the best chance of success.

Partnerships will be key to developing the programme. The Wetlands, Tramway, Museum, Axe Vale and District Conservation Society, Axe Estuary Ringing Group and Seaton Town Council are likely to be at the core of this partnership. Local organisations supporting community activities in and around Seaton will also play an important part.

Once the Wetlands have improved their accessibility and scope there is also a huge opportunity for an **Autumn Wetlands Week** to be organised in East Devon that sees a collaboration from wetland managers on the Axe, Otter and Exe Estuaries to celebrate wetland wildlife and heritage of these nature reserves.

7.7 Involving people

The residents of Seaton and its surrounding villages and towns will play an important part in making the Wild About Seaton concept a success. They may benefit from the improved facilities and access to nature that is created on their doorstep; they may access new experiences and learning and create new friendships; they may become volunteers or gain employment supporting an aspect of the work; or they may benefit indirectly through the town's regeneration, as local businesses grow and the public realm improves.

It is important, therefore, that local people can help shape the Wild About Seaton Masterplan and have a sense of ownership of it. There are also very likely to be new partnerships and opportunities that emerge as the plans are shared and people's ideas come forward, that will help enhance the concept, make it work for a wider range of people and root it fully in the community.

For this reason, this report should be seen as a draft document. A consultation phase is needed that takes this Masterplan out initially to the key partners but then to a wider audience to access community knowledge and initiatives and shape the plan accordingly. This will then lay the foundation for long-term, sustainable activities that engage local people with Wild About Seaton in multiple ways.

7.8 Wild About Seaton Partnership

Wild About Seaton should be developed and coordinated by a partnership of stakeholders to ensure it meets local needs and is properly embedded in the local community. A **Wild About Seaton Partnership** should be formed as an informal advisory forum to fulfil this role. It should

have terms of reference, an appointed membership and an independent chair but it would not have any decision-making powers over any of its members. It would aim to support and guide the organisations involved to align their activities with the Wild About Seaton Masterplan, iron out problems at an early stage and be responsive to opportunities as they emerge.

Membership of the Partnership should be by invitation, but should include representatives of the following organisations as a minimum:

- Seaton Wetlands
- Seaton Tramway
- Seaton Museum
- Axe Vale and District Conservation Society
- Axe Estuary Ringing Group
- Seaton Town Council
- Seaton Chamber of Commerce
- Jurassic Coast (Devon County Council)
- Natural England
- East Devon Cultural Lead
- East Devon Placemaking Lead
- East Devon District Council member for Seaton
- Devon County Council member for Seaton

8. Interpretive and Marketing Concepts

Wild About Seaton has three closely related strands of activity: the first is to establish the right infrastructure to enable people to easily access the natural assets; the second is to inspire people to set out to explore those assets (marketing); and the third is to bring those assets to life when people arrive, or when they access them remotely (interpretation). This chapter describes how Wild About Seaton could best be marketed and interpreted.

