



John Wright
Town Clerk

Lyme Regis Town Council

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Town Management and and Highways Committee

Core Membership: Cllr M. Ellis (chairman), Cllr G. Caddy (vice-chairman), Cllr C. Aldridge, Cllr S. Cockerell, Cllr P. Evans, Cllr N. Hampton-Rumbold, Cllr D. Holland, Cllr S. Larcombe, Cllr P. May, Cllr C. Reynolds, Cllr G. Stammers, Cllr G. Turner, Cllr A. Wood

Notice is given of a meeting of the Town Management and Highways Committee to be held at the Council Offices, St Michael's Business Centre, Church Street, Lyme Regis on **Wednesday 12 November 2025** commencing at 7pm when the following business is proposed to be transacted:

John Wright
Town Clerk
05.11.25

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 24 September 2025 (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 24 September 2025

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. Town Management and Highways Committee – Objectives

To allow members to review progress of the committee's 2025-26 objectives

9. Summer 2025 Operational Review

To provide a comprehensive review of Lyme Regis Town Council's operational involvement in public events, infrastructure activity, cleansing and enforcement, and sustainability initiatives during the 2025 peak season, supported by stakeholder feedback and council dialogue

10. Monitoring of Ground Markers at Monmouth Beach

To allow members to note the latest position with the monitoring of ground markers at Monmouth Beach

11. Complaints, Incidents and Compliments

Summary of complaints and incidents reported between 18 September and 5 November 2025

12. Park and Ride Outturn 2025

To allow members to receive initial information about the outturn for the 2025 park and ride service

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

13. 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 12 – Park and Ride Outturn 2025

LYME REGIS TOWN COUNCIL

TOWN MANAGEMENT AND HIGHWAYS COMMITTEE

MINUTES OF THE MEETING HELD ON WEDNESDAY 24 SEPTEMBER 2025

Present**Chairman:** Cllr M. Ellis**Members:** Cllr C. Aldridge, Cllr G. Caddy, Cllr S. Cockerell, Cllr P. Evans, Cllr S. Larcombe, Cllr P. May, Cllr C. Reynolds, Cllr G. Stammers, Cllr A. Wood**Officers:** A. Mullins (assistant town clerk), S. O'Connell (operations manager), J. Wright (town clerk)**25/23/TMH Public Forum****S. Ashwell**

S. Ashwell said she frequently used the 114 steps from Charmouth Road car park to the church and sea wall and felt they needed improving. She was aware they were the responsibility of Dorset Council (DC) but she was conscious that the state of the steps affected how residents and visitors saw the town. She felt it was appropriate to raise the issue with this committee after consulting the deputy town clerk. She had highlighted to DC the issue of overgrown vegetation and the unsafe condition of the steps and one of the rangers had responded to her. The ranger had advised her there were external funds available to improve parts of the South West Coast Path but the fund was oversubscribed. She suggested some joint funding from the town council could make all the difference and be a win-win. She felt by raising this opportunity with the committee, it would be possible to identify funding to support DC in improving what she considered to be a valuable asset for the town and visitors. She believed it would be a positive achievement for the town council if a way could be found to make the steps and handrails safer and more welcoming.

Cllr M. Ellis asked if S. Ashwell had brought the matter to the attention of the DC ward member.

S. Ashwell said she felt this was a local issue, as well as a DC issue, so she wanted to raise it with the town council.

25/24/TMH Apologies

Cllr G. Caddy – illness
Cllr N. Hampton-Rumbold – holiday

25/25/TMH Minutes

Proposed by Cllr C. Reynolds and seconded by Cllr A. Wood, the minutes of the previous meeting held on 2 July 2025 were **ADOPTED**.

Cllr G. Stammers arrived at 7.06pm.

25/26/TMH Disclosable Pecuniary Interests

Cllr P. May declared a non-pecuniary interest in agenda item 13, Request for Additional Parking Restrictions in Mill Lane, as he was a trustee of the Town Mill and would not vote.

25/27/TMH Dispensations

There were none.

25/28/TMH Matters arising from the minutes of the Town Management and Highways Committee meeting held on 2 July 2025

Use of the Former Lister Room (now Terrace Café) – Outside Seating and Licensing Requests

A member asked why there were problems with talking to the tenants about the requests.

The operations manager said some discussions had taken place but further talks were needed.

25/29/TMH Update Report

The Three Cups

A member asked if officers could contact Palmers' agent again to keep the pressure on them. It was noted the last time the council met with the agent, he said they were very close to securing a partner to develop the site with but this was now several months ago.

The town clerk said he would make sure the deputy town clerk kept the pressure on.

X51/53 Winter Timetable

The town clerk said First Bus had confirmed it would reinstate the winter timetable but had not confirmed when this would happen.

Harbour Store

A member asked if biodiesel, which was stored at the Harbour Store, was being used in council vehicles yet.

The operations manager confirmed biodiesel was being used in council vehicles.

25/30/TMH Town Management and Highways Committee – Objectives

Members noted the report.

25/31/TMH Budget Proposals 2026-27

A member suggested a sensory educational garden for the area below the outdoor gym, as discussed by the Gardens Working Group.

A member asked if more money was required in the budget to deal with the lynch and if further funding was needed for the town bus.

The town clerk said there was £7k in the 2025-26 budget for the lynch and a further £5k was suggested for 2026-27, but this had been missed out of the suggestions and would be added in.

The operations manager said no further funding was needed for the town bus.

A member asked why £150k was needed for refurbishment of the Jane Austen Gardens.

The operations manager said as it was an area of historic instability, it was unknown what might happen if works took place, but the figure could reduce depending on what was found.

25/32/TMH Future Use of Adopted Telephone Kiosk at Bell Cliff

Members agreed a book exchange would be a good use for the telephone kiosk.

It was also suggested useful telephone numbers could be displayed in the kiosk. The town clerk said this information could go on noticeboards where it was more visible.

Proposed by Cllr S. Larcombe and seconded by Cllr P. May, members agreed to **RECOMMEND TO FULL COUNCIL** to agree the decommissioned BT telephone kiosk located at Providence Place/Bell Cliff is re-purposed as a book exchange, ensuring all suggestions comply with the contractual obligations and restrictions outlined in the adoption agreement with British Telecommunications plc.

