

Appendix A - Exmouth Placemaking Consultation March 2024 (email feedback results)

No	Feedback summary	Detail
1	Required physical doc	Unable to access document online
2	Deadline issue and difficulty reading documents	<p>The consultation document states that the engagement finishes on 15th March. It is still 15th March but when I tried to contribute my views a few minutes ago, a message appeared to say the consultation was finished.</p> <p>The plans are really difficult to understand as they are small and with the writing being indistinct, small and blurred, it is difficult to see what areas of Exmouth are being shown.</p> <p>I hope this consultation process will be improved if it ever moves any further. However, these tight time lines which councils offer to residents to find out about and comment on proposed changes to Exmouth do not help people to become fully involved in the process.</p>
3	Deadline issue, attached a copy of feedback but none found on email?	<p>I went on to the Commonplace engagement portal for Exmouth seafront placemaking and it has closed, despite stating it closes 15th (i.e today and it is now 18.50). This is misleading and 15th suggests the end of the day, e.g. midnight I therefore, attach my feedback here. Can you please pass on to the relevant people.</p>
4	See highlights.	<p>1. Current swimming pool and sports centre area.</p> <p>It is not made clear that the swimming pool is not shown but seemingly it would be rebuilt on the current site of the Pavilion. Pools are expensive to build and the current one is well placed with an adjacent car park. the public were involved in raising the funds and making the current pool happen. Any proposed energy saving measures could probably be incorporated in the existing location.</p> <p>A multi storey car park in this location would be detrimental to general feel to an area which is adjacent to the much vaunted wildlife area of the estuary. There is sewage and drainage infrastructure under the existing car park area and there is no information on if this can be built over and the high costs involved.</p> <p>It is also suggested that the same area could be the site of a leisure centre and maybe a new place to locate a theatre to replace the Pavilion. How big and what height would this building actually be. Massive it would seem.</p> <p>There are at least three public spaces currently where events are and can be held. Close to the proposed area is the Recreation Ground. There are ongoing events here and its views of the river and estuary are very good. It could be enhanced in a number of ways. (It is contaminated ground and not suitable for building) Some events attract very large audiences. The Manor Gardens has successful events annually and is close to the facilities of the town. The Strand has events and could have more if the support is there. There are also areas on the Seafront where events have been held and can be again</p>