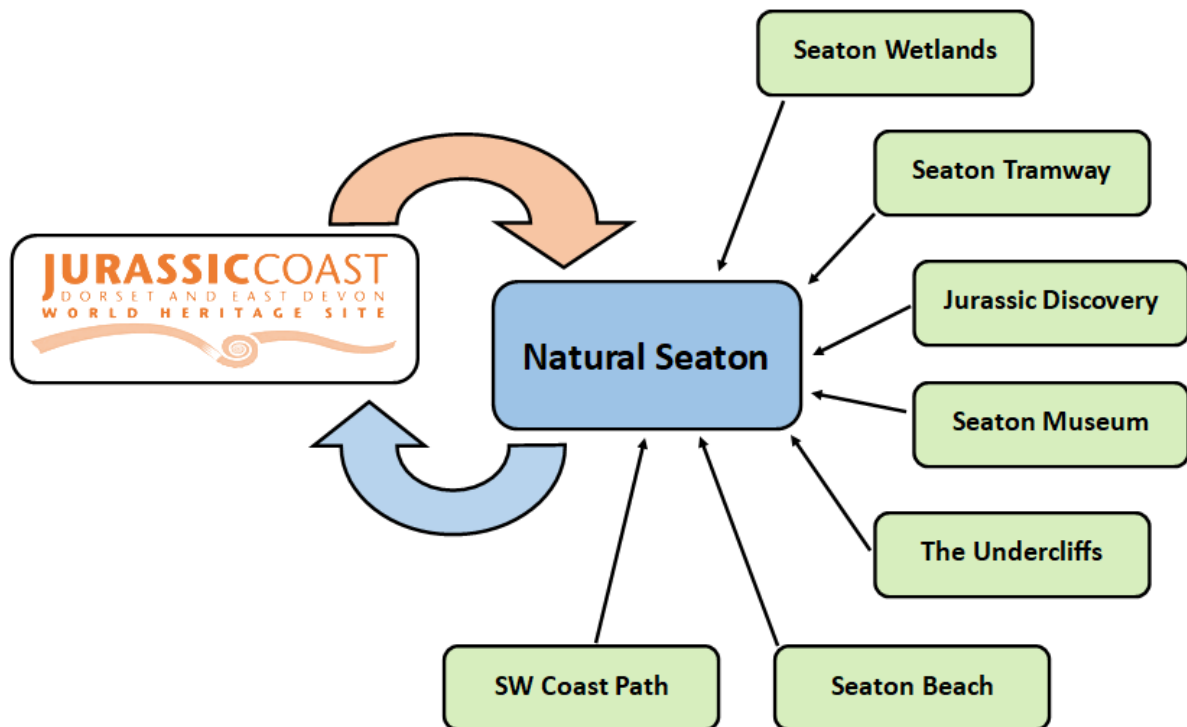
8.1 Marketing

Wild About Seaton should become a portal to a menu of experiences, from which people can select according to their interests and capabilities. It should also be a hallmark that gives people confidence that these experiences will be of a high quality and will give them access to the best of Seaton's natural places and related heritage. Wild About Seaton is also a golden thread running through a tapestry of places and stories, integrating them whilst respecting their individuality.

These functions all point towards the need to develop Wild About Seaton as a brand, with its own strong identity. A strong logo and a dedicated web presence are essential elements of the brand. Wild About Seaton can then be linked-to from partner websites and marketing channels, helping to build its profile and establish it as an organising principle. The brand should also appear on signage for the Wild About Seaton Trail and on associated literature.

A key issue is the relationship of a Wild About Seaton brand with the already well-established and widely used Jurassic Coast World Heritage Site brand. The two brands have some similar functions,

including making the natural world more accessible, connecting disparate locations and generating a coherent story linking these locations. But Wild About Seaton covers a limited portion of the Jurassic Coast and works at a finer scale as a result. It needs to be designed to be distinct from the Jurassic Coast brand whilst demonstrating that the two are complementary. Wild About Seaton is a portal to discover the Jurassic Coast and the Jurassic Coast can also point people to Wild About Seaton as one of its “string of pearls” along the length of the WHS coastline. Wild About Seaton in turn provides a pathway to the individual businesses and brands that are its constituent parts.



Existing relationships between some natural assets and the Jurassic Coast will remain in place; for example, The Undercliffs have a very strong relationship as a major geological site and the South West Coast Path is the main artery connecting the WHS.

8.2 Interpretation

Interpretation – through events, leaflets, information panels, exhibitions, digital and other media – is the way we make Seaton’s natural assets and connected heritage meaningful and relevant to people. This section sets out the themes and messages suitable for Wild About Seaton and makes some suggestions for the development of new interpretive media.