25/33/TMH Memorial Tree Sculpture

Members liked the idea of a memorial tree sculpture as it would help reduce the number of people on the waiting list for a memorial tree or bench and would fit in well with the sculpture trail in the gardens.

It was noted that although it would involve initial expenditure to buy the sculpture, there would be an income from the purchase of memorial leaves.

Members discussed which size would be preferable and agreed to put forward the maximum amount of £25,000 as a potential objective for 2026-27, but any final decision could be made at a later date if the project was taken forward.

Proposed by Cllr P. May and seconded by Cllr C. Reynolds, members agreed to **RECOMMEND TO FULL COUNCIL** to put forward the idea of a memorial tree as a potential objective for 2026-27 with a budget of £25k.

25/34/TMH Changes to the Lyme Link Bus Service Route

The operations manager said the suggestions from the volunteers for changes to the route were based on comments from passengers and the convenience of stopping at the stops.

A member said when the bus very occasionally didn't run, a message was posted on Facebook but this wasn't seen by most of the passengers, so it was suggested a text message group was set up for regular passengers where these messages could be communicated.

Members discussed whether passengers should be asked for their views on route changes, although there was concern this would undermine the volunteers.

A member was concerned that some people were still unaware of the service and suggested maybe people in Uplyme were not making use of it for this reason.

There was also concern about the perception if the Uplyme stop was withdrawn, although it was pointed out there was still a public bus that ran between Lyme Regis and Uplyme so people still had an option.

It was recognised the service could continually evolve as and where the need arose.

The town clerk encouraged members to trust what the volunteers were telling them and to consider reviewing the service again in another six months and thereafter to commit to an annual review, rather than reacting to individual requests.

The operations manager said more volunteers would be beneficial so it needed to be advertised continually. It was agreed another article would go in the Lyme Living magazine.

Proposed by Cllr A. Wood and seconded by Cllr P. May, members agreed to **RECOMMEND TO FULL COUNCIL** to agree to the proposed route changes for the Lyme Link bus service, specifically the removal of Uplyme from the route, with a further review in six months.

25/35/TMH Request for Additional Parking Restrictions in Mill Lane

A member said they understood one of the residential properties in Mill Lane had paid for a parking space outside the house, therefore double yellow lines couldn't be installed there.

The town clerk suggested the onus should be placed back on the Town Mill to determine the status of that piece of land.

It was agreed the Town Mill would be asked to clarify issues of ownership and historical arrangements before the council would consider supporting the request for additional parking restrictions.

25/36/TMH Beach Signs and Flags – Pollution Risk Notices

It was noted it was DC's responsibility to display the notices but currently it wasn't being done.

Digital signage was suggested so the notices could be managed remotely.

The operations manager said this could be suggested at the Harbour Consultative Group.

It was noted it was now the end of the bathing season so it wasn't an immediate issue.

25/37/TMH External Works' Budget Performance, 1 April – 31 August 2025

A member queried the cost of biodiesel at £8k and asked why ordinary diesel was not being used.

The town clerk said biodiesel was 20p a litre more expensive than originally thought. He said the expenditure possibly included the cost of installing the tank and he would check this and let members know.

The operations manager said the tank had been filled up once and would probably need to be filled up once more before the end of the financial year so the overspend would increase further.

It was noted the moved to biodiesel was agreed to reduce the council's carbon footprint.

25/38/TMH Complaints, Incidents and Compliments

Members noted the high number of dog complaints and felt the signage on the beach wasn't sufficient to inform people of the rules. A simple 'no dogs' sign was suggested.

The town clerk said DC was responsible for this signage but the town council could look into putting up its own.

A member added a compliment for the town bus and the volunteers, who had been very thoughtful following a recent bereavement.

The meeting closed at 8.16pm.

DRAFT

Committee: Town Management and Highways

Date: 12 November 2025

Title: Matters arising from the minutes of the Town Management and Highways Committee meeting held on 24 September 2025

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 if further information is required.

Report

25/33/TMH – Memorial Tree Sculpture

The was considered by the Strategy and Finance Committee and Full Council as a potential objective for 2026-27 but was not taken forward.

25/34/TMH – Changes to the Lyme Link Bus Service Route

The agreed changes have been made to the Lyme Link service route and new timetables produced. The changes have been publicised in the November magazine and the timetable printed within. Uplyme Parish Council has been informed about the agreed changes.

25/35/TMH – Request for Additional Parking Restrictions in Mill Lane

It was confirmed at the Full Council meeting on 29 October 2025 that Dorset Council owns the land on which the additional parking restrictions are being proposed. It was therefore resolved by the Full Council to support the introduction of additional parking restrictions in Mill Lane. Dorset Council has been notified of this council's support for the additional restrictions and the Town Mill informed accordingly.

Adrianne Mullins
Assistant town clerk
November 2025

Committee: Town Management and Highways

Date: 12 November 2025

Title: Update Report

Purpose of the Report

To inform members about progress on significant works and issues

Report

Report

Cadet Hut

Peter Chapman, geotechnical engineer, arranged for a topographical survey to be carried out and this was completed on 16 and 17 September 2025.

The ground investigations have also now been undertaken, included the drilling of boreholes with a small drilling rig using the percussive windowless sampling technique. Standpipe piezometers were inserted in the boreholes created for measuring groundwater levels. The borehole investigation will also need to be supplemented by the excavation of trial pits at selected locations.

Updates will be provided as and when the technical data has been received from the surveyors. In the meantime, quotes are being obtained for the demolition of the building and this will be the subject of a separate report to members in due course, as will the future use of the site.

In the meantime, a further meeting took place with Peter Chapman on 4 November 2025 about this and other projects at which his planned retirement and the impact of that on various ongoing council projects was discussed. He introduced a firm of engineers, Rudlesdens, who were his suggested alternative resource because of their local and specialist knowledge. Again, this will be the subject of a separate report to members.

Cleaning Provisions

Currently, cleaning services are provided by two external contractors. Dorset Cleaning Services is responsible for the Marine Parade and Candles on the Cobb Pavilion toilets. Their agreement is a temporary rolling contract, which was originally due to expire on 1 October 2025.

B Cleaning Services provides cleaning for the council offices, Guildhall, amenities hut, Monmouth Beach store, and the Cemetery Lodge.

