



John Wright
Town Clerk

Lyme Regis Town Council
Town Council Offices
Guildhall Cottage
Church Street
Lyme Regis
Dorset
DT7 3BS

Tel: 01297 445175
Fax: 01297 443773

email: enquiries@lymeregistowncouncil.gov.uk

Town Management and Highways Committee

Core Membership: Cllr J. Broom (chairman), Cllr M. Ellis (vice-chairman), Cllr B. Bawden, Cllr K. Ellis, Cllr B. Larcombe MBE, Cllr C. Reynolds, Cllr D. Ruffle, Cllr D. Sarson, Cllr G. Stammers, Cllr G. Turner, Cllr S. Williams

Notice is hereby given of a meeting of the Town Management and Highways Committee to be held at the **the Guildhall, Bridge Street, Lyme Regis** on Wednesday 22 September 2021 commencing at 7pm when the following business is proposed to be transacted:

John Wright
Town Clerk
17.09.21

The open and transparent proceedings of Full Council and committee meetings will be audio recorded and recordings will be held for one year by the town council.

If members of the public make a representation to the meeting, they will be deemed to have consented to being audio recorded.

If members of the public have any queries regarding audio recording of meetings, please contact the town clerk.

Members are reminded that in reaching decisions they should take into consideration the town council's decision to declare a climate emergency and ambition to become carbon neutral by 2030 and beyond.

AGENDA

1. Public Forum

Twenty minutes will be made available for public comment and response in relation to items on this agenda

Individuals will be permitted a maximum of three minutes each to address the committee

2. Apologies

To receive and record any apologies and reasons for absence

3. Minutes

To confirm the accuracy of the minutes of the Town Management and Highways Committee meeting held on 16 June 2021 (attached)

4. Disclosable Pecuniary Interests

Members are reminded that if they have a disclosable pecuniary interest on their register of interests relating to any item on the agenda they are prevented from participating in any discussion or voting on that matter at the meeting and to do so would amount to a criminal offence. Similarly, if you are or become aware of a disclosable pecuniary interest in a matter under consideration at this meeting which is not on your register of interests or is in the process of being added to your register you must disclose such interest at this meeting and register it within 28 days.

5. Dispensations

To note the grant of dispensations made by the town clerk in relation to the business of this meeting

6. Matters arising from the minutes of the Town Management and Highways Committee meeting held on 16 June 2021

To update members on matters arising from the previous meeting that are not dealt with elsewhere on this agenda and to allow members to seek further information on issues raised within the minutes of the previous meeting

7. Update Report

To inform members about progress on significant works and issues

8. Car Park Ticket Machines

To allow members to consider replacement or removal of car park ticket machines

9. Lyme Regis CCTV connection to the pan-Dorset CCTV Control Room

To allow members to consider the operational requirement, data protection and privacy impact assessment reports and the report on the Lyme Regis CCTV connection to the pan-Dorset CCTV Control Room from the council's CCTV consultant

10. Roof Glass CCTV Camera

To allow members to consider purchasing the deployable CCTV camera

11. 5b Bridge Street – Impact Protection Request

To allow members to consider a request from the owner of 5b Bridge Street to request impact protection to protect the overhanging windows (opposite the Guildhall)

12. Cart Road Day Huts' Condition

To allow members to consider the condition of day huts on Cart Road and any action required

13. Dorset Council Proposed Future Parking Strategy Report

To allow members to view the Dorset Council Proposed Future Parking Strategy Report

14. Dorset Council and Lyme Regis Town Council Agency Agreement Review

To allow members to consider the agency agreement between Dorset Council and Lyme Regis Town Council

15. Footpath 21

To inform members of changes to Footpath 21

16. Complaints, Incidents and Compliments

Summary of complaints and incidents reported between 9 June 15 September 2021

17. Roof Balustrading

To consider matters relating to the roof balustrading and glazing at Marine Parade

That in view of the confidential nature of the business about to be transacted, it is advisable in the public interest that the press and public be temporarily excluded while members consider this item in accordance with the Public Bodies (Admission to Meetings) Act 1960

18. Exempt Business

To move that under Section 1, Paragraph 2 of The Public Bodies (Admission to Meetings) Act 1960, the press and public be excluded from the meeting for this item of business in view of the likely disclosure of confidential matters about information relating to an individual, and information relating to the financial or business affairs of any particular person, within the meaning of paragraphs 1 and 8 of schedule 12A to the Local Government Act 1972 (see Section 1 and Part 1 of Schedule 1 to the Local Government (Access to Information) Act 1985), as amended by the Local Government (Access to Information) (Variation) Order 2006.

(a) Agenda item 17 – Roof Balustrading

LYME REGIS TOWN COUNCIL

TOWN MANAGEMENT AND HIGHWAYS COMMITTEE

MINUTES OF THE MEETING HELD ON WEDNESDAY 16 JUNE 2021

Present

Chairman: Cllr J. Broom

Members: Cllr B. Bawden, Cllr K. Ellis, Cllr M. Ellis, Cllr B. Larcombe, Cllr C. Reynolds, Cllr D. Ruffle, Cllr D. Sarson, Cllr G. Stammers, Cllr G. Turner, Cllr S. Williams

Officers: M. Adamson-Drage (operations manager), M. Green (deputy town clerk) A. Mullins (administrative officer)

21/01/HR Election of Chairman and Vice Chairman

It was proposed by Cllr G. Turner and seconded by Cllr D. Sarson that Cllr J. Broom is chairman of the Town Management and Highways Committee.

There being no other nominations, Cllr J. Broom was duly **ELECTED** as chairman.

It was proposed by Cllr K. Ellis and seconded by Cllr D. Sarson that Cllr M. Ellis is vice-chairman of the Town Management and Highways Committee.

There being no other nominations, Cllr M. Ellis was duly **ELECTED** as vice-chairman.

Cllr B. Bawden arrived at the meeting at 7.04pm.

21/02/HR Terms of Reference

Proposed by Cllr M. Ellis and seconded by Cllr B. Larcombe, the terms of reference were **RECEIVED**.

21/03/HR Public Forum

N. Ball (read out by the chairman)

N. Ball said he was deeply disappointed in the way he had been treated by the council having asked for information through the Freedom of Information (FOI) Act. He said he had asked two questions over two months ago and had not received a written reply, only a phone conversation with the deputy town clerk which did not answer his questions. He said he had asked for all letters sent to architects to tender for work relating to the shelters and roof work, and for a copy of the pre-risk assessment from the architect and glazier. N. Ball said the roof looked the part but it would be expensive to put things right, including potentially more expenditure for an independent glazier's report. He said the roof surface was shocking and ponds badly, and with modern levelling methods this should have been perfect. He said the contractor needed to come

back and address the problem as the surface would not last if it was sat in water. N. Ball said he had taken great interest in the roof project but felt he was rarely listened to or acknowledged. He said it was a great shame £660,000 had been wasted on a job that left the council in a mess and a risk to everyone. He said the council was lucky people couldn't meet close together in numbers as although the roof glass would stick pressure of people under load, it wouldn't if it was hit by a hard object, which had already happened showering glass onto the Marine Parade and the general public. N. Ball said the council needed to resolve the problem of the glass, especially as there was a busy season ahead and the council had known about the problem since the incident of the glass breaking. He said the clock was ticking and he was watching what the council's next move would be. He asked what other options were brought to council regarding alternatives to glass as he wasn't aware of any other suggestions. N Ball asked the council to refrain from replying to any of his comments at this stage as it was clear freedom of information was not adhered to by the council. He said the system allowed for 20 working days for a FOI response but he had been waiting just under 70 days, which the Information Commissioner's Office would be informed about. He said things were being hidden about the roof project and he didn't feel the council was showing transparency. He said maybe the councillors showed this, but it was certainly not evident from some officers. N. Ball said he looked forward to reading extracts of the above in the local press, highlighting a few more issues originating from the depths of the office, which were out of councillors' control.