There are three main themes to Wild About Seaton which represent a journey back through time:

- The wildlife that flourishes – or survives against the odds – in the landscape today
- How humans have benefited from and shaped the landscape – and how nature has impacted on us
- How the landscape was formed before humans emerged

i) The wildlife that flourishes – or survives against the odds – in the landscape today

Seaton Wetlands and the River Axe estuary form the year-round flagship locations for this theme, with the Undercliffs coming a close second, especially during the spring and summer when plants are in flower. The stories will follow naturally from the special habitats and species to be found, including their behaviour, lifecycles, conservation needs and prospects. Important messages relate to how people can support their conservation and get involved.

In person appreciation of this wildlife will be supported by extending the network of existing paths and hides to take in new areas. Guided walks, Guide in the Hide and canoe safaris will provide expert support to people. These need to be supplemented by good quality outdoor panels, leaflets and online resources, including photographs and films.

A Wild About Seaton events programme is an opportunity to tell all of these stories and mention has already been made of other activities being needed to develop greater engagement with Wild About Seaton, including a Wetlands Week event in partnership with other parts of East Devon.

The Wild About Seaton Trail is another vehicle to support interpretation. This should have a dedicated leaflet that not only acts as a guide to the route but also tells some of the stories to be encountered on the way. This should be supplemented by onsite interpretation panels and by an online virtual trail, providing an opportunity to share old photographs and paintings that show the landscape before more recent changes occurred.



Figure 14 An example of trail signage combining interpretation

ii) How humans have benefited from and shaped the landscape – and how nature has impacted on us

There are many stories to be told around this theme, but the focus should be on human interactions with nature, including:

- The development of Seaton as an important south coast harbour from Roman times onwards
- The trade in Beer stone, fish and salt
- The silting up of the estuary leading to the gradual loss of the deepwater harbour
- The storms that destroyed attempts to re-establish a harbour on the beach
- The construction of the embankment and drainage of the marshes to create farmland
- The Undercliff collapse that boosted Seaton's emerging tourism industry
- The arrival of the railway along the embankment that brought mass tourism to Seaton
- The reversal of the drainage of the farmland to recreate marshes and the Seaton Wetlands.

Talks, guided walks, outdoor panels, leaflets and exhibitions can all tell these stories. Seaton Museum has good collections of old maps, photographs and paintings to illustrate them; and visualisations could be developed to help people imagine what the landscape would have looked like in Roman times.