The operations manager and finance manager are reviewing long-term options for consolidating cleaning provision under a single contractor, or alternatively, bringing the service in-house.

As a temporary measure, Dorset Cleaning Services has agreed to continue their service until 1 November 2025. They have also expressed interest in tendering for the full cleaning operation. This extension allows sufficient time to complete a strategic and feasibility review.

A report was scheduled for consideration by the Strategy and Finance Committee on 13 October 2025. However, due to delays in asset transfer discussions, it has been deferred to Full Council on 17 December 2025.

Perimeter wall – Churchyard

As set out in the objectives report elsewhere on this agenda, the anticipated timescale for undertaking the repairs has slipped again to spring 2026. The possibility of this occurring was highlighted in the update report to the September meeting and is as a result of continuing complications with the work required to obtain Listed Building Consent, the need to obtain a faculty from the Diocesan Registrar, potential issues involving The Party Wall Act and the need to dig trial holes in neighbouring property to better establish ground conditions given the differences in levels of adjacent ownerships.

The total budget for this work is £60k and it may be that the scope of works will have to be limited to remain within that budget. It had been hoped to repair a more extensive length of wall than just the collapsed section. That may not prove affordable within the approved budget.

The need for further repairs and maintenance in the future will be highlighted in the forthcoming asset plan. As some members will be aware, the town council is responsible for this wall solely because the adjacent churchyard has been 'closed'. In such circumstances, the local authority becomes responsible for the maintenance of both the churchyard and 'all boundary structures'.

The Three Cups

A further update is being sought from Palmers' agent, and a verbal update will be provided at the meeting.

MUGA

As previously reported, the MUGA opened in July as planned but was subject to some damage shortly thereafter. As a result, it has been locked at sunset since that time and problems of misuse and antisocial behaviour have reduced considerably.

Issues with the perimeter fencing and the levelling/rolling of the surface have been largely resolved and works to level, re-seed and veri-drain the adjoining football pitch have gone well.

New goalposts will be installed very shortly and residents in Lym Close have been consulted about the possible installation of additional netting along that boundary of the pitch. To date, the response rate from residents has been poor and divided and a further attempt will be made to obtain views before deciding how to proceed.

20mph Speed Limit Proposals

The final date for public comments on the consultation by Dorset Council is 7 November 2025.

Any initial feedback received prior to this meeting will be reported verbally.

Woodmead Car Park Drainage Works

These works have been completed and the final retention released. Surface water from the emergency services centre is not yet connected into the new drains and the deputy town clerk has gone back to Dorset and Wiltshire Fire and Rescue to seek an update. To date, there has been no response.

Day Hut Site at Monmouth Beach and new Beach Huts on Cart Road

These have been delivered to their respective sites and marketing is being undertaken by local agents FSB on the council's behalf.

The guide price for each hut is £60k + VAT and the outcome of the marketing will be reported to members in due course. In addition to any capital sums, the huts will also realise additional income of almost £2k p.a. at current site fees (only the two huts on the Cart Road are additional).

Land Stabilisation Monitoring at Monmouth Beach

Monitoring has taken place and is the subject of a report elsewhere on this agenda.

Beach Replenishment and Stage V works

Following further conversations with Dorset Council's engineer, it now appears unlikely that any beach replenishment work will take place this month, as had been suggested previously. This is because the current beach profile is acceptable and works undertaken now risk being 'undone' by winter storms almost immediately. The available budget for these works has to be spent by 31 March 2026, and the likelihood is that the works will be undertaken in March 2026. Although there remains the risk of late winter storm damage, the chances are less than for works taken in late autumn 2025.

The planned emergency repairs to the Cobb scheduled to commence on 5 November 2025 did not take place due to weather conditions. There is a possibility they will now take place on 7 November 2025, but that will be weather dependent. Any further updates will be provided verbally at the meeting.

Significant Fossil at Monmouth Beach

As previously reported, the consent to dig for remaining parts of a significant fossil found at Monmouth Beach has been extended from 15 July to Christmas 2025. The consent, issued by Natural England, contains conditions about what may happen with the extracted fossil, including that it should be offered for local display.

The dig work remains ongoing in an attempt to recover 'missing' parts of the fossil.

Chalet Site at 18 Monmouth Beach

The legal challenge to the council's repossession of this site has not been resolved and there has been further communication between the respective solicitors. At present, there are no issues which require member input, although the extent and nature of the challenge suggests this may change. If so, a full report will be brought back to the relevant committee.

In the meantime, Peter Chapman is investigating potential issues with the retaining wall to the rear of the site. Any repairs may be significant because the wall is approximately 5 meters in height and retains the land on which four of the 'new' replacement chalets are sited. The wall is an original structure remaining from the major cement works which once occupied the land.

Footpath Repairs in Lister and Langmoor Gardens

As agreed by Full Council on 10 September 2025, the work to repair footpaths in Lister and Langmoor Gardens has been awarded to Hansford Construction Ltd and they have accepted that award.

Following a pre-commencement meeting on site on 27 October 2025, it has been agreed work will commence on 17 November 2025 and continue through until early March 2026. The work will be undertaken in phases to minimise disruption to the public, but it will be necessary to close a section of Stile Lane for up to eight weeks and diversion signs and an alternative route will be provided.

Neighbouring properties and businesses have been informed about the works and every attempt will be made to minimize disruption and nuisance, although some disruption is inevitable at times given the restricted access and egress. The main site compound will be at the 'top' end of the site, although the Cobb Road access will also need to be used at times.

As previously reported, the work will comprise a mixture of compacted gravel, bitmac edge repairs and full repairs with concrete base or surface.

Accreted Land at Monmouth Beach

Although all outstanding Heads of Terms were agreed some time ago, the lease remains incomplete and a further amended draft was received only very recently from Dorset Council's solicitor. Any further update will be provided verbally at the meeting.

South West Water (SWW) Planned Works, 'Turning the Tide'

Discussions with the various engineers retained by SWW are ongoing, primarily about drains within the seafront gardens and about the council land adjacent to the river at 'the gulley'.

It seems increasingly apparent from those discussions that the indicated programme of works is 'indicative' and may be 'optimistic', given the initial suggestion was that surface water separation works would commence in September 2025. Nonetheless, the works are pursuant to meeting statutory duties and responsibilities and SWW maintain they will be undertaken on a timescale which meets those obligations (by 2027).