Members were concerned N. Ball had not received a response to his FOI request and it was agreed this would be discussed further in exempt business.

21/04/TMH Apologies

None.

21/05/TMH Minutes

Proposed by Cllr B. Larcombe and seconded by Cllr G. Turner, the minutes of the previous meeting held on 28 April 2021 were **ADOPTED**.

21/06/TMH Disclosable Pecuniary Interests

There were none.

21/07/TMH Dispensations

There were none.

21/08/TMH Matters arising from the minutes of the Town Management and Highways Committee meeting held on 28 April 2021

Volunteer ambassadors

Cllr D. Sarson asked what the volunteers would be doing and whether it would include toilet cleaning and emptying bins.

The operations manager said they would only be providing tourist information and the council would have to arrange and pay for extra toilet cleaning and emptying of bins by some other means.

Weldmar memory jars

Cllr M. Ellis asked if there was any further information about how this would be managed.

The operations manager said the jars would now be going on the putting green. On the basis that members were in favour of this location at the last meeting and because Weldmar were pushing for confirmation, he had agreed it.

21/09/TMH Update Report

Monmouth Beach Residents' Association meeting

The deputy town clerk said it was a constructive meeting and after a difficult period, a letter had been sent by the association to residents, encouraging those who hadn't returned their leases to do so.

Cllr B. Larcombe thanked the deputy town clerk and his colleagues for their work on the leases.

Parking

Cllr B. Larcombe said he had been contacted by a resident of Springhill Gardens about problems with parking, which were getting progressively worse with people parking on Horn Bridge and now into Springhill Gardens. He said the resident would be bringing a request to Full Council for residents' parking.

The operations manager said he had received several emails about parking in various areas of the town and he intended to bring a report to the next meeting.

Cllr M. Ellis said many residents had been complaining about visitors parking on the streets but she felt it was something the town had to live with for this year at least, especially as there was currently no park and ride. She said putting double yellow lines in streets would lead to residents complaining they couldn't park themselves.

Several members agreed the town had to put up with the parking issues for this year as more people were holidaying in the UK.

Cllr B. Bawden felt the council shouldn't accept it couldn't do anything and should be discussing something more radical with Dorset Council (DC) as the problem was only going to get worse. Her suggestions for addressing the problem included stopping traffic coming into the town centre except for blue badge holders and residents who could use the two car parks at the bottom of town, a shuttle bus to the main car parks, and stopping lorries coming into town.

The deputy town clerk said when the council had recently received a request for residents' parking, members felt it would push the problem onto other streets without residents' parking. At that time, the council said there needed to be a proper review of

parking and traffic management but he didn't think anything had been progressed by DC. He added it had to be an exercise primarily for DC as the highway authority.

The deputy town clerk said he would try and get someone from DC to attend the next meeting.

Replacement of section of seafront railings

Cllr D. Sarson asked if was normal procedure for DC to request a fee to consider if the like-for-like replacement constituted permitted development.

The deputy town clerk said the fee was £120 and DC was treating it as pre-application advice. He said it would be necessary to do this as confirmation was needed that DC was willing to accept the clear view of this council and its advisor that it constituted permitted development. Without this confirmation, there were likely to be issues with DC further along the line.

21/10/TMH Garage 8 at Monmouth Beach

As the rental income was fairly low and there was a long delay on the harbourmaster's store being returned to the council by DC, members agreed the garage should not be rented out and instead used for storage for the external works' team.

Cllr M. Ellis said if the garage was no longer needed when the harbourmaster's store was returned, it could always be rented out at that point.

Cllr G. Stammers asked if it was likely someone on the waiting list would have seen a garage had become vacant and would be expecting to be able to rent it.

The deputy town clerk said it was doubtful as the list was dated and some people had been on it for 15 years. He said if a garage became available, the office would need to check with those on the list if they still wanted one.

Proposed by Cllr B. Larcombe and seconded by Cllr M. Ellis, members agreed to **RECOMMEND TO FULL COUNCIL** to confirm that garage 8 at Monmouth Beach be not relet but, instead, be retained for use by the council as secure and undercover storage.

21/11/TMH Art for the Cinema Wall in the Gardens

Cllr C. Reynolds said Scott Cinemas fully backed the project but permission was required from the council for A Level students from Woodroffe to stand on its land to do the artwork. She showed sketches of the proposed artwork, which would be painted directly onto the wall in the shape of a wave. She said some local companies had agreed to supply some materials and it would be a nice gesture if the council could also provide funding.

Cllr B. Larcombe felt it would be easier for the students to paint on the boards at the school and then attach them to the existing hoarding instead of standing in the gardens, and it would also make it easier to remove a single panel if it was defaced.

However, several members felt it would be better for the students to paint in-situ as it would allow the public to see them working and the project developing.

Cllr K. Ellis asked if members could see all the designs as not all were available to see at the meeting.

Proposed by Cllr M. Ellis and seconded by Cllr K. Ellis, members agreed to **RECOMMEND TO FULL COUNCIL** to allow access across the council's land in the gardens for establishing artwork on the cinema's temporary boarding wall at the entrance to the gardens.

21/12/TMH Roof Balustrading

Proposed by Cllr M. Ellis and seconded by Cllr J. Broom, members **RESOLVED** that under Section 1, Paragraph 2 of The Public Bodies (Admission to Meetings) Act 1960, the press and public be excluded from the meeting for this item of business as it included confidential matters relating to relating to the financial or business affairs of any particular person within the meaning of paragraphs 1 and 8 of schedule 12A to the Local Government Act 1972 (see Section 1 and Part 1 of Schedule 1 to the Local Government (Access to Information) Act 1985), as amended by the Local Government (Access to Information) (Variation) Order 2006.

21/13/TMH Complaints, Incidents and Compliments

Cllr B. Bawden asked if there was anything that could be done about the remains of barbeques on the beach, as the majority of wildfires were caused by disposable barbeques.

It was noted there were areas within national parks where disposable barbeques had been outlawed and that this might become more widespread in future.

Members acknowledged open fires were also a problem on Monmouth Beach and as the majority of these incidents took place at night, enforcement officers were not on duty to be able to deal with them.

Cllr K. Ellis suggested the barbeque bins could be moved closer to the beach and made more visible as they were currently black and perhaps unnoticeable.