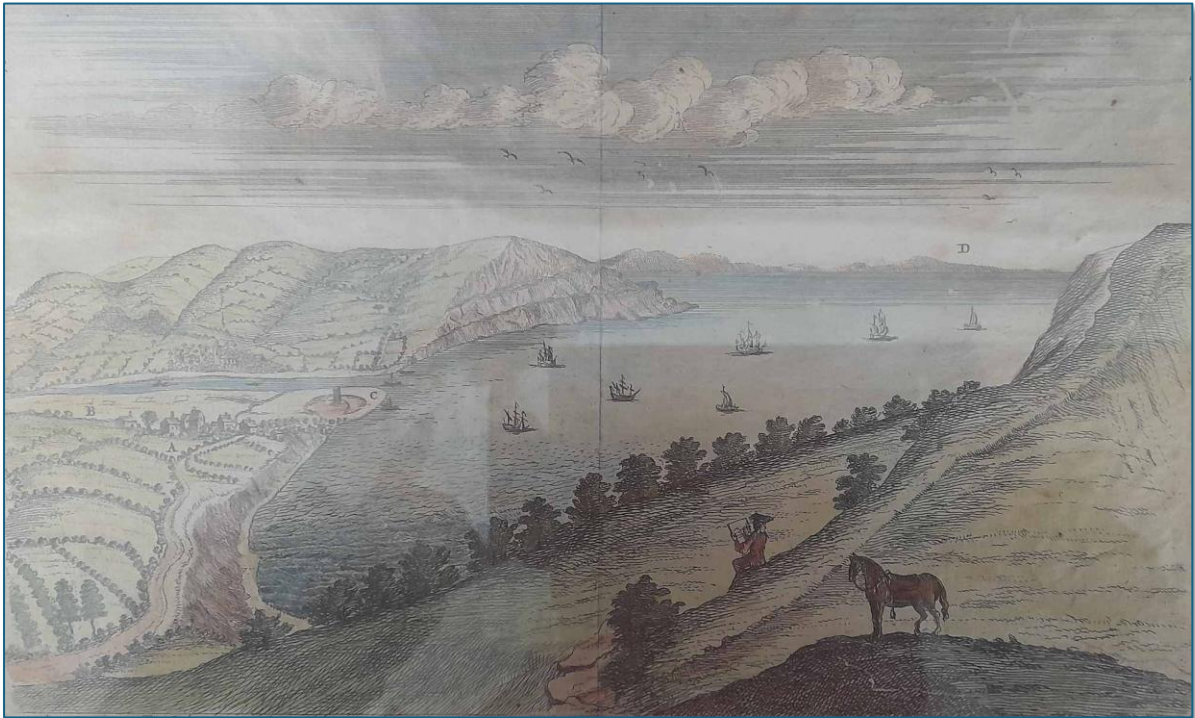


Figure 15 William Stukely's view over Seaton, c.1724



Figure 16 Alfred Robert Quinton, 1920's postcard – copyright J Salmon Image Archive

iii) How the landscape was formed before humans emerged

This theme is directly connected to the Jurassic Coast and the content developed in the Jurassic Coast Story Book. This proposes *The Walk Through Time* as “a site-wide concept that unites the hugely diverse geology and geomorphology of the Jurassic Coast into a single, compelling idea¹²”, setting a framework for local interpretation of “footsteps” along the Walk Through Time.

The Story Book goes on to suggest stories specific to the Seaton area and its geology; an example is shown below of Seaton to the east; a similar table exists for the stretch of coast to the west of Seaton.