X51/53 Winter Timetable

It is understood that the previous timetable has now been reinstated insofar as local connections to Axminster station are concerned.

Joint works to the Lynch

Members have previously received reports and updates relating to the condition of the Lynch and to the possibility of providing some form of 'edge protection'.

Although the latter option was discounted some time ago, wider concerns about the general condition of the structure and, especially, the impact of vegetation growing in the riverside wall have remained.

In 2015, Dorset County Council led a joint project to survey and repair the Lynch. This primarily comprised the removal of vegetation, the carrying out of a structural survey and the undertaking of repairs to the top and edge surfaces. The total cost was understood to be about £20k and this council agreed to contribute.

The Lynch is probably in about the same condition now as then and similar works are required, perhaps with slightly more focus on the main riverbank wall.

This council has allocated £7k in its budget as a contribution towards the cost of any works and Dorset Council has now indicated it is willing to contribute £5k, but does not want to lead any project.

Neither council owns the structure and its title is unregistered. Given the potential liabilities and costs involved should major repairs be required or the structure fail altogether, it is understandable that no one body wants to be seen to assume responsibility for the Lynch.

However, there is a definitive footpath which runs along its top surface, albeit inaccurately plotted, and this may suggest that Dorset Council has some responsibility, for the top surface at least, as highway authority. The town council does own a section of land opposite at Lepers Well and may have some riparian responsibilities for that section of riverbank up to midriver. Notwithstanding this, the town council cannot possibly have or assume responsibility for the Lynch itself.

In 1972, as part of a major environmental enhancement project affecting the river and its embankments, responsibility for the bank structures from Gosling Bridge to the sea was accepted by the then Rivers Board. However, that body ceased to exist many years ago and it is completely

unclear which successor body may have assumed that responsibility, even if they were willing to accept it and assuming no changes to the legal or legislative framework.

Given the situation, the officer view is to attempt to get all potentially involved parties round a table and discuss a way forward. Those bodies will include this council, The Environment Agency, Dorset Council and The Town Mill Trust.

A report will then be brought back to members in due course. In the meantime, officers do not consider it appropriate for this council to initiate any interim repairs, maintenance or clearance of vegetation.

Works at the Jane Austen Garden

Improvements to the Jane Austen Garden are progressing well. Two large, tiered planters ordered earlier in the year have now been delivered, installed, and planted with seasonal bedding.

Officers continue to work on sourcing the 18 Jane Austen roses to feature in the memorial garden beds. However, due to the rarity of this variety, identifying a supplier has proven challenging. Further sourcing options are currently being explored.

A full update will be provided at the next meeting in December.

Dorset and Somerset Air Ambulance Clothing Banks

Anning Road Playing Field has been identified as the preferred location for the installation of a Dorset and Somerset Air Ambulance clothing bank. A site assessment with the charity's representative is scheduled for 12 November 2025 to confirm suitability.

It has been confirmed that there is no cost to the council for participation or installation. At the meeting, the operations manager will finalise the sign-up process with the representative.

Initial site reviews considered both Anning Road Playing Field and Woodmead car park. However, Woodmead was deemed unsuitable due to limited space and the potential obstruction of pedestrian walkways. The proposed location at Anning Road, adjacent to the double gate entrance, offers convenient access, minimal disruption to existing use, and does not interfere with the site's role as a designated landing area for the Dorset Air Ambulance.

Revised traffic arrangements in Lyme

Following the workshop meeting with representatives of Dorset Council on 25 September 2025, further information has now been received with suggestions as to how some of the ideas discussed at that workshop could be progressed. Additional information is still awaited. The intention is to bring this back to members comprehensively for discussion at either the next meeting of this committee or at a meeting of the Traffic and Transport Working Group.

In the meantime, Dorset Council staff will progress discussions with strategic partners about options for improved signage to and from the town.

Terrace Café outside seating and licensing requests

A verbal report will be provided to the meeting.

Sale of Former Offices

The marketing is progressing with Alder King with informal tenders being sought. Offers will be brought to Full Council for consideration.

Mark Green
Deputy town clerk
November 2025

Sam O'Connell
Operations manager

Committee: Tourism, Community and Publicity

Date: 12 November 2025

Title: Town Management and Highways Committee – Objectives

Purpose

To allow members to review progress of the committee's 2025-26 objectives

Recommendation

Members note the report

Background

1. During the 2025-26 budget-setting process, objectives were agreed for the year and a budget estimate identified against each project.
2. At the Full Council meeting on 3 April 2025, the objectives were formally assigned to committees.

Report

3. Members can review progress on the objectives at each meeting.
4. This committee's 2025-26 objectives, along with the allocated budget, completion date and lead officer, are at **appendix 8A**. Updates are highlighted in yellow.
5. Any recommendations from this committee will be considered by the Full Council on 17 December 2025.

John Wright
Town clerk
November 2025

Reinstate a town bus service	55	MG	TMH	May '25	The bus, a 17-seater Peugeot 1.9 diesel manual, is scheduled for arrival in the first week of April. Registration, driver training, DBS checks, the timetable, rotas, livery and publicity are in processes. The launch is scheduled for 7 May 2025. The service was launched on 7 May 2025 as planned.
Relocate the council's offices to St Michael's Business Centre	100	MG	TMH	May '25	Building work in progress. Occupation scheduled end-May 2025. The move took place w/c 9 June 2025 and opened to the public on 13 June 2025.
Undertake work to church walls	55	MG	TMH	October '25 Spring '26	Project allocated to Crickmay Stark. Preparatory work ongoing. More detailed report in updates, elsewhere on this agenda.
Undertake repairs to garden paths in the Langmoor and Lister gardens	200	MG	TMH	March '26	The 2025-25 budget of £100,000 has been accrued into 2025-26 and increased by a further £100,000. Work scheduled to commence November 2025. Project allocated to Chapman Geotechnic. Tenders received and considered by the Full Council on 10 September 2025. The contract has been awarded to Hansford's Construction Ltd, who are expected to commence work w/c 3 November 2025, with a 12-week contract period. Works to commence on 17 November and continue, in phases, until early March '26
Complete the installation of CCTV cameras and secure a link to Dorset Council's control centre	86	MG	TMH	May '25	All cameras fitted. Pole to be erected at skatepark w/c 31 March 2025. Internal connectivity issues to be resolved along with connection to the control centre at Dorchester. Pole installed at skatepark. Next step is to link the connection into the master system to transmit back to Dorset Council. We are waiting on Open Reach to identify ways to transmit the signal to the seafront control centre. Open Reach attended the control room on the seafront on 4