		<p>A visitor centre would be welcome. it needs to be properly manned. There have been several versions of this in various locations including in Manor Gardens which was quite successful. There would appear to be an area by the existing swimming pool that could be opened up as a location for a new one.</p> <p>2. Improvement of Public Spaces.</p> <p>No particular comments although would like to see more detail . More trees, as were planned in the improvements to the Strand should be planted.</p> <p>The area in front of the Co Op store would benefit form a redesign and good management. The old post office are is an eyesore and creates a very bad impression currently. Urgent work to improve is required.</p> <p>3. Seafront area of the Pavilion and Octagon.</p> <p>The Octagon is currently undergoing improvement due to open in summer 2024</p> <p>Current green areas could be improved with more trees and planting. The parking area across the road from the Pavilion should be retained. There are many users of the building who have disabilities and this area is helpful to them in particular, The seating provides covered space and protection in inclement weather. It has a traditional feel which is still appreciated by many.</p> <p>I cannot see the benefit of extending the public space forward of the current sea wall. Particularly as the effect of such a move may have on the action of the sea on the beach sand. This is a particular issue with rising tides and sea level and the unknown impacts from previous " hardening up areas around the old docks , ramp projections and other locations where building in front of the old wall line has been carried out.</p> <p>There seems to be no sense in removing a theatre facillty from this location. More and careful research regarding the "benefit" of trying to have 1000 seats should be done. Would bigger and better events actually come to Exmouth rather than say Exeter which has Westpoint and a number of other theatres with parking nearby. Measures to upgrade the existing building on this site should be explored rather than the idea of relocating.</p> <p>The Ocean seems to fall short of what could be offered. The top floor above the restaurant area seems to be significantly under used . The views are excellent and it should be promoted in preference to a facility on the Imperial Rd car park site. The Sega machines space on the ground floor seems under used.</p>
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		<p>I support exploring a one way system on the front. Along with traffic calming at regular intervals such as rumble strips</p> <p>Bikes on the same promenade as walkers does not work well. I am a pedestrian and a bike user.</p> <p>The closing of Orcombe Point toilets is likely to cause an environmental health issue.</p> <p>A site for an edge of Town Park and Ride system should be seriously explored . It would need a regular and reliable transport to take people to beaches and or town on the busiest periods.</p> <p>Consider covering car parking sites with solar panels.</p> <p>Consider changing use of some of the garden space off Carlton Hill as its original purpose of providing seating and recreation space has been significantly spoiled by allowing the construction of the Ocean building in front of it blocking both views and sun. Maybe an experimental site for work /maker units on a small scale could be explored.</p> <p>Enhance the Queens Drive Space to include features such as a better crazy golf and attractions such as high walks , slides performance area sports area.</p>
5	<p>Good consultation – bottom up. Multi-story CP unlikely to get support here. Use lorry park. Sport centre used community donations. Better to build another sports centre for growing population. Culture hubs in town centres (see axamples) Retailn Orcombe point parking for elderly.</p>	<p>Firstly, congratulations on holding the first EDDC bottom up consultation. The single hardcopy of your document, produced by Josh at the Exmouth office, was really helpful.</p> <p>Exmouth residents have resisted multi -story car parks for years and I don't see how putting one by the side of the estuary will gain support. To get extra parking far better to use the entire lorry park section by the side of the estuary for cars and let the lorries and coaches park elsewhere, not by the Gateway to Exmouth. Everything must be done to preserve the Westerly view, especially the famous sunset</p> <p>The existing sports centre has a special place in the hearts of Exmouthians, they paid for it with donations. The cost of running it is the least in all of the LED portfolio. It is a success where it is. Far better to build another sports centre to accommodate the ever growing Brixington area.</p> <p>To move any facility ,which will be predominately used throughout the year by residents, to the seafront is not good. This includes the proposed culture centre which we certainly need. The winter months will deter people from using it.</p>

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		<p>There are culture hubs in Bideford, Ashburton, Sidmouth, Crediton, Teignmouth etc. They are all in the centre of town, many in older buildings which have been converted ie. Ashburton -cinema, Crediton – simple hall, Sidmouth - old house and I think Bideford a bank. I'm sure the money saved from the overall scheme would cover any costs.</p> <p>Regarding the closure to traffic of the Orcombe Point road, from an elderly local's point of view, it would be a shame as many enjoy the winter months enjoying the view from the comfort of their car (after paying their parking fee!)</p>
6	Difficulty making sense of document, too much jargon.	<p>I have viewed the consultation document online, but it is almost impossible to make sense of the images and there is too much jargon and abbreviations used throughout the document.</p> <p>I want to be assured that there will be a public enquiry over several days where there will Councillors on hand to discuss, explain and listen to the taxpayers who will be footing the bill for all this.</p>
7	Complaint about signposting to consultation.	<p>This plan and "consultation" has been brought to my attention by someone posting on Facebook that we only have until March 17th to comment. I'm not sure on the latter - I can't find any means to actually feed back on the whole thing - it seems quite one-way.</p> <p>I think my first comment is: how have we only found out about this in this obscure and coincidental way? How have we not been notified, as a resident, of these plans that will have huge impacts on our lives? Relying on those who habitually attend and read about council operations will always just result in plans dominated by retirees, with a certain mindset. And it shows.</p> <p>I feel that plans of this significance should be very widely communicated, not hidden behind legacy processes. This is how we ended up with the disastrous residents' parking scheme now causing horrible damage to residents (especially adjacent to the scheme's zone) in the north of the town.</p> <p>So my first request is: Push the feedback timing back by several months, publicise public presentations of the plans, and proactively engage with the residents via direct mail to each residence. In other words: consult with the town, not the council enthusiasts.</p> <p>It may be that you've done all this and that somehow my building, all my friends and neighbours have been "missed off the list" - but right now it feels like another plan foisted upon us. It's a bit too similar to the first chapter of The Hitch-hiker's Guide...</p> <p>I've signed up "to be kept informed" but it shouldn't take desperate posts on social media groups by worried individuals to trigger that. I hope you can understand why it's frustrating for us!</p>