¹² https://www.jurassiccoast.org/dbimgs/Jurassic%20Coast%20Story%20Book_WEB.pdf

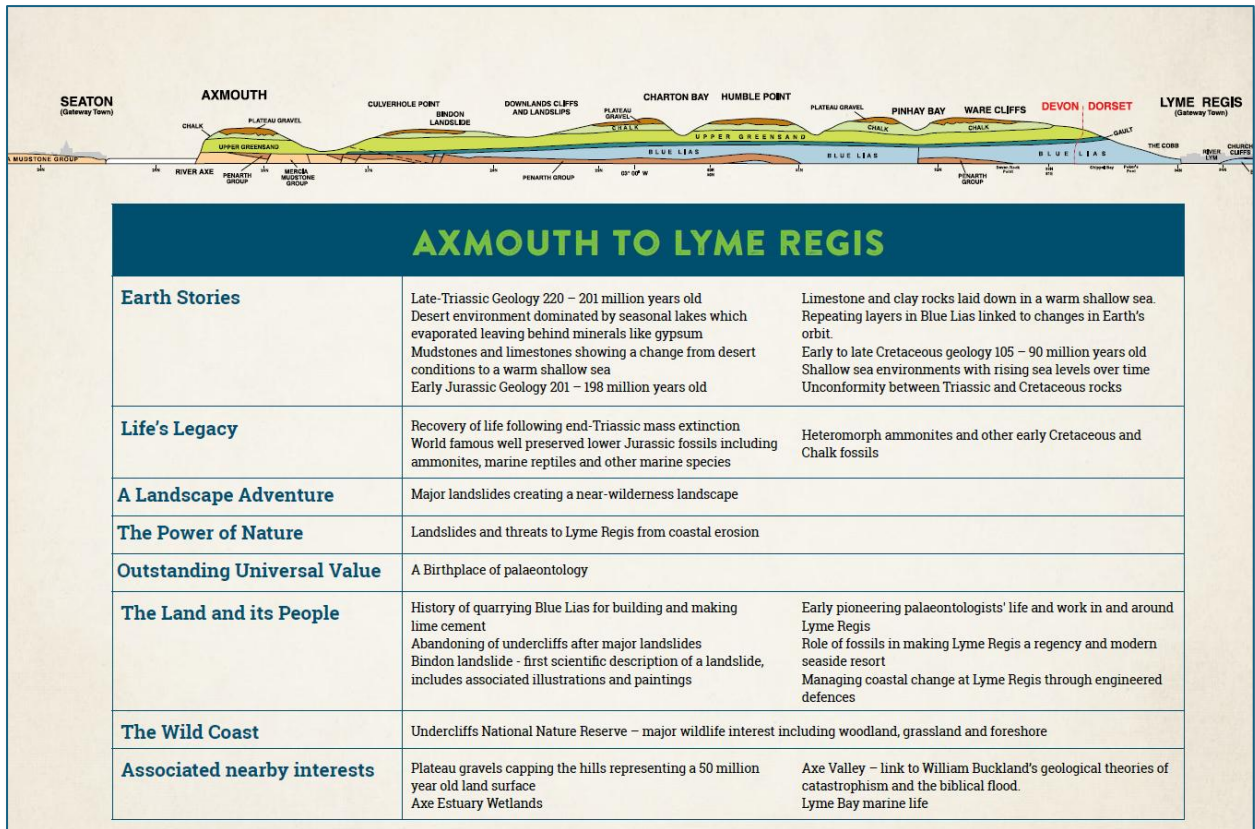


Figure 17 Extract from the Jurassic Coast Storybook

These tables pinpoint stories about the Triassic, Jurassic and Cretaceous periods including the desert and marine environments in which the geology was formed and the fossils to be found in the area. Added to these should be the impact of tectonic plate movements and sea level changes on the landscape and the formation of the Vale of the River Axe through erosion.

These stories can best be understood on site in the company of a skilled interpreter, supplemented by interpretive panels and leaflets. Boat trips from Beer or Axmouth Harbour will provide a completely different way of appreciating the coast. Fossils, displayed in Seaton Museum or travelling to events or temporary exhibitions, bring the stories to life.

9. Next Steps

As described above, this is a draft document that is designed to bring together partners and initiate discussions around the Wild About Seaton concept, with a view to agreeing a final Masterplan that is seen to be deliverable, effective and fundable. To this end, the following steps are recommended:

- Share this document with key partners (those listed under the Wild About Seaton Partnership).
- At the same time, invite partners to join the Wild About Seaton Partnership and begin meeting on a regular basis to help shape the next steps.
- Subject to amendments suggested by partners, take a revised Masterplan out to an audience of local residents and businesses to gain initial responses from wider stakeholders.
- Implement a first phase of improvements to signage and the Discovery Points.
- Meanwhile, seek funding for delivery of the Masterplan from the National Lottery Heritage Fund (NLHF) and other relevant funders. An early Expression of Interest to the NLHF prior to the community consultation process will indicate if this channel had a chance of success.
- The two-stage NLHF process could provide funding for a Development Phase, during which the Masterplan would be tested and improved, ready for the Delivery Phase.
- An indicative timeline for this approach is:

	2025						2026												2027	2028	2029	2030
Key Steps	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec				
EOI to NLHF																						
Community Consultation																						
Implementation of phase 1																						
Submit NLHF application																						
NLHF Decision																						
Development Phase																						
Delivery Phase (3yr)																						

- In the meantime, the following phased outline budget indicates the potential costs of implementing the Wild About Seaton Masterplan.