					September 2025 to install the hardwire connection to enable transmission of images to Dorset Council's control centre.
Undertake strawberry Fields' options' appraisal	10	MG	TMH	March '26	Dorset Council local plan considerations need to be undertaken. Dorset Local Plan consultation launched, which includes Strawberry Fields as a housing options' site. Special member briefing to be arranged and an extraordinary Full Council meeting. Council's submission to Local Plan consultation submitted on 12 March. Freehold owner of Strawberry Fields notified and sent copy of that response, and meeting arranged with him for early December. Owner of park and ride site also notified of council's response and council has been sent copy of their representations also. Next round of public consultation scheduled for August 2026. More detailed report about next steps for this council to be taken to members early in new year.
Undertake repairs to the Guildhall window and passageway	100	MG	TMH	November '25 Winter '26	The 2024-25 budget of £50,000 has been accrued into 2025-26 and increased by a further £50,000. Project allocated to Crickmay Stark. Initial plans complete. Report of conservation officer received on 3 September 2025. Crickmay Stark will now progress plans and seek prices from qualified contractors. Prices being sought for window works. Works can be undertaken without need for road closure. Precise timing of works to be scheduled once contractor appointed.
Undertake repairs to Bell Cliff steps and railings	25	MG	TMH	November '25 March '26	Project allocated to Crickmay Stark. Report of conservation officer received on 3 September 2025. Crickmay Stark will now progress plans and seek prices from qualified contractors. Scope of works agreed and prices being sought. Scope limited to treads and risers and underpinnings, plus handrails. Agreement to keep engineering blocks in centre of treads after establishing this has been a feature of the steps for at least 100 years. Precise timing of works still to be determined and dependant on receipt of

					LBC and contractor availability.
Replace and repair gardens handrails	10	SO	TMH	March '26	This is year three of a five-year programme. Officers are optimistic the programme can be completed ahead of schedule. Handrail Replacement Project – Update Handrails have now been successfully replaced at Monmouth Beach Chalet Park and near the Somers statue. The final phase of the project is scheduled for completion in the 2026–27 budget year, focusing on replacing the remaining section of railings at the lower end of Stile Lane. Please note that this timeline may be subject to change, as there is a potential budget overspend to accommodate the new Stile Lane path project. Further updates will be provided in due course.
Purchase a cement mixer	1	SO	TMH	May '25	Purchased April 2025 and in use.
Dispose of the council's Church Street office	10	MG	TMH	December '25 (N.B. this is for receipt of offers. The legal exchange and completion process will take considerably longer and will depend on the conditionality of offers)	Particulars nearing completion. Target date for return of best offers is 20 October 2025, to enable offers to be considered on 29 October 2025. Particulars complete and marketing commenced.
Undertake a feasibility study for the cadet hut site	4	MG	TMH	December '25 January '26	Clearance currently taking place for the gully side of the Cadet Hut. This is to allow for clear study and planning for any stabilisation works that may be required. Project allocated to Chapman Geotechnic who is available from 15 September 2025.

					Survey undertaken and boreholes completed, but some trial holes still to be dug. Prices being obtained for building demolition. Discussions with SWW ongoing. More detailed report in updates section of this agenda plus further report to next meeting of this committee.
Undertake joint works to The Lynch with Dorset Council	7	MG	TMH	March '26	This is dependent on Dorset Council commitment; in June 2024, a Dorset Council director indicated Dorset Council would be prepared to consider joint funding for works to The Lynch. Discussions took place with Dorset Council's property team on 3 September 2025. Joint works proposed similar to those which took place in 2015. Further response awaited from Dorset Council. See more detailed report in updates section on this agenda. Need to establish longer-term management and maintenance responsibilities and meeting to be arranged. Dorset Council has offered £5k contribution to any works but unwilling to lead the process.
Undertake earth removal at Ware Cliff	120	MG	TMH	March '25	Work brought forward from 2025-26 and completed March 2025.
Include a secure area in new offices at St Michaels	5	MG	TMH	May '25	Included as part of the overall specification for the office move to St Michael's Business Centre. Safe installed in new offices and in use.
Purchase a ride on mower	15	SO	TMH	April '26	Three supplier demonstrations were recently provided to the External Works Team, with Etesia identified as the preferred supplier based on initial performance and features. To further assess suitability, a one-week trial was carried out at the end of October using the Etesia model to cut the football pitch at Anning Road Playing Field. Due to the size of the pitch, the mower was unable to complete the task within two hours, as the battery power was depleted before completion. Additionally, the battery requires a minimum of 8 hours to fully recharge, which limits operational flexibility. As a result, the model has been deemed unsuitable for current requirements.

					Current findings suggest that commercially available electric ride-on mowers may not yet meet the performance demands of our larger sites. Notably, a hybrid electric/biodiesel Husqvarna model trialled during the process demonstrated excellent performance and would meet operational needs. However, with a market price exceeding £35,000, this option is not considered financially viable for the intended use. The next step is to explore biodiesel-only models. ABA Groundcare is currently working with officers to identify suitable alternatives, with further trials to be arranged.
Undertake initiatives identified by travel and transport working group	10	MG	TMH	March '26	As identified by the Travel and Transport Working Group and recommended to the Full Council by the Town Management and Highways Committee.
Install two additional day huts	10	MG	TMH	June '25 December '25	The beach huts have been ordered and are expected to arrive by the end of September 2025. Beach now huts delivered to site and marketing ongoing. Completion anticipated December '25.
Refurbish cemetery lodge	125	MG	TMH	May 2025	Carried over from 2024-25. Likely handover date of 25 April 2025. Building completion certificate received. Fire certificate awaited. The refurbishment was completed on 22 July 2025 and is now in use.
Secure link to the amenities hut	TBC	MG	TMH	TBC	Originally included in the 2024-25 budget and officers believed an alternative solution had been achieved. Current link is failing and alternatives need to be re-visited. There are ongoing issues with Wi-Fi connectivity. We have also identified that the till system (Square), was failing for updates and access, also not connecting to the Wi-Fi. Action was taken to close the Square account, and we have now made the move to Epos Now Till system, which is working well. It is suggested the installation of a hard wire is considered as an objective for 2026-27.