21/14/TMH Exempt Business

a) Roof Balustrading

The deputy town clerk updated members on the reasons Mr N. Ball had not yet received a substantive response to his FOI response, although he had received an acknowledgement and further emails to clarify his request. He said he was taking legal advice about what information the council was required to release as it was held by third parties involved in the project and may prejudice a future position.

Members welcomed the suggestion to obtain advice from an independent expert about the suitability of the current design and materials specification of the roof balustrading.

Cllr D. Sarson said he hoped the expert would be made aware it was an area of high footfall with people walking below and suggested the Glass and Glazing Federation would be able to suggest a suitable person. He asked if the council was offered an alternative to the current materials and whether the architect was aware that on a previous project on the shelters, laminated and toughened glass was used.

The deputy town clerk said the council was not offered an alternative specification of glass and it only became an issue after installation, although there was a discussion about an alternative form of balustrading. He said on the previous project on the shelters, a different architect was involved but it was the same sub-contractor who dealt with the balustrade and glazing, and they were acknowledged experts in this field.

Cllr D. Sarson asked why the same glass was not used in that case as it was in a more dangerous environment.

The deputy town clerk said it was unknown to what extent the council's budget drove the specification, although it was normal for companies to mould a specification around the maximum budget. He said the question was whether the risks associated with the type of glass used were reasonable or not; if not, what steps could be taken to mitigate those risks.

Proposed by Cllr B. Larcombe and seconded by Cllr J. Broom, members agreed to **RECOMMEND TO FULL COUNCIL** to:

- agree to obtain the detailed advice of a completely independent 'expert' about the suitability of the current design and materials specification of the roof balustrading above SWiM, the antiques and craft centre, the amusement arcade and the public toilets on the Marine Parade taking into account the location and the known and likely use of the roof space at the time the design and specification was prepared
- agree that approval of the brief and procurement process for this work be delegated to the town clerk in consultation with the deputy town clerk, the chairman and vice-chairman of this committee and the mayor and deputy mayor
- agree the work be procured as soon as possible, funded from the existing 'professional fees' budget and approved retrospectively by Full Council on 28 July 2021.

The meeting closed at 8.31pm.

Committee: Town Management and Highways

Date: 22 September 2021

Title: Matters arising from the minutes of the Town Management and Highways Committee meeting held on 16 June 2021

Purpose: To update members on matters arising from the previous meeting that are not dealt with elsewhere on this agenda and to allow members to seek further information on issues raised within the minutes of the previous meeting.

Recommendation

Members note the report and raise any other issues on the minutes of the previous meeting that they require further information on.

Report

21/08/TMH – Matters arising from the minutes of the Town Management and Highways Committee meeting held on 28 April 2021

Dorset Volunteer Ambassadors Scheme

The Dorset Volunteers Ambassador scheme was pioneered, through Dorset Council, across Dorset towns for re-opening after lockdown but failed to attract enough volunteers in Lyme Regis to run a regular service across the summer months. The organisers subsequently decided to focus their efforts elsewhere in Dorset.

21/09/TMH – Update Report

Replacement of a Section of Seafront Railings at Marine Parade

It was previously reported that Dorset Council had requested payment of a fee to consider whether the like-for-like replacement of the eastern section of seafront railings constituted permitted development.

That payment was subsequently made, and on 19 August, Dorset Council confirmed that the planned works did constitute permitted development, i.e., that no planning application was required.

The plan remains to undertake the works in the late autumn; immediately after the autumn school half-term holidays. The works are likely to take about 6 weeks in total.

Dorset Council is looking at how it can secure its 27% contribution towards the total £73k cost of the works.

A further meeting will shortly be held with the chosen contractor and communication with traders and residents will commence shortly. Parking on the Cart Road is likely to be affected whilst the works take place, but probably only in short sections at any given time.

Parking Issues

In response to this council's request for a comprehensive review by Dorset Council of on street and residents' parking arrangement in the town, it has been agreed that the relevant officers from Dorset Council will attend the next meeting of this committee. Unfortunately, they were unable to attend this meeting.

Matt Adamson-Drage
Operations manager
September 2021

Mark Green
Deputy town clerk

Committee: Town Management and Highways

Date: 22 September 2021

Title: Update Report

Purpose of the Report

To inform members about progress on significant works and issues

Report

Guildhall Works

As previously reported, the first and second phases of the planned works to the 'porch' area and to the mayor's parlour window respectively were completed satisfactorily and on budget and programme.

The works to the roadside oriel window initially planned to take place this autumn, alongside works to the frontage of the office and other highway works, has had to be moved back to the period immediately after New Year.

Works will now commence on 5 January 2022 and will continue until 18 February 2022. The road will be closed between Coombe Street and the 'top' set of traffic lights for the duration of the works.

The delay is necessary after detailed on-site discussions between Dorset Council, their lighting and cabling contractor and our architect and contractor. It became clear that both sets of work could not take place simultaneously between the period after the autumn half term and before the beginning of the Christmas trading period without a significant risk that the works would not be completed on time. Equally, two separate closures, to allow the works to take place independently, was deemed to be unacceptable because of the likely impact on the town, its residents and businesses.

The town council's contractor has confirmed availability for the revised period and the cost will not be affected other than for a minor revision to the scaffolding cost to reflect the need for a roof to maintain working in possible poor weather.

The revised period has not required the cancellation of any pre-arranged events or weddings in the Guildhall, and it is currently intended that the chamber can continue to be used for evening committee meetings throughout the works.

The office car park will be utilised, in part, by the contractors but every effort will be made to retain some space for limited parking in connection with meetings.

It is possible that some internal 'finishing off' works will continue after 18 February 2022, but the road will be open from the 19 February 2022 onwards.

The Dorset Council works involved trenching the entire section of road between the two sets of traffic lights and other works to improve the function and reliability of the lights. The intention is that they trench the section outside the Guildhall at the very beginning of the closure so that 'our' contractor can have full and free access to the road-space after the first few days.

Although it is common practice for other building repairs to be undertaken by private owners during a period of road closure, this may not be possible on this occasion because of the need for Dorset Council to trench the entire length of road and to avoid any delays caused by additional scaffolding.

Office Works

Plans for the more substantive works of repair and maintenance, especially to the roadside frontage, are being progressed and will take place alongside the works to the oriel window in the Guildhall.

New Harbourmaster's Store for Dorset Council

As previously reported, Dorset Council has obtained planning permission for a new harbourmaster's store, but the actual procurement process appears to be taking much longer than originally anticipated and there seems to be some suggestion that it will not now be completed until 2023.

The lease by Dorset Council of our existing store at Monmouth Beach has already been held over for several years and officers are taking legal advice to establish the required notice period for the harbourmaster to vacate the store. Because of the historic frequency of billing and payment, this notice period could be as long as 12 months. This information will be brought to a future meeting of this committee for any required decisions.

In the meantime, the town clerk and deputy town clerk are meeting with Dorset Council's head of service, harbourmaster and surveyor on site later this month about this and other harbour and land related issues. Any relevant information which arises from this meeting will be reported through briefing or to the relevant committee.