Name	Description	Estimated cost
Phase 1	Signage and Discovery Point improvements	
Old signage	Remove and replace signage which references Seaton Jurassic and replace with elements which tell the Wild About Seaton story	£4,000
The Wave	New interpretation panel to better link the sculpture to the story	£3,000
The Prow	Repair and refresh the structure and interpretation at this key location	£5,000
Orientation point	Develop new interpretation to sit in this piece of public realm furniture, and allocate a responsible body to maintain it	£2,000
The Stargazer	Currently removed on safety grounds, replace with a wildlife-themed piece of substantial site furniture which is also wheelchair accessible	£8,000

Wild About Seaton Masterplan October 2025

The Portal	Repair the sculpture and relocate to the seafront. Renew interpretation panel.	£10,000
Field shelter	Replace a thatched basic shelter at Stafford Marsh with more purpose built structure with a locally-sourced wooden shingle roof	£10,000
	Sub-total	£42,000
Phase 2	Development Phase 2026-27	
Staff team	1.5 FTE Project Development Officer and Community Engagement Officer for 18 months	£110,000
Professional fees - capital	Specialists to develop plans for capital programme including visitor infrastructure and habitat creation, including preparing plans for all consents required	£80,000
Professional fees - activities	Specialists to support development of an Activity Plan, Interpretation Plan and Evaluation Plan	£25,000
Pilot Activities	Materials, marketing and other costs to run a programme of pilot events and activities to involve people	£30,000
	Sub-total	£245,000
Phase 3	Delivery Phase 2028-31	
Staff team	Project Officer and 0.5 Engagement Officer for 3 years	£330,000
Sheep's Marsh	Works to re-establish saltmarsh and estuarine habitats	£500,000
New footpaths	Around Sheep's Marsh and other key links	£80,000
Visitor welcome	New visitor reception point at the Underfleet car park	£100,000
Wild About Seaton Trail	A waymarked and interpreted trail guiding people through various points of interest in and around Seaton as detailed in this masterplan.	£60,000
Field shelter	Replace a thatched basic shelter at Stafford Marsh with more purpose built structure with a locally-sourced wooden shingle roof	£10,000
Activity programme	Costs for an events and activities programme, including support for partner organisations	£120,000
Volunteers	Activities and support for volunteers	£30,000
Cyclepath interpretation	A series of information panels or similar, telling stories of Wild About Seaton along its full route.	£20,000
The Wild About Seaton Storybook	Create a marketing and interpretive handbook for partner use to guide the messaging of the new brand and establish logos etc	£10,000
Marketing / communications	Promotional materials, social media	£20,000
Evaluation	External evaluation specialist	£30,000
	Sub-total	£1,310,000



COMMUNITY GRANT SCHEME

2 community grant applications have been received, a brief summary of which is provided below for your consideration:

Name	Amount Sought	Detail	Comments
Axe Valley Christians Against Poverty	£1000	To assist with the costs of IT equipment for a newly appointed second Debt Coach	AVCAP supports those in need of debt help or help with money management and provides them with financial support and information. Such is the demand that a second Debt Coach has been recruited. The Deputy Clerk has received confirmation that AVCAP funds and costs operate within the main St Gregory's Church bank account therefore, in lieu of bank statements, the Finance Officer has extracted the AVCAP figures as provided within the application pack.
Operation Rudolph	£1000	To support vulnerable Seaton residents during Christmas 2025.	Operation Rudolph is seeking £1,000 to ensure it can effectively support vulnerable residents within Seaton during the Christmas period in 2025. This funding will directly support the three core, measurable components of their work that actively tackle food insecurity, loneliness, and social isolation. The money will fund the logistics, ingredients and transportation of meal boxes and gifts.