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		<p>I will need a long time to pick through a 30-page plan, although on first skim it looks like a mixture of really good planning and some worrying ideas that seem to pander to tourists at the expense of residents. Please can we have proper awareness across the community of these plans and appropriate events in which we can debate the plan? Otherwise it will just generate huge issues further down the line.</p>
8	<p>Some proposals in doc seem impossible to achieve. Concerns on public consultation Wants to retain the Harbour View Café for community use. Land train or electric vehicle on seafront. From train station perhaps.</p>	<p>Thank you for taking the time to talk and listen to me last week when we were both at the Exmouth town hall.</p> <p>After talking to you I understand why there has been a report published for the 10 year strategic plan for Exmouth so as to attract business and money into the town, but I think some of the contents of the report seem impossible to achieve.</p> <p>As I said to you I think there should be a public consultation now the report has been completed. When I listened to the last Placemaking and Exmouth seafront group meeting which was held on 23rd January 2024, after the presentation by WSP I was pleased to hear the comments made by Councillor Olly Davey who said he thought that the people of Exmouth should be consulted and be brought along with the Placemaking and Exmouth seafront group. I thought the last administration at EDDC were always using spin and propaganda when the Sideshore building and other developments at the seafront were being planned, I am now of the opinion that the present administration are not being open and consulting with the public regarding the changes that are being planned for Exmouth in the future.</p> <p>While we were in conversation at the town hall you asked me what I would like to see happen to the Harbour View cafe, and I said it could be a community hub. If the structure of the building is still in good condition, I think the building should stay but with internal alterations.</p> <p>The interior of the building could be modernised to be changed into a room to be used for meetings and workshops, plus a coffee shop selling light meals to be used by people using the hub, but also open to the public. Any organisations who used the building would obviously pay for the use which would bring an income to EDDC. If it was possible I think an internal staircase should be built which would give access to the Coast Watch tower building. Parking maybe a problem for people who would be using the building, but that is where my idea of an electric operated shuttle bus operating from the Maer car park taking the same route as the land train would be the answer for anybody wanting to visit other businesses along the seafront or town centre and also connect up with passengers arriving by train at Exmouth station.</p>

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		Thank you again Nick for talking to me as you know how emotional I get about any future developments planned for the seafront, and I hope EDDC will consider amenities for all generations to enjoy at an affordable price.
9	Not enough time allowed for consultation	<p>While the timeline shows lots of meetings and events, nobody I know was even aware of them, which is where my concern lies. It feels as if only the kind of people who habitually follow council work (mainly retirees) will have been aware of it all, so your feedback will be hugely skewed and in favour of things that matter to that group, which will be very different to the community at large, who care a lot more about a functioning town than a flashy seafront.</p> <p>I won't get time ahead of the deadline to digest and comment properly on the plan; it needs a few weeks of spare time to pick through something that big and to give it thought. So the main feedback is, "Ask for feedback in a way that the community as a whole will know about". Sadly, I suspect that anything that's "approved" by this process will meet with stiff opposition once people do actually become aware of it.</p> <p>Anyway - sorry you were given the task of responding to rants! Please do pass this one to someone who was actually responsible for making the community aware of the consultation so that they can perhaps take on board the main point of my email.</p> <p>Many thanks</p>
10	Difficulty reading the consultation document	<p>Exmouth Town Centre and Seafront Consultation.</p> <p>I am not sure if it was the intention of EDDC to commission a company to make the above consultation webpages as difficult as possible, so as to discourage feedback, but if this was the case then 'good choice'!</p> <p>Please can I have a word document emailed to me so that my wife and I can complete the consultation via the very archaic, inefficient and unsatisfactory way.</p>
11	Difficulty accessing the documents. (e-mailed and resolved – MA) See highlights.	<p>Time is running out to have my say. I can't find on the website anywhere where I can read a copy of the draft plan. I can find it, but it is not easy to understand from the diagrams. I am very concerned by the withdrawal of parking to the East of Foxholes car park. How can the elderly be expected to park in a multistorey carpark when they enjoy sitting in their car and looking at the sea.</p>
12	In favour of option 1&2. Option 3&4 waste of money.	<p>Hello, I am in favour of options 1 and 2 but see 3 and 4 as a waste of money at a time when vital services are being cut back and people are resorting to food banks.</p> <p>I can see the need for extra parking and a multi storey in the town perhaps connecting with a shuttle bus to the seafront might well work wonders.</p>