Dorset Council Parking Order Application for Land at Monmouth Beach (Harbour)

A report was considered by the Full Council on 25 May 2021 and it was resolved 'to hold discussions with Dorset Council about the long-term future of land in the Monmouth Beach area and once concluded, to re-visit the request from Dorset Council's harbour master to apply for a parking order that includes land adjacent to the RNLI building'.

There have been a number of email exchanges since that meeting and discussions via Zoom, but a site meeting is now taking place later this month at which this and various other related issues will be discussed.

Survey of Council-Owned land at Monmouth Beach

The survey has now been undertaken and the plans received in both PDF and Dwg formats. The meeting with Dorset Council referred to above will aim to agree a precise boundary between the various ownerships which can then be plotted onto the survey plan and used for all future leases, etc.

Park and Ride 2021

A report on park and ride was considered by the Full Council on 26 May 2021 and it was resolved 'to run a park and ride service in the school summer holidays, with three buses running at weekends'.

The service commenced on 24 July 2021 and the AA provided advanced signage from the A358 and A35 prior to the start date, both as agreed.

After some initial problems caused by wet ground conditions, the service has been well used and initial feedback suggests passenger numbers were at least equal to those in 2019, and probably greater.

First is currently analysing the data and a more comprehensive report will be provided, probably to the next meeting of Strategy and Finance.

In that report, a number of options will also be explored, including extending the service to include Charmouth and nearby holiday parks, together with a move away from pay to ride and towards pay to park. The latter option may have certain operational benefits and will result in all service users paying for the facility. Currently, those with concessionary passes do not, and the percentage of free travel as a proportion of the whole appears to be increasing year-on-year.

Pay to park has been made more viable by the increased all day charges recently introduced in Dorset Council car parks, but it does raise operational, enforcement and VAT issues.

These will all be explored more fully in any report, as will the views of the landowner and bus operator.

Request for Taxi Ranks

This council's support for taxi ranks in the town has been relayed to Dorset Council with a request that they progress the matter. The ward member has also supported the request. A verbal update on where Dorset Council is with this matter will be provided at the meeting.

Planning Application for additional Beach Huts on Cart Road

The application was submitted in early June as instructed but was only registered by Dorset Council on 6 September 2021. The application is now being consulted on and will be considered by this council's Planning Committee at its meeting in early October.

To avoid abortive work or costs, no further action will be taken until the application has been determined.

If permission is granted, all the indications are that demand for huts remains strong and that very good prices can be achieved.

Bowls Club / 6 Ozone Terrace adjoining wall

Peter Chapman of PCRM, the council's surveyor, has been monitoring any movement of the crack in the wall between the Bowls Club and 6 Ozone Terrace since the end of 2017. He has recently reported that he would now recommend that the council take steps to repair the wall. The operations manager is seeking quotes for this work.

Extra beach accessibility matting

Following feedback from a mobility scooter user, further matting was requested by the operations manager from Dorset Council through the Welcome Back Fund. This has allowed a turning circle area to be created at the end of each accessibility matting length.

Changing Places public toilet

The operations manager is in discussion with Cllr Daryl Turner and Mark Foxwell, Dorset Council's manager of soft facilities management assets and property about bringing a changing places toilet to

Lyme Regis. Standard accessible toilets do not meet the needs of all people with a disability. Over a quarter of a million people in the UK with a disability need extra equipment and space to allow them to use the toilets safely and comfortably. These needs are met by Changing Places toilets. Dorset Council is hoping to be able to obtain grant funding to provide such facilities in various towns across Dorset, including Lyme Regis. While Dorset Council may be able to obtain grant funding for the capital costs, it would be looking to the town council to fund the ongoing maintenance and cleaning for these facilities. Discussions are at a very early stage but at present no suitable location can be found and existing public toilet facilities cannot be converted as no reduction in the number of current public toilet facilities is acceptable. If any member has a suitable location in mind please see the operations manager or this opportunity may be lost to Lyme Regis (dimensions required are 3.46m x 4.66m).

Access across Council-Owned land at Hill Road

The matter is with solicitors and is being progressed.

Matt Adamson-Drage
Operations manager
September 2021

Mark Green
Deputy town clerk

Committee: Town Management and Highways

Date: 22 September 2021

Title: Car Park Ticket Machines

Purpose of the Report

To allow members to consider replacement or removal of car park ticket machines

Recommendation

Members choose from the following for Monmouth and Cabanya car parks:

- a. Remove the ticket machines and use telephone and app signage instead, either on a permanent basis or for a trial period (1 November to 31 January) before review
- b. Replace the existing machines with card/contactless machines
- c. Replace the existing machines with cash/card/contactless machines

Background

- 1. The car park ticket machines were originally purchased in 2015 as part of a larger deal when the former West Dorset District Council was upgrading a substantial proportion of its machines.
- 2. While Woodmead car park machines remain relatively sound for the time being, the five Monmouth and Cabanya car park machines, due to their environs, are now at the end of their life with parts regularly failing and rusted doors – three callouts were required last month and that is in addition to the enforcement officers regularly resetting them. This causes considerable inconvenience for customers when the machines fail to work correctly and for staff helping customers at the machines and organising payments and refunds.
- 3. New ticket machines, whether cash and card, or card only, broadly cost between £5,000 and £8,000. It is likely that our machines will be at the upper end of that range as the specification would need to include materials for a seaside weather environment and include weather shelters. A confidential indicative quote is at **appendix 8A**. The price would be broadly the same for a cash and card machine, or a card-only machine.

Other Costs

- 4. Car parking costs are not simple to break down as there are a number of factors to consider and the figures include the additional four Woodmead car park machines. Nevertheless, a recent month's total car parking costs are as follows:

Cash Collection (G4S) ¹	£947.24 (not including amenities) (excl VAT).
Card Payment Comm (Six) ²	£952.78 (no VAT).
Card TX Fees (3C) ³	£734.3 (ex VAT).
Phone Charges (Just Park) ⁴	£3,288 (ex VAT).
TOTAL	£5,922.32

In addition, the Metric contract maintenance charge for the machines is £936 (excl VAT) per quarter (annual £3,744), plus a hosting fee of £81 per month (excl VAT).

5. If the machines at Monmouth and Cabanya were not replaced, the savings would include half the cash collection costs above and just over half the maintenance charges and hosting fees. In addition, the outlay for new machines would also be saved, which itself is potentially approximately £40,000.

Report

6. Many larger authorities have already begun removing cash payment facilities from their ticket machines, not least due to theft. Two of our machines were stolen from in May this year. As a further example, several Dorset Council ticket machines in West Dorset were stolen from over the weekend of 11/12 September 2021, including Bridport.
7. The split between cash, card and phone in August was broadly: cash, 30%; card, 36%; phone, 34%. This pattern broadly continues across the year in our car parks. The trend across the previous years has seen a decline in the use of cash, which used to be over 50% and a corresponding increase in the use of the phone as the means to pay. The regular car park comparison tables provided to members by the finance manager bear this out.
8. The argument to remove cash-taking ticket machines is compelling, removing the need to pay for cash collections at Monmouth/Cabanya and no threat of theft. The argument to remove ticket machines altogether is also financially strong as no outlay to purchase ticket machines or have a maintenance contract would be required – but it would reduce the mediums for payment to phone or app. Officers anticipate that in the future, payment in all car parks may work like this and pay and display ticket machines will become a thing of the past.
9. Should the machines be replaced, officers recommend that two machines are located to the front of Monmouth car park, one either side of the road by the enforcement hut and one at the far end of Monmouth car park. Therefore, a total of five machines would be required, as per **appendix 8A**.
10. Members may like to trial a phone/app only period over three months in the winter between 1 November 2021 and 31 January 2022 by removing the machines, before deciding whether or not to replace them.