ELIZABETH ROAD PLAY AREA

OPERATIONAL INSPECTION SHEET

INSPECTED BY: Phil TuckleyDATE: 27th October 2025Time Finished: 11.00am

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CAROUSEL DISH	Rubber crumb shrinkage and wear. Monitor/resurface/contractor. Met on site today	Monitor.	Low
ROUNDAABOUT	Holes in worn rubber crumb. Repair/replace crumb - contractor. Area coned off with signage Do Not Use. Gap too large re: RoSPA report. Some rust. Monitor/paint.	Monitor. Met with contractor on site today	Medium
FOOTBALL GOAL	Worn, puddled playing surface. Fill hole/get soil. Wobbly/rusty post/sockets some rust.	Monitor/replace/paint. 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. Covered with tape today. Some rust on side/treat rust.	Monitor/repair rust & hole	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
SPINNING UNIT (TITAN)	Rubber crumb shrinkage and wear. Monitor. Repair/Replace crumb.	Monitor/repair & replace crumb. Met contractor on site today	Medium
TODDLER 1 BAY-2 SEAT	Rubber crumb wear and shrinkage	Monitor/repair & replace. Met with contractor on site today	Low
JUNIOR 1 BAY 2 SEAT	Rubber crumb shrinkage and wear.	Monitor/repair & replace. Met with contractor on site today	Low
SWING NET	Rubber crumb shrinkage and wear	Monitor/repair & replace. Met with contractor on site today	Medium
SLIDE		Monitor	Low
FENCE		Monitor	Low
WOODEN GUARDS	REMOVED		Low
PATH	Covered in acorns and leaves.	Area swept and cleared today	Low
TREES	See tree survey	Monitor	Low

UNDERFLEET**OPERATIONAL INSPECTION SHEET**INSPECTED BY: Phil TuckleyDATE: 27th October 2025Time Finished 9.40am

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
CYCLE STAND		Monitor	Low
GOAL NET X2 POSTS	Uneven playing surface. Rabbit scrapes on ground.	Monitor/replace. Filled rabbit holes today	Low
CYCLOPS (SPIN NET)	Bottom coupling links are notching.	Continue to monitor	Medium
TITAN (ROTARY)	Chain Link notching. Some rust.	Monitor. Paint (get paint)	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. Met with contractor on site today	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 (get paint)	Low
GAPING GHYLL	Astor turf is missing and worn.	Repair/replace/monitor. Contractor	Low
LOPING BALANCE WEAVE	Some rot.	Monitor. Replace beam. Met with contractor onsite today.	Low

EQUIPMENT	HAZARD	RECOMMENDED ACTION	RISK LEVEL
WALK/STRETCH POSTS			Low
NET TUNNEL			Low
6M NET PYRAMID	Wear to 3rd rope from the top.	Monitor wear to added tape on rope. Tape added today.	Low
CIRCUS TRAMPOLINE	Worn grass	Monitor//make good.	Low
LANDSCAPE TUNNEL	Timbers rotting & missing. Hole in Astro Turf. Protective fall space Re: RoSPA? Monitor.	Monitor / repace item? Get quotes/contractor ASAP. Warning tape checked today.	Medium
UNIMINI KERRA (TODDLER UNIT)	Flaking paint and some rust. Wear to platforms.	Monitor/paint (get paint)	Low
LILLIE BASKET (SWING BASKET)		Monitor	Low
ROTY INCLUSIVE ROUNDABOUT	Worn rubber much	Monitor/repair mulch - met with contractor on site today.	Low
BENCH ON MOUND		Monitor	Low
2.4 SLEEPER BENCH X 3		Monitor	Low
DINSOSAUR RIBCAGE WALKWAY ARCH		Monitor	Low
GATES X 2	Gap too small on yellow gate.	Monitor. Repair/replace. Met with contractor on site today	Low

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

SEATON TOWN COUNCIL (‘the Council’)	
Date of report	3 November 2025
Item of business	25 COU 14
Details	Report on Hybrid Council Meetings
Purpose of Report	To consider whether to purchase equipment to enable hybrid meetings in future
Recommendations	It is RECOMMENDED that Members: • note the report • authorise the purchase of a the ‘Meeting Owl 4+’ has the features and mobility for a medium sized council

1. Background and Legislative Context

Following temporary amendments to legislation, during the COVID-19 pandemic, to permit meetings to be held online, in May 2021, councils in England were required to return to in-person meetings. However, widespread demand for flexibility led to a government consultation in late 2024 on enabling remote attendance and proxy voting at local authority meetings.

In June 2025, the UK Government confirmed that local authorities may be allowed, in due course, to develop their own hybrid and remote attendance policies, marking a significant shift in local democratic practice.