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	<p>Agrees with more car parking. More retail pref at Bath Rd. Future jobs to move away from tourism ind. Look at parking needs of visitors, do not dictate. Maer car park better used for hotel. Camperdown to be used for car park.</p>	<p>If there has to be extra retail to link the two sites then Bath Road should be the preferred route. But seasonal jobs will not help those bringing up a family, instead we need some kind of industry to bring aspirational young families in, not necessarily tourists who are already catered for.</p> <p>As it is the town is populated by older folk who love to sit in their cars along the seafront. The active visitors bring with them all sorts of paraphernalia to carry to the beach and need to park nearby.. I think the council should look at what people DO and not dictate what they want them to do. The Maer car park has never been wholly successful and might be the better place to site a new Hotel and leave the other parking in place.</p> <p>At one time there was a plan to move the council depot from Camperdown Terrace but nothing came of it. That space could give more parking and the depot could move out to the fringes of town ?</p>
13	<p>Wanted copy sending via email. A376 needs upgrading first.</p>	<p>I would like to see the plans you have drawn up for Exmouth Town center and the sea front without looking at these I can't make a honest comment on You plans, If it's possible I would like to see the and will you send a copy via email of have I got to go to the council offices to look at your proposed outlay for Exmouth, I will say living in Exmouth I think the A376 needs upgrading before you do anything to the Town or sea front</p>
14	<p>Difficulty accessing and reading document (responded – MA)</p>	<p>I am a concerned Exmouth resident. I wish to see and comment on your proposals but the pics online are poor and can not be used to review and comment. Please will you send me a higher resolution image or pdf of the document. The download button does not seem to be working. This lack of transparency will cause suspicion of the entire project with residents.</p>
15	<p>Difficulty accessing on 15th March, site closed. See highlights</p>	<p>We have tried to provide our comments on the plan. We have received a banner which says that the feedback window has closed. It clearly states that the window for responses is open until 15/03/2024. No time is specified therefore we believe our responses are still admissible. We would like to provide feedback on your proposals. The questionnaire provided does not give an opportunity for this. Please note our observations.</p> <p>The Pavilion stretch - shows a wavy line and steps to the beach. Will it provide enhanced sea defences as currently the access to the beach at this location gets barriered in the winter.</p>