¹ £12.27 per machine per collection

² This represents a 1.5% commission fee

³ This represents a transaction fee of 6p per transaction

⁴ A 3% commission fee and 10p per transaction per customer

11. Any recommendations from this committee will be considered by the Full Council on 27 October 2021.

Matt Adamson-Drage
Operations manager
September 2021

Committee: Town Management and Highways

Date: 22 September 2021

Title: Lyme Regis CCTV connection to the pan-Dorset CCTV Control Room

Purpose of the Report

To allow members to consider the operational requirement, data protection and privacy impact assessment reports and the report on the Lyme Regis CCTV connection to the pan-Dorset CCTV Control Room from the council's CCTV consultant

Recommendation

Members consider the consultant reports, instruct officers to seek quotes for the proposed CCTV system and apply for 80% grant funding from the office of the Dorset police and crime commissioner (OPCC)

Background

1. This project was last reported to this committee in September 2019 but has been subject to some delays due to the pandemic and further delays in receiving fibre connection quotes. The council resolved to obtain more detailed costs for the link installation for the pan-Dorset CCTV project which allows Dorset Police access to monitor the council's CCTV system, and for the installation of a CCTV camera at the top of Broad Street to view the majority of Broad Street and vehicle movements.
2. Meetings between the town clerk, operations manager, Dorset Council officers and Dorset Police have regularly occurred since September 2019 and have further informed the requirement.
3. Dorset Council recommended appointing GlobalMSc to consult for LRTC on the proposed fibre connection and new cameras. The consultant met with the operations manager on 21 July 2021. New camera locations include the junction of Silver Street/Broad Street, Cobb Gate Square, the seafront, the skatepark and Holmbush car park.

Report

4. Once quotes have been received, a grant application on an 80% OPCC / 20% LRTC funding basis will be made to the Dorset Office of the Police and Crime Commissioner for the capital costs of connection to the control room and the purchase of new cameras. Based on the preliminary costings, it is estimated the project would cost c.£52,000⁵. LRTC would need to fund 20% or c.£10,400 of that. The ongoing annual connection fee and the camera monitoring fees would become ongoing LRTC budgeted expenditure at c.£3,400.
5. The GlobalMSC consultant reports are at **appendices 9A and B**.

⁵ This cost does not include the Holmbush car park CCTV camera in the estimate.

6. Any recommendations from this committee will be considered by the Full Council on 27 October 2021.

Matt Adamson-Drage
Operations manager
September 2021

Committee: Town Management and Highways

Date: 22 September 2021

Title: Roof Glass CCTV Camera

Purpose of the Report

To allow members to consider purchasing the deployable CCTV camera

Recommendation

Members consider purchasing the deployable CCTV camera

Background

1. Following several deliberate glass breakages on the seafront roof glass balustrading, the operations manager organised the loan of a deployable CCTV camera to be installed. The council has loaned the camera from WCCTV for four weeks at no cost.

Report

2. WCCTV have worked with Dorset Council for its CCTV systems and was recommended by our CCTV project consultant. The camera is deployable and only needs a commando electrical socket to operate, sending images over a 3G or 4G connection, and it can be installed on any of our lamp columns. The camera is a 360-degree pan tilt zoom and automatically switches to infra-red in low light conditions. The zoom capability allows it to see registration sized detail at more than 200 metres. In short, this is a much more capable CCTV camera than the council's existing suite of dome cameras.
3. A confidential quote to purchase the camera is at **appendix 10A**. Members should note this is unbudgeted expenditure and would have to be purchased through reserves. However, there may be a possibility to recoup costs through a grant application to the Office of the Police Crime Commissioner as part of the wider CCTV project at a later date.
4. Any recommendations from this committee will be considered by the Full Council on 27 October 2021.

Matt Adamson-Drage
Operations manager
September 2021

Committee: Town Management and Highways

Date: 22 September 2021

Title: 5b Bridge Street – Impact Protection Request

Purpose of the Report

To allow members to consider a request from the owner of 5b Bridge Street to request impact protection to protect the overhanging windows (opposite the Guildhall)

Recommendation

Members consider the report and instruct officers

Background

1. The owner of 5b Bridge Street contacted officers to request of Dorset Council Highways a solution to the repeated impacts on the bay windows that overhang the carriageway opposite the Guildhall.

Report

2. The owner wrote:

We own the property at 5b Bridge Street, DT7 3QA. This is a listed building opposite the museum and would have been the North side of the former Cockmoile Square, which is of historic importance to the town. The building is grade II listed for group value, but is shown in early 19C photo's and we estimate that the building is early 18th Century. Last week the building was clipped by a bus that shook the building and threw my son out of the window seat in the bay window and knocked some fossils from the shelves. Today the building was hit again and has caused some damage to the bay window and smashed the window of the bus! Two years ago the whole bay to the left of the shop door on the first floor was completely taken off by a bus and was replaced costing £20,000 and losing the early fabric. The new bay leaks rainwater and I believe this is due to continual knocks weakening the whole unit. It is only a matter of time before this happens again and someone is potentially injured or worse. Another claim could render the building uninsurable and this is also a worry. I understand that this is a difficult issue with having large vehicles passing through narrow streets but it has to be addressed. Failing excluding the large vehicles from going down these streets, I am wondering if a small railing on the pavement edge ... and around the corner into Church Street ...might help? Any thoughts or directions much appreciated".

3. Following extensive discussions with Highways England, Dorset Council Highways and Historic England over the oriel window on the Guildhall opposite, and in lieu of a better traffic management plan, impact protection measures may be the only solution. However, a single pole – similar to the one across the road protecting the Guildhall – at the edge of the carriageway at 5b Bridge Street, may coerce vehicles away from that pavement towards the Guildhall.

4. Any recommendations from this committee will be considered by the Full Council on 27 October 2021.

Matt Adamson-Drage
Operations manager
September 2021

Committee: Town Management and Highways

Date: 22 September 2021

Title: Cart Road Day Huts' Condition

Purpose of the Report

To allow members to consider the condition of day huts on Cart Road and any action required

Recommendation

Members note the report and confirm any other action, if required

Background

1. In addition to the 36 town council beach huts on Marine Parade, there are 32 privately-owned huts, one cancer charity hut and one Dorset Parent Carer Council (DPCC) hut.
2. The licence agreement states in clause 4.9.1: 'You agree to keep the Day Hut in a good state of repair and condition both visually and structurally...'
3. Two further council beach huts are waiting for planning permission before inclusion on the seafront. This planning permission was submitted on 15 June 2021 and due to planning department delays is expected to be concluded by 4 October 2021. A variation of condition planning application to increase the number of Cart Road beach huts has been submitted in the past, and was again initially submitted in May 2021, but the planning department requested a full application to be submitted, which further delayed the process.