					Working solution in place with no recent failures. Situation subject to ongoing monitoring.
Build a multi-use games area in Anning Road playing field	150	MG/AKM	TMH	July 2025	Carried over from 2024-25. BMX humps removed but additional earth is required to level out the playing field. Work on the games area to commence on 2 June 2025. The multi-use games area was completed and opened to the public on 25 July 2025. Sovereign returned to site on 10 September 2025 to address some of the levelling and fencing issues.
Determine the use of the trailer park and accreted land	N/A	MG	TMH	June 2025 TBC	Lease not yet finalised but all HOTs agreed in October 2024. Dorset Council being chased for further progress.
Replace store room doors at shelters	5	PW	TMH	April 2025	Carried over from 2024-25. Store room doors have been installed.

Committee: Town Management and Highways

Date: 12 November 2025

Title: Summer 2025 Operational Review

Purpose of Report

To provide a comprehensive review of Lyme Regis Town Council's operational involvement in public events, infrastructure activity, cleansing and enforcement, and sustainability initiatives during the 2025 peak season, supported by stakeholder feedback and council dialogue

Recommendation

Members note the report and endorse the proposed strategic actions outlined in Section 4, including staffing reviews, infrastructure planning, and service model evaluations, to support operational resilience and service quality in 2026 and beyond

Background

1. The 2025 peak season was one of the busiest and most successful in recent years. Over 25 major events were delivered with direct support from Lyme Regis Town Council (LRTC), including cleansing, enforcement, traffic management, infrastructure coordination, and sustainability promotion.
2. This report outlines the council's contributions, challenges, and strategic priorities for 2026.

Report

Section 1: Event-by-Event Operational Support

3. LRTC provided essential operational support across all major events, including:
 - Easter Duck Race (1 April)
 - Easter Bonnet Parade (20 April)
 - VE Day 80 (8 May)
 - B Sharp Busking Festival (10 May)
 - May Fete (11 May)
 - Lyme Eats Boutique (multiple dates)
 - Fossil Festival (13 to 15 June)
 - Midsomer Party in the Park (20 to 21 June)
 - Lyme Morris Day (12 July)
 - Somers Day (23 July)
 - Lifeboat Week (26 July to 1 August)
 - Summer Firework Display (1 August)
 - Sailing Club Regatta (2 to 3 August)
 - Regatta and Carnival Week (2 to 9 August)
 - Lyme Splash Water Polo Championship (9 to 10 August)
 - VJ Day (15 August)
 - Candles on the Cobb (23 to 24 August)
 - Lyme Folk Weekend (29 to 31 August)
 - Charity Duck Race (29 October)
 - Mini Ghoulf (25 October to 1 November)

Section 2: Public Toilet Cleaning Provision

4. Following the unacceptable and consistently poor service levels and delivery from Glen Cleaning, with regular complaints from the public regarding standards, service discussions were held at the end of May to raise concerns and demand improvements.
5. It was identified during these discussions that Glen Cleaning had not been delivering to the required standard and, critically, that no formal contract was in place. The contractor also admitted, at their own fault, that they had been heavily undercharging for the service and could not meet the operational requirements. Glen Cleaning subsequently withdrew unexpectedly from the provision.
6. Temporary support was provided by the council offices cleaning contractor, B Cleaning, whose short-term contribution was highly effective and well-received, with noticeable improvements in cleanliness and positive public feedback. However, they were unable to sustain the service long-term due to commitments with other clients and limited staffing capacity as a smaller business.
7. Dorset Cleaning was approached and has since taken over the provision. Standards have improved significantly, and public feedback has been consistently positive. The service has been extended until 31 March 2026, to ensure continuity while a longer-term strategy is developed.
8. A review is also currently underway to assess the feasibility of bringing the cleaning provision in-house or re-tendering the service externally. Additionally, a potential asset transfer of the Dorset Council-owned toilets is in progress, which may significantly influence the future strategy and cost portfolio, enabling a more efficient and locally managed service delivery for the town overall.

Section 3: Enforcement Staffing and Service Provision

9. The enforcement team has operated under reduced capacity this year due a long-term sickness absence, which has significantly impacted service delivery.
10. In addition, a statutory flexible working request was submitted by another postholder, seeking reduced hours in the lead-up to retirement. Discussions at the Human Resources Committee in June 2025 recognised the need to balance employee wellbeing with operational coverage. It was agreed they would move to part-time hours from April 2026.
11. To maintain enforcement coverage, the council plans to recruit an additional part-time enforcement officer to take on the hours. This will result in a team structure of two part-time enforcement officers and one full-time enforcement officer.
12. This arrangement aims to restore full operational capacity while supporting staff wellbeing and succession planning.

Section 3: Infrastructure projects and changes

13. Lyme Link Community Bus Service – May 2025

In May 2025, Lyme Regis Town Council launched the Lyme Link community bus service following the withdrawal of Dorset Council's funding for the number 71 bus. The council invested in a 16-seater minibus and now operates the service three days a week, staffed by local volunteers. The volunteers have shown exceptional commitment and flexibility, not only ensuring reliable day-to-day operations but also playing a vital role in shaping the service through ongoing feedback. Their insights have directly informed route adjustments and scheduling changes, helping the council adapt the service to meet passenger needs efficiently.

Lyme Link has quickly become a valued and responsive transport lifeline for residents, particularly older people and those with mobility challenges.

14. Cemetery Lodge Refurbishment – July 2025

The full refurbishment of the Cemetery Lodge was successfully completed in July. The building, previously underused and in poor condition, has been transformed into a clean, functional space. This project has significantly improved the visual appeal of the cemetery grounds and created potential for future operational use, such as staff accommodation, storage, or community engagement activities. The work also contributes to the council's broader aim of maintaining and enhancing public assets.

15. Council Office Relocation – July 2025

In June 2025, Lyme Regis Town Council successfully relocated its offices from Guildhall Cottage to St Michael's Business Centre. The move was prompted by the outdated and inefficient layout of the former premises, which were spread over three floors and no longer fit for modern operational needs. The new office space offers a fully accessible, ground-floor layout, improving working conditions for staff and public access. The relocation is expected to reduce running costs, generate a net financial surplus, and support more efficient service delivery. The Guildhall remains in council ownership, with plans for future investment in its maintenance.