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		<p>Will the entirety of the sea wall need to be rebuilt in waves as per the illustration. This would be phenomenally expensive and provide no obvious financial benefit.</p> <p>The key feature of Exmouth, which draws tourists, is the massive expanse of beach which is readily accessed, at many places. The whole plan will severely restrict access to the beach. This is more likely to deter rather than encourage visitors.</p> <p>The works would take years and be hugely disruptive, again severely depleting tourist revenue.</p> <p>Queens Drive Stretch - again has the wavy wall. The illustration shows no access to the beach. Seating and recreational facilities will be vulnerable to vandalism and anti-social behaviour due to remoteness from the rest of the town.</p> <p>Dogs are only permitted at the Orcombe Point end of the beach, one third of all households have dogs - this proposal will restrict access by both locals and visitors as nearby parking will be removed.</p> <p>There is a real risk that Queens Drive and Orcombe Point will become little used outposts.</p> <p>Access will be difficult for families, surfers, paddle boarders, other water sports users, people with mobility issues and horse owners who require vehicular access with equipment. It will be an undesirable place to run a business with little passing trade.</p> <p>An alternative solution would be to use the existing Queens Drive Space for the Art and Culture Hub proposed for Foxholes Car Park, together with the business units. This would place them in close proximity to Sideshore, The Ocean and Pavilion Development.</p> <p>This would save a huge amount of money as a result of the saving from not building a multi-storey car park and not redeveloping an existing, perfectly serviceable car park.</p> <p>The whole plan does not identify locations for toilets, showers and access for persons with mobility issues. These will negatively impact the proposals.</p>
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		<p>There is reference to Park and Ride but no reference is made to who will operate a bus service to facilitate Park and Ride.</p> <p>Private Landlords in the Town Centre - the plan refers to having a more uniform approach to shop fronts but makes no reference to how this can be achieved when many of the landlords are not local and are not interested in local affairs.</p> <p>Furthermore there is no reference to how businesses will be encouraged into the town centre when business units are being built away from the town centre.</p> <p>Currently there is a significant presence of motorhomes and camper vans on the sea front. These bring revenue to the town and pay enhanced overnight parking fees. There is no obvious provision for these in the plans.</p> <p>This will discourage these visitors. No one will come to Exmouth to park their campervan in a multi-storey car park.</p>
16	Difficulty accessing online	Please could you send me a physical copy of the Draft Plan and consultation questions.
17	Difficulty accessing online	<p>I am aware that I am not the only person experiencing the same issue, but the online consultation process is appalling and after an hour my wife has given up.</p> <p>I have emailed EDDC to ask for a word document so that we can complete and submit feedback. I wonder how many people have just given up?</p> <p>My concern is that by using such a poor electronic system for seeking feedback, you will have far fewer responses than you would have received with an effective system which will make the consultation less reliable</p>
18	Difficulty accessing online (sent hard copy – MA)	Please can you send me a physical draft document and questionnaire as i am unable to access your questionnaire online so i can have my say.
19	Consultation timed out on 15 th March Highlighted key points.	<p>Customer enquiry: Planning consultation regarding Exmouth does not allow comments. Here are some comments (ends 15 March). How to improve Exmouth:</p> <ol style="list-style-type: none"> 1. The sea front is the jewel in the crown: stop new development – the creeping of new buildings such as food outlets. The so-called watersports centre, like the Ocean building, is much too big and not what was advertised. 2. Other open areas are great: Manor Gardens, Maer and Gunfield Gardens. Do not need info boards but better upkeep. No mention of Madeira Walk and all the footpaths. Publicise, creating an informal trail to provide a number of

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		<p>lovely walks for all and keep cyclists out.</p> <p>3. Toilets: need lots for all the pedestrians, those just arriving and about to depart, and users of beach.</p> <p>4. Spend money on improving the Town Centre existing spaces instead of new ones. Make the Strand attractive and people will want to stay in it: currently far too much paving, heaven for skateboarders and cyclists. Spend money on helping individual businesses selling unique items and services to establish themselves. Ask young people what they would like?</p> <p>5. Parking and transport. Find the attitude towards parking and transport very unclear in the proposals. Need to distinguish between needs of locals and visitors. Want to remove the Pavilion car park and the Pavilion to replace with a gym. Where are people to park, or how are they to get there, so far from station and buses? Cycling impractical for people who bring kit with them. The Leisure Centre is in the right place, the Pavilion provides one of the few cultural offers for the town, in pleasant surroundings.</p> <p>6. Remove all traffic from the sea front past Foxholes. In an ideal world, yes, but for now, no. Visitors do not arrive on bikes.</p>
20	Difficulty accessing online	<p>I have tried to respond to your draft plan, and twice tried to get my email address verified but received no email from you to do so. (There is nothing in my spam folder.) So I assume my response has not been received?</p>
21	<p>Found online process confusing not user friendly. See highlighted comments.</p>	<p>I am writing with regard to the Exmouth Placemaking Framework Consultation.</p> <p>Having looked at the proposal document and clicked on the response box to comment, I, together with many friends, have found it to be a very confusing questionnaire, not user friendly and does not really give an opportunity to voice our concerns. Also, the time limit to return this is 15 March, and judging by the numbers who have responded, this form of response is obviously totally inadequate as there is a vast elderly population in Exmouth who would not either be able to access the online form, or even if they did, would not understand it fully.</p> <p>It seems this 'Proposal' is being pushed through at speed without giving adequate ways of responding. Considering the costs that will be involved if this project goes ahead, why could a simple door drop leaflet/return questionnaire not have been put in place?</p> <p>Everyone I have spoken with about the proposed Placemaking Plan are horrified at what has been put forward, the costs involved (which will no doubt escalate considerably and place more burden on local residents).</p> <p>Whilst a vision for the future of Exmouth is a good thing, this gung-ho attitude of lets rip everything out and start again is ludicrous. In particular, the LED is a well used and decent sports centre used by many age groups. It has car parking outside and a train station for those further afield to access it. We do not need a new sports centre, particularly one that is positioned on a multi storey car park which would be a blight on the scenery, nor do we need the much loved Pavilion on the seafront to be erased in favour of extra sports facilities.</p> <p>Additional car parking can be achieved by a multi storey at the London Hotel site, this would not be an eyesore and is ideal for town centre visitors. Then the seldom used lorry park by the train station could be altered so that too could offer town centre visitors parking whilst still retaining some lorry/coach spaces. For visitors to the seafront, the Maer Road car park could have a multi storey section, and offer a park and ride along the seafront.</p>