2. Local Government Association (LGA) – 2023 Survey Insights

In response to the changing circumstances, brought about by widespread remote working, in 2023, the LGA undertook a survey of local councils about hybrid meetings which resulted in the following findings:

- 95% of councils want powers to hold hybrid meetings
- 84% said councillors with work commitments would benefit
- 64% cited childcare as a barrier that hybrid meetings could help overcome

- 1 in 10 councils had a councillor resign due to the in-person requirement
- the LGA emphasized that hybrid meetings improved accessibility, especially for:
 - disabled councillors
 - parents and carers
 - those working full-time

3. Benefits, challenges and considerations of hybrid meetings

There are many benefits to the public in councillors considering hybrid meetings:

- increased accessibility for councillors and the public.
- improved diversity in local representation
- reduced travel time and costs
- potential for greater public engagement, as demonstrated during the pandemic.

However, against those benefits, the Council must also consider:

- technical barriers (eg. poor connectivity, lack of equipment)
- maintaining engagement for remote participants
- ensuring transparency and accountability
- balancing flexibility against the value of in-person debate

4. What are video conferencing devices

Video conferencing devices are hardware tools designed to facilitate virtual meetings by enabling high-quality audio and video communication. Here's a breakdown of their merits:

4.1 Capture Video and Audio

- built-in cameras and microphones record participants
- some devices use multiple microphones for spatial audio pickup

4.2 Display Remote Participants

- high-resolution screens show other attendees clearly
- some systems support multiple screens for gallery views or shared content

4.3 Transmit and Receive Data

- connect to the internet to send and receive video/audio streams in real time
- use protocols like SIP or H.323 for secure communication.

4.4 Integrate with Platforms

- compatible with services like Zoom, Microsoft Teams, Google Meet, etc.
- often include touchscreens or remote controls for easy navigation

4.5 Enhance Meeting Experience

- features like auto-framing, noise cancellation, and speaker tracking
- some include AI-powered tools for transcription, translation, or meeting summaries

5. Video conferencing devices cost comparison

This report compares four video conferencing devices suitable for meetings with up to 16 participants in a room. It includes compatibility with Zoom and Microsoft Teams, performance features, pricing in GBP, and ideal use cases.

Device	Zoom	Teams	Audio Range	Camera	Price (GBP)
Meeting Owl 4+	✅ Fully supported	✅ Compatible (plug-and-play)	18 ft range, 8 omnidirectional mics	360° 4K Ultra HD	£1,524 – £1,999
Logitech Rally Bar	✅ Native Zoom Rooms	✅ Certified for Teams Rooms	15+ ft range (expandable), 6 beamforming mics	4K PTZ, 90° FOV	£2,213 – £2,998
Poly Studio X50	✅ Zoom Rooms appliance	✅ Microsoft Teams certified	20 ft range, 6 mics	4K wide-angle, 120° FOV	£1,988 – £2,545
Kandao Meeting Pro	✅ Compatible	✅ Compatible (via USB or HDMI)	5.5m radius, 8 mics	360° AI-powered dual fisheye	£687 – £899

6. Conclusion

Virtual and hybrid council meetings are now officially supported by the UK Government, with strong backing from local authorities and representative bodies. It is therefore likely that legislation will be brought forward to permit this. While challenges remain, the shift is seen as a pivotal moment for modernising local democracy, making it more inclusive, flexible, and representative of diverse communities.

In order to prepare for these impending changes in legislation, officers recommend that the Council purchases a middle-ranged price device that is mobile such as the Meeting Owl 4+. The other devices are fixed type bars that would need remain in a room, therefore risks being damaged when the room is used by various other groups.

There is also the possibility of using the space as a small meeting/conference facility for commercial use if this facility is available.

RECOMMENDATIONS

It is **RECOMMENDED** that Members:

- note the report.
- authorise the purchase of a the 'Meeting Owl 4+' has the features and mobility for a medium sized council