16. Multi-Use Games Area (MUGA) – August 2025

The new MUGA facility was completed and officially opened in August, located at Anning Road Playing Field. It provides a high-quality, accessible space for sports and recreation, including football, basketball, and other activities. The project supports the council's commitment to promoting health, wellbeing, and active lifestyles for residents of all ages. The MUGA has already seen strong community uptake and complements existing outdoor facilities, helping to diversify recreational opportunities in the town.

17. Amenities Point of Sale Upgrade – August 2025

Due to persistent operational issues with the Square payment system at the mini golf kiosk, the operations manager made the decision to transition to Epos Now. The previous system frequently failed to process card payments during offline periods, resulting in lost transactions and the need to turn away customers who were unable to pay by card. These limitations created unnecessary pressure on staff, disrupted service delivery, and resulted in a loss of revenue.

Epos Now has provided a significantly more reliable and user-friendly solution. It allows card payments to be taken even when offline, with transactions electronically monitored and processed once connectivity is restored. The system includes a dedicated booster to strengthen wi-fi signal and a card terminal with its own independent connection, ensuring continuity even if the till loses access. This upgrade has streamlined sales operations, improved transaction reliability, and enhanced customer service.

The amenities staffing team have responded positively to the change, reporting greater confidence in using the system and fewer technical challenges. The improved functionality has removed the need to rely solely on cash payments and has supported a more inclusive and efficient service. Based on current performance, it is anticipated the new system will help maximise revenue and operational efficiency in the next peak season.

18. Bio-diesel Transition – Completed September 2025

In early summer 2025, Lyme Regis Town Council completed the installation of a biodiesel tank at the Harbour Store, enabling the transition of its vehicle fleet to biodiesel fuel. This included

all diesel-powered council vehicles such as the works' vans and the Lyme Link community bus, excluding the electric bin wagon and the petrol-powered maintenance vehicle. The move forms part of the council's wider environmental strategy and commitment to reducing its carbon footprint. By investing in on-site fuel infrastructure, the council has improved operational efficiency while supporting its long-term goal of adopting cleaner, more sustainable energy sources across its services.

19. Health and Safety and Compliance Paperless System – September

Lyme Regis Town Council has initiated the rollout of the My Compliance platform as part of its digital transformation programme. The operations manager has completed procurement and user account setup, with all necessary applications installed on work tablets assigned to the external works team. In line with internal security protocols, devices were screened by Dorset Council IT prior to installation. The platform is currently being configured to reflect the council's compliance procedures, including structured task schedules categorised as annual, monthly, weekly, and daily.

Full deployment to the external works team, including training, is scheduled by 31 January 2026, with further sessions planned for senior management and office staff focusing on incident reporting and action logging. All existing paper-based risk assessments will be digitised and uploaded by 1 April 2026. A review period will follow to monitor usage, gather feedback, and refine workflows and reporting features. Refresher sessions and training support materials will be provided to ensure continued confidence and competence in using the platform.

The platform will support internal and external audits by ensuring all compliance documentation is current and accessible. A full operational year from April 2026 will provide a clear opportunity to evaluate the platform's effectiveness, measure improvements in compliance tracking and task management, and identify areas for further optimisation. This will help embed digital tools into the council's core service delivery and support long term operational resilience.

Section 4: Strategic Reflections

20. Strengths:

- Strong collaboration with community groups, volunteers, and event organisers has enabled smooth delivery of major events and fostered positive public engagement.
- A clear commitment to sustainability is evident through infrastructure investments, including the transition to biodiesel, solar panel installations, and upgraded operational facilities.
- Successful delivery of several large-scale projects, including the MUGA, Cemetery Lodge refurbishment and office relocation, within scope and timeframe has significantly enhanced public assets and improved service capacity. The introduction of the Lyme Link community bus service has also been a major success, further strengthening the council's project portfolio. In addition, many smaller but equally important projects, approved through this year's Full Council resolutions, have been successfully delivered.

21. Challenges:

- Operational strain during peak periods, especially when multiple events coincide, has impacted staff availability and service consistency.
- Limited recycling and waste separation infrastructure at large scale events has affected environmental performance and public perception.
- Enforcement capacity has been stretched due to long-term staff absence and transitional staffing, requiring flexible rota planning and contingency support.

- Cleansing services have faced pressure during high footfall periods, particularly in areas with high turnover and limited access.

22. **Strategic Recommendations**

23. Amenities Opening Hours – Operational Review

To conduct a comprehensive review of the current staffing arrangements at the mini-golf kiosk to assess the viability of adjusting opening and closing times during the summer months. The aim is to maximise revenue by aligning operational hours with peak visitor demand and usage patterns. Evaluate the potential to keep amenities open throughout the winter period, operating on reduced hours (10am to 4pm, seven days a week). This assessment should consider visitor footfall, staffing availability, operational costs, and projected income to determine whether a limited winter schedule presents a financially and operationally viable business case.

24. Gardens' Team – Staffing Requirements

To maintain service quality and operational resilience across our outdoor sites, it is strongly recommended that one full-time member be added to the gardens' team.

The current team is under considerable pressure due to the scale and complexity of the land they manage, which includes multiple high-demand locations such as Anning Road Playing Field, the cemetery, and church grounds. These areas have seen a notable increase in maintenance requirements, both in terms of frequency and scope, driven by seasonal growth, public use, and community expectations.

Staffing levels are currently insufficient to consistently meet these demands, particularly during periods of annual leave or sickness. This has led to gaps in service delivery and a reactive rather than proactive approach to grounds maintenance. The situation is further compounded when management support is required on the ground, diverting strategic oversight to operational firefighting.

Introducing an additional full-time team member would:

- Improve the team's ability to maintain standards across all sites year-round.
- Provide essential cover during absences, reducing disruption to service.
- Enable a more proactive and planned approach to grounds care.
- Support long-term asset preservation and enhance public satisfaction.
- This investment in staffing is not only operationally necessary but also strategically sound, ensuring the gardens' team can continue to deliver a high-quality service in line with organisational expectations. Propose to put in place for 2027/2028 budget-setting.