Report

4. The council replaced Cart Road beach hut numbers 1 to 12 in March 2019 and numbers 25 to 36 in March 2020 as part of a project to replace all the council huts. The replacement of huts 13 to 24 and the DPCC hut was put on hold during the pandemic and now sits in the priority three list for future projects. The condition of huts 13 to 24 is deteriorating markedly and officers would recommend their replacement as soon as funds can be made available.
5. Cart Road private hut conditions are monitored by the operations manager annually and owners receive a letter asking them to improve their huts should they fall below a reasonable standard. Huts P7, P9, P10 and P21 received letters in 2018.
6. In October 2019 private owners were sent a letter confirming the new beach hut specification and details of the council's beach hut contractor. All private owners were encouraged to replace their hut with the new specification.
7. In November 2020 letters to make private owners aware of their deteriorating beach huts were sent to the owners of huts P1, P4, P5, P6, P7, P8, P9, P12, P15, P16, P19, P21, P26, P27, P30, P31 and P32. The master letter is at **appendix 12A**. In response to these letters, some owners claimed the pandemic was restricting them from attending to their huts but other owners have since replaced to the new specification.

8. At the time of writing, 10 of the 32 private huts had been replaced in the new specification. Eight of the 17 previously written to owners had done little or nothing to repair the condition of their huts – these were P4, P7, P9, P15, P16, P19, P27 and P30. It is intended to send the 2021 condition letter in the last quarter of this year.
9. Any recommendations from this committee will be considered by the Full Council on 27 October 2021.

Matt Adamson-Drage
Operations manager
September 2021



John Wright
Town Clerk

LYME REGIS TOWN COUNCIL

Town Council Offices, Guildhall Cottage,
Church Street, Lyme Regis,
Dorset, DT7 3BS
(01297) 445175 Fax: (01297) 443773
Email: enquiries@lymeregistowncouncil.gov.uk

1 November 2020

Dear

Ref: Hut ##

I am writing to ask you to maintain your beach hut in line with the issued licence.

It has come to our attention that your beach hut requires xxxxxxxx' and as such not only detracts from the beautiful seafront setting of Lyme Regis but is in breach of the licence granted to you.

Please repair your beach hut to the required standard before Easter 2021 to continue to benefit from having a beach hut in such a wonderful situation in Lyme Regis. Failure to repair your hut in this timescale may lead to your licence being revoked and your hut removed.

Should you wish to purchase a new hut I can recommend Poultons of Dorset who supply huts to Lyme Regis Town Council. They know our specification well and would be able to provide you a quotation.

We all want the seafront to look as good as it can for the summer and beyond, therefore please contact me with your intentions as soon as possible.

Yours sincerely,

Matt Adamson-Drage
Operations Manager

Tel. 01297 445175
Email: operationsmanager@lymeregistowncouncil.gov.uk

Committee: Town Management and Highways

Date: 22 September 2021

Title: Dorset Council Proposed Future Parking Strategy Report

Purpose of the Report

To allow members to view the Dorset Council Proposed Future Parking Strategy Report

Recommendation

Members note the report

Background

1. Work on Dorset Council's (DC) Proposed Future Parking Strategy started in September 2020 with research, analysis and benchmarking activities. To fully understand local areas, there has been stakeholder engagement since March 2021; this will continue until the final strategy is taken to DC's Overview Committee and Cabinet in the autumn of 2021. The new charges are planned to be implemented in January 2022.
2. DC parking services is currently working under the parking orders of the former six councils, which has led to a disparity of tariffs between areas to the extent that some areas are free to park all day and others pay £9. An alignment of the parking orders is necessary to standardise charges to ensure equality for residents.

Report

3. The Dorset Council Proposed Future Parking Strategy report is at **appendix 13A**.
4. Any recommendations from this committee will be considered by the Full Council on 27 October 2021.

Matt Adamson-Drage
Operations manager
September 2021

Committee: Town Management and Highways

Date: 22 September 2021

Title: Dorset Council and Lyme Regis Town Council Agency Agreement Review

Purpose of the Report

To allow members to consider the agency agreement between Dorset Council and Lyme Regis Town Council

Recommendation

Members note the report

Background

1. The agency agreement to support lengthsmen and some licensing activity by Lyme Regis Town Council was completed by Dorset Council (DC) in April 2021. A copy is at **appendix 14A**.

Report

2. The agreement affords Lyme Regis Town Council the opportunity to undertake functions normally carried out by DC. This is not an entire transfer of responsibility but gives Lyme Regis Town Council the authority to act in support, and in lieu, of DC for the activities described in the schedule.
3. Any recommendations from this committee will be considered by the Full Council on 27 October 2021.

Matt Adamson-Drage
Operations manager
September 2021

Committee: Town Management and Highways

Date: 22 September 2021

Title: Footpath 21

Purpose of the Report

To inform members of changes to Footpath 21

Recommendation

Members note the report

Report

1. Dorset Council have notified us of changes to the route of Footpath 21, **appendix 15A**.
2. Any recommendations from this committee will be considered by the Full Council on 27 October 2021.

Matt Adamson-Drage
Operations manager
September 2021

Complaints and Incidents Summary – 9 June 2021 to 15 September 2021

Members are asked to approach staff in advance of the meeting if they wish for further details of any compliment or complaint.

Complaints and incidents dealt with by LRTC

No.	Date	Incident?	Where?	When did it occur/when noticed?	Item reported to	LRTC action
42	29.06.2021	<p>Today (Tuesday 29th June) my family and I visited Lyme Regis whilst on holiday from West Yorkshire.</p> <p>Having arrived with 2 young children (under 3), we unpacked our picnic on the beach and within seconds we were literally being attacked by a flock of seagulls who took our sandwiches and caused a significant amount of distress for my 1 year old son and 3 year old daughter. I've never known anything like it, and would consider that such a hazard and danger to public health should be something that you as a council should be warning people of. Had we known that this was likely to happen, I would never have risked a picnic on the beach with my family. My daughters lip was cut during the incident/panic and literally people were laughing around us due to the naivety that we clearly displayed. We will not return to Lyme Regis again, and if we do, we'll certainly not go anywhere near the seafront/takeaway areas</p>	Seafront	29.06.2021	Ops Manager	<p>Ops Mgr replied by email. I am sorry your family was attacked by the seagulls. LRTC looked at this issue in 2019 and chose not to employ birds of prey due to the expense and impermanence of the solution but perhaps with this evidence our members may wish to reconsider or consider alternative solutions.</p>

		<p>which were a danger to my family. Please can you provide a response in terms of what you are doing to address this. At the very least, I suggest you should be strongly advising people against eating picnics on that stretch of beach. This was a really traumatic experience for me and my family and I feel as though we walked into a lions den, and there should have been something to warn us if this is something that happens so regularly in Lyme Regis.</p> <p>Follow up email: We are lucky on this occasion that none of us, and in particular my 2 young children were not badly injured. It is really not an exaggeration to say there were around 7-8 birds that descended on us so quickly and we couldn't get away quick enough.</p> <p>It seems as though no solution is going to be put in place to warn people of this and that is what I would really strongly recommend.</p> <p>Please do treat this as a formal complaint and submit to the relevant department in the town council</p>				
43	30.06.21	<p>Our house borders an area of land in Fairfield Park that is very over grown and in the 10 years we have owned the property has never been attended. The trees and brambles shed constantly into our garden causing constant maintenance on our part. We have been unable to find out who owns the land, our adjacent neighbours ween to think no one does. Are you able to find out for us, we would like to approach then with a view to cutting back the overgrowth permanently</p>	Henry's Way	June 2021	Ops Manager	Ops Mgr investigated. It may be Magna land.