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		<p>Regarding the parking along the road to the end of Orcombe Point from the lifeboat station, taking this away adds pressure on the lack of parking, but it is important that this should be untouched for the numerous elderly residents whose pleasure it is to park up and enjoy the relaxation of sitting in their car enjoying the views, a simple pleasure if they are unable to get down onto the beach or walk far..</p> <p>The Ocean is another site that can be used as an Arts and Culture Hub on their top floor.</p> <p>At a time when we are all having to watch 'our budgets' to even contemplate a project of this scale is a huge worry. Who will be left footing the bill when the project costs then double/triple or worse, look at the sea wall by Sideshore as an example of how costs can suddenly shoot up.</p> <p>Exmouth is already a place that offers plenty of leisure and entertainment, with views across the estuary and coastline that many seaside towns would envy, the only 'brightening up' currently required is to the Town Centre. I am asking that you submit my comments as my 'Response' to this Plan to the relevant Committee , in place of the online Response form, and would suggest to them that they give more consideration to inviting comments from Exmouth residents who are unable to submit online views.</p>
22	Difficulty with accessing online	Please could you send me a physical copy of the Draft Plan and consultation questions
23	Difficulty with accessing online	I would like a fully disclosed hard copy of the proposals for Exmouth please
24	See highlights	<p>Louisa Terrace where we live is a very important part of the Exmouth Conservation Area.</p> <p>There are many listed Georgian buildings along the terrace and they make a very positive contribution to the whole area. These houses were built to include gardens sweeping down towards the sea. The present arrangement reflects this. They are very attractive. Looking outwards from the terrace towards the sea and from the seafront walkway up to the terrace.</p> <p>The history and heritage of Exmouth can be appreciated. Apart from the loss of amenity etc. already mention we cannot see how placing modern sports building between the Louisa Terrace and the sea would be an improvement to the seafront when it will detrimentally change the area forever and we believe actually cause harm to the Seafront's, character .Change is not necessarily an improvement.</p>
25	Difficulty with accessing online	I'm trying very hard to read the draft the draft plan plan presentation of the Placemaker plan, but I can't find anywhere online in a readable form. Can you direct me please to a website where I can really see it to read it so that I can answer before the 15th of March?
26	See highlighted comments	We have only come across these proposals recently .We are concerned about creating a sports centre at the Pavillion site.

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		<p>We are not sure if the Pavillion Theatre is to be incorporated. The Theatre is very important to the town with shows on offer nearly all year round.</p> <p>With regard to the gardens:</p> <p>creating such a built environment where there is a precious green open space is unacceptable.. The gardens at the Pavillion provide a great amenity for young family's with prams that make the beach difficult to access also for the elderly to have the benefit to enjoy the sea view in a quiet sheltered space. The proposed seating out front could not make up for the loss of the present amenity .So as we understand this would represent a loss of amenity.</p> <p>The yearly series of music gathering in the Pavillion Gardens are an important part of the Summer Season and bring the community together as well as being an attraction to visitors that come here for holidays from far and wide.</p> <p>The Heritage of Exmouth is worth preserving The Conservation Area needs to be protected. A Sports Centre could go anywhere. it does not need to be on the seafront The problem with parking is bad enough around the area without adding</p>
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