25. Cleansing – Capacity Review and Service Model Evaluation

A review of the cleansing team's capacity is currently underway to ensure it can meet peak seasonal demand and adapt to its expanding responsibilities. This follows several service delivery issues experienced over the summer with Glen Cleaning, which exposed weaknesses in reliability, responsiveness and overall service standards. The situation is further complicated using two separate contractors: one for public toilets and another for council buildings. This approach provides a fragmented service and inconsistent delivery.

The proposed transfer of assets from Dorset Council, including the public toilets, will place additional pressure on the team. Combined with rising footfall and increasing public

expectations around cleanliness, this highlights the need to evaluate internal resourcing alongside the long-term viability of outsourcing.

Model	Pros	Cons
In-House	Full control over service standards and delivery. Direct accountability and quicker response times. Easier alignment with council priorities. Greater flexibility in managing staff rotas. Opportunity to integrate seafront attendants with the cleansing team to provide cover and improve service delivery.	Higher initial costs for recruitment, training and equipment. Increased management and HR responsibilities. Requires strong internal oversight and performance monitoring.
Outsourced	Access to specialist expertise and equipment. Reduced administrative burden. Flexibility to scale services based on demand. Potential cost savings through competitive tendering Holiday and Sickness cover provision	Less control over daily operations and service quality. Risk of inconsistent delivery, as seen with Glen Cleaning. Limited responsiveness to urgent issues. Contractual constraints may reduce adaptability.

26. Operational Scheduling and Planning

Effective scheduling and resource planning are essential to maintaining high standards of service delivery across the LRTC external works team. With increasing demands on staff time, seasonal pressures, and the need to coordinate cover for holidays and sickness, a more structured and responsive approach is required to ensure tasks are delivered consistently across the town.

In alignment with the council's wider objective to transition to a paperless operating model, a review is currently underway to identify digital solutions that can streamline external workforce management, enhance our operational efficiency and delivery. As part of this review, the online platform SAGE HR is being assessed for its suitability in supporting the external works teams.

To provide an overview, SAGE HR offers a comprehensive suite of features designed to improve scheduling and planning capabilities, including:

- a. **Digital Rota Management:** Enables real-time creation and adjustment of rotas, ensuring full visibility of staff availability and coverage across the external works team service areas.

- b. Leave and Absence Tracking: Allows staff to request annual leave digitally, with automated approval workflows and clear visibility of team capacity.
- c. Sickness Reporting and Monitoring: Centralises absence logging, helping managers plan cover and identify patterns.
- d. Event and Project Planning Tools: Supports long-term scheduling for seasonal work, public events, and planned maintenance, ensuring timely delivery of services throughout the town.
- e. Mobile Access: Staff can view their schedules, submit requests, and receive updates directly from their phones, reducing reliance on paper-based communication.
- f. Document Storage and HR Records: Provides secure digital storage for training records, certificates, and other confidential HR documentation.
- g. Reporting and Analytics: Delivers insights into staffing trends, overtime, absence rates, and resource allocation to support strategic planning and workforce development.

The adoption of SAGE HR would not only support the council's paperless initiative but also enhance transparency, accountability, and responsiveness across the external works' team. It would enable managers to plan more effectively, reduce administrative burden, and ensure resources are aligned with operational priorities.

Importantly, this digital transformation would help ensure scheduled tasks are delivered efficiently across the town, while laying the foundation for future growth in the council's workforce and the sustainable management of its assets.

27. Any recommendations from this committee will be considered by the Full Council on 17 December 2025.

Sam O'Connell
Operations manager
November 2025

Committee: Town Management and Highways

Date: 12 November 2025

Title: Monitoring of Ground Markers at Monmouth Beach

Purpose

To allow members to note the latest position with the monitoring of ground markers at Monmouth Beach

Recommendation

Members note the report

Background

1. Lewis Brown Ltd were contracted to carry out the monitoring of ground markers on the slopes above Monmouth Beach commencing this year. They took over from West Country Land Surveys, who had previously undertaken the work. In both instances, and because of the highly technical nature of the reports they produce, further 'interpretation' work is carried out on this council's behalf by Peter Chapman Geotechnical Ltd.
2. The work can provide essential advanced warning of any major issues with ground movement in an area of high land instability and is also an essential part of the submissions required to renew the planning permissions for the chalet and caravan park, which are only granted for temporary five-year periods because of the inherent land instability.
3. Lewis Brown have recently completed their monitoring for this year and have passed the results to Peter Chapman for him to interpret. Peter has had the opportunity to analyse their survey results, and his comments are set out in **appendix 10A**.
4. His conclusion is that there is no cause for particular concern at the present time.
5. Any recommendations from this committee will be considered by the Full Council on 17 December 2025.

Mark Green
Deputy town clerk
November 2025

Complaints and Incidents Summary –18 September 2025 – 12 November 2025

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
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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:
224	18.9.2025	Dogs on Lyme Regis beach. One of the things i love about Lyme Regis is that you don't allow dogs on the beach till October. Such a pity the rule isn't enforced. I counted 10 on the sandy beach at 6pm last night and this morning a couple more. I absolutely appreciate you may have had to cut staff but I do think it would be worth your while patrolling the area to educate dog owners, particularly as you had gone to great lengths to sweep the beach of seaweed. Still love the place despite my observation.	Lyme Regis front beach	17.9.2025	Sam O'Connell	Reported to Ryan Hope (Dorset Council)

Compliments received

No.	Date	Compliment	Where?	Item reported to:	Any further information
151	03.10.25	Thanks for the online edition of the magazine, it just gets better and better. I love the pic of Mr Mayor selling stamps. And I see the Austin family talent for great photography is running in Cara's blood. This mag is a superb promotion for Lyme, well done again.	Newspaper	Adrianne	
152	03.10.25	A note Cara – to say a huge thank you – for all the work you have done to include both a wonderful volunteer shout out and a piece about Mini Miller's in this month's Lyme Living.	Newspaper	Cara	
153	08.10.25	I have rented a beach hut on numerous occasions this year and have found the process very slick and easy. I also wish to say the management of the toilets bin emptying and litter control has been first class. The operatives are very conscientious and (ensure the beach and prom even in very busy times) are kept clean and tidy So, well done to everybody involved.	Online booking system and seafront	Enquiries	