44	26.07.21	The issue with seagulls on Lyme Regis Beach is out of control and really spoiling people's pleasure in visiting the area. We have been visiting for many years and have never witnessed it as bad. In one 10 minute session alone we witnessed them stealing ice cream, a sausage roll, sausage from 2 different boxed of sausage and chips, and a packet of crisps. They had pooped on a least 2 people. They are swooping and dive bombing people, going into tents to steal food and being quite vicious. We visit the area from Scotland often as my father in law lives in Kilmington, we had friends with us from Sussex and all 10 of us left beach in search for somewhere where the seagulls were less problematic. Surely the public deserve protection and know of several beached that use birds of prey on occasion to fly them over as a deterrent. Something needs to be done to protect your visitors health and safety and to protect local businesses.	Seafront	26.06.21	Ops Mgr	Ops Mgr replied by email that the topic would hopefully be discussed at an upcoming TCP committee meeting.
45	13.08.21	My wife and me have regularly used the shelter/summerhouse in Langmoor gardens to sit and enjoy the activities and view from there. Unfortunately that has been spoilt for us because on most occasions in the last months when we have been there it has occupied by a number of people usually 3 drinking alcohol with often many alcohol containers on the benches. The council carries out anti-social behaviour patrols in the evenings but what is to be done for the likes of us who want to use it during the day. The problem does not do justice or image to our beautiful gardens and town	Gardens	12.08.21	Ops Mgr	Ops Mgr replied by email explaining about the Anti-Social behavior PSPO that is under public consultation.
46	16.08.21	I walked to the beach this morning and the	Seafront	16.08.21	Ops Mgr	Ops Mgr replied by email.

		seafont was looking lovely, the sand was being raked by the tractor and people were having their early morning swim. I looked along behind the beach huts on Marine Parade and was disgusted by the litter and what I think was a smell of urine that was in behind most of the huts. Is it the owners responsibility to keep the area clean or the town council? Although the area isn't obviously visible , children quite often hide behind there, and it just looks a terrible mess.				Maintenance team sent to litter sweep behind the beach huts.
47	16.08.21	Hello, will anything ever be done about the traffic in Church Street. I live in Lym Close and it is absolutely horrendous in the summer to get in or out of this road. The times I have had my car hit because of people blocking up the whole road is unbelievable. This problem needs to be seriously, seriously looked at so that us permanent residents don't suffer because of Lyme Regis wanting to profit from the holiday season. I will also be contacting West Dorset Council and our local MP on this matter	Lym Close	ongoing	Ops Mgr	Ops Mgr replied by email that the traffic situation has and continues to be regularly discussed at council. There are no easy solutions.
48	24.08.21	I'm enquiring about the reasoning behind the dog ban on sandy beach during the summer and lead only rule during the winter. I'm aware this has become quite a contentious subject in the area, but I just don't understand your justification for it and would love to hear what it is. So many beaches in Cornwall and around the country allow the dogs off lead in the early morning and late evening in the summer (to not annoy families) and also off lead during the	Front Beach	Ongoing	Ops Mgr	Ops Mgr replied by email explaining that DC's PSPO was implemented following a public consultation. Details of when it is due for renewal were forwarded.

		<p>winter months. It's the only sandy beach in the area which is an absolute must for dogs as it's dangerous for them to run on pebbles.</p> <p>Dog walkers bring so much money to the town as they always have a coffee/meal to make their dog walk a super experience.</p> <p>I totally understand the odd missed poo problem but my goodness families leave more horrors (used nappies etc which I used to collect in dog poo bags all the time) than a dog ever could.</p> <p>Because of the rules so many dog owners in the locality won't bring their business to the town anymore (including me). I'm someone who probably 3 times a week in the winter months would adore coming to Lyme to run the dogs on sandy beach, chat to other dog walkers and always have a coffee/breakfast etc. It was an absolutely delightful way to spend a morning and I felt so lucky to live near such a wonderful place.</p> <p>Could the town please revisit the dog policy on sandy beach? The other dog friendly beaches are sadly not that as they are so pebbly.</p> <p>I and hundreds like me would love to return to our lovely mornings in Lyme.</p> <p>In hope ..</p>				
49	03.09.21	My wife and I are currently holidaying in the	Bridge Street	02.09.21	Ops Mgr	Ops Mgr replied by email.

		<p>area with friends. Yesterday we went the day in Lyme Regis and my wife sustained a most unpleasant injury as a result of a poorly maintained bannister rail. At the car park end of Bridge St, there are steps to the area outside Anning's Fossils shop. There is a bannister railing on these steps bracketed to the wall. One of these bracket is in an extremely poor state of disrepair. it is corroded, broken, rusted and covered with sharp shards of metal sticking out from it. I attach photographs.</p>				<p>An immediate temporary fix was implemented by the maintenance team. Axminster Ironworks booked in for a more permanent repair – which occurred the following day.</p>
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Complaints and incidents dealt with by Dorset Council

No.	Date	Incident?	Where?	When did it occur/When noticed?	Item reported to:	Reference:
1 (50)	07.09.21	<p>: living in Lyme Regis can have its issues such as parking and now with the construction site on queens walk and Colway lane its become a night mare with the contractors and there parking its got to the point that they are now parking the vans behind each other on the kerb so no one can pass and no one can get past in cars its blocking emergency services from getting to the homes if anything happens please can a warden come have a look as we have had this now for a nearly a year and we are all sick to death of there attitude regarding the situation</p>	Colway Lane	Ongoing	<p>Operations manager : DC Highways Officers informed by email</p>	
2 (51)	07.09.21	<p>The Armco barrier in the car park at the top of the steps to the town mill has come adrift and is hanging dangerously over the path below.</p>	Town Mill Steps	07.07.21	<p>Operations Manager: DC Officers informed by email</p>	

Compliments received

No.	Date	Compliment	Where?	Item reported to:	Any further information
21	08.06.21	As a first time visitor to Lyme Regis, I just wanted to compliment you on how clean and tidy the town is, especially as it's so busy at the moment. There is very little visible litter, and the toilets at Monmouth beach and the ones right in the center were clean and even smelled ok (unlike the ones in Charmouth yesterday!). I'm left with a very good impression of Lyme Regis, which I'll certainly pass on to others. Thank you!	Seafront	Ops Mgr/Support Services Mgr	
22	11.06.21	Just had a walk through Langmoor and Listers as part of our regular walk around Lyme . I know it's probably been a huge investment but the whole area is stunning and beautifully planted and maintained . We spoke to one of the gardeners - didn't get his name (he's from London) who was understandably proud of the place and put a lot of love into his work . Hats off to all involved . Best wishes Nick Williams and Jenny Lane	Gardens	Ops Mgr/Support Services Mgr	
23	15.06.21	Dear Mark and Elaine, We hope you are both well. We have recently received our signed and sealed lease and would like to thank you both and the rest of your team for your sterling efforts to get this project through to completion. It is a major moment for both chalet owners and LRTC itself as it provides security of tenure to the owner and a structured way forward in the years ahead, including financially, for both parties. It can't have been easy I'm sure - in fact about as far from easy as it could	Office	Town Clerk/Support Services Mgr	

		get due to the circumstances prevailing! You have been very courteous, helpful and patient throughout. Kind Regards, Malcolm and Suzanne Tottle (45 Ware Cliff Chalets)			
24	02.02.21	Lady needed excrement removed from the beach. We sent a member of the outside works team and they dealt with it straight away in a polite and efficient manner. She said " The man we sent down was an absolute gem and a gentleman that we should look after. He is a credit to the Town Council and I'm so grateful to him and you and all involved. Thank you".	Front Beach	Town Clerk, Ops Mgr	
25	03.07.21	Elaine: This is Janet from Seattle here in Lyme Regis - we all went to visit our memorial bench yesterday after doing their scattering on Wed. This more than made my expectations - I am forever grateful!!	Office/seafront	Ops Mgr/Support Services Mgr	
26	10.07.21	Hi my family and I recently visited Lyme Regis for a holiday in June 2021. I would like to commend the local authority for the cleanliness of the seafront and beach; the gardens are superb and toilets by the arcade are very clean. Excellent vegan cafe on the sea front with deckchairs. Thank you to all the grounds maintenance officers; no litter on the beach very clean. Kind regards Sarah Campbell	Seafront	Ops Mgr/Support Services Mgr	
27	16.07.21	I have just spent the last week in the Devon/Dorset area with my family and we have spent the majority of the time at Lyme Regis. I just wanted to thank you for keeping a very	Seafront	Ops Mgr/Support Services Mgr	

		<p>clean as well as beautiful area. We enjoyed a variety of activities and as important we had a choice of clean toilets to use, indeed you boast much more facilities than central London. Keep doing what you are doing and be proud of your beautiful town. Thank you!</p>			
28	17.07.21	<p>I have just returned from a week in Lyme Regis, and I wanted to pass my thanks to the litter collection and street cleaning teams working there. The town was spotless, there were plenty of bins, all emptied regularly, which helped with managing the seagulls, but also meant the town was completely free of litter, and given how busy it was, this was a triumph. Also thanks for the plentiful and clean public toilets. The town was a joy, and please pass my thanks to the cleaning teams</p>	Seafront	Ops Mgr	
29	20.07.21	<p>Hi Kerry, That DPCC beach hut and sea wheelchair are amazing!! We had a brilliant time with Jodie swimming in the sea. We didn't actually use it on Sunday as 2 long continuous days was enough for Jodie so returned the chair to the pavilion leaving our £20 deposit for next time! Everyone was so helpful - canoe concession guy brilliant at helping pull chair back up beach!!! The special beach pathway is fantastic - could be a little longer !?!? AND please could canoe guy put his rope down the beach to include the pathway to prevent</p>	Office/Seafront	Ops Mgr/Support Services Mgr	

		tents, parasols and other beach paraphernalia be camped on it or over the end of it!! That sea chair with me as a driver could easily take out a tent or two in one swift push!!! I have secured the hut for 31st July - 3rd August so please can I book the sea wheelchair for those 4 days too? Many thanks for all your help, Caroline			
30	20.07.21	We were visitors to Lyme yesterday and want to say how impressed we were with the town it's facilities and cleanliness	All areas	Ops Mgr	
31	21.07.21	Hi Kerry, thank you so much for your help and advice regarding having chairs for our concert last Sunday p.m for Save the Children. Just to let you know Matt Johnson, Seafront Attendant, was a big help too. We raised £225-00 pounds for the charity, and those taking part were brill. Note the chairs were well cleaned before they were put away.	Office/Performance area	Ops Mgr	
32	23.07.21	Just to let you know I was buttonholed yesterday by a member of the public thanking the Town Council for the security guards that are now on patrol, and for the huge difference they had made to life on the seafront. Can we convey our thanks to the staff involved? Cllr Rob Smith	Seafront	Town Clerk Dep Town Clerk Ops Mgr	
33	23.07.21	I just wanted to say thank you for the chance to have one of the town council's beach huts for the day yesterday. All correspondence and the one phone call I had	Office/Seafront	Town Clerk Dep Town Clerk Ops Mgr	

		<p>to make, was dealt with quickly and by a lovely lady in the office. It was a delight to have dealings with the town council.</p> <p>All staff that we saw along the promenade were friendly and professional and you had the feeling that if you asked a question they would have been able to given an answer and help if you needed it.</p> <p>We had a wonderful time. The hut was clean and just perfect with the chairs, and of course, with the best view ever!</p> <p>I only live in Dorchester but it was the first time I've booked a beach hut, hopefully it won't be the last. Thank you again, Kind regards Gillian</p>			
34	02/08/21	"The mini-golf is great"	Gardens	Support Services Mgr	
35	06.08.21	<p>Hi Elaine</p> <p>Hope you had a great holiday. In your absence I phoned this morning and spoke to a VERY VERY extremely helpful colleague of yours Kerry Weekley. I had a dilemma because we had booked our Hotel and rooms, Guildhall and Registrar for Sat 9th October (see attachment) and the Lyme Regis hotel decided yesterday to cancel our room bookings. We have since had to change to an alternate hotel and move our wedding a week to Sat 16th October - 2.00pm. I have changed the Registrar and Kerry has moved our reservation for the Guildhall by one week to the new date of Saturday 16th October at 2.00pm. I believe we may need to liaise to complete the paperwork which is why I am emailing you. I cannot thank Kerry enough for saving our wedding from being cancelled, she</p>	Office	Support Services Mgr	The lady in question came into the office to say a second thankyou

		<p>saved the day for us!! Will speak to you when it is convenient with you.</p>			
36	16.08.21	<p>This morning I came to Lyme Regis Cemetery – to photograph a grave of a family member who died 5 years ago, as well as trying to track down other possible family graves. Whilst there, I met a really helpful gentleman - Alan - who was incredibly helpful and interesting. He was cutting the grass.</p> <p>Although I thanked him for his help at the time, I would like to put on record his kind assistance. Very much appreciated.</p>	Cemetery	Ops Mgr	
37	13.09.21	<p>Hello I just wanted to congratulate your council for keeping the town so tidy and the public toilets open and clean. I can honestly say that as someone who visits a lot of different places, Lyme Regis is by far the most pleasant for visitors. Well done and keep it up.</p>	All areas	Ops Mgr	