



Mr Johnny Denis
Cabinet Member for Tourism & Leisure
Lewes District Council

15th June 2025

Dear Johnny

The Lewes Tourist Information Centre was moved from 187 High Street in May 2024 to allow urgent building works to take place. These have been completed but the TIC is still located in the Lewes District Council customer services office in Cliffe precinct. This office is not a satisfactory location for the Tourist Information Office as it is not open at weekends or bank holidays and visitors who do manage to visit the office have to vie with residents who are often discussing sensitive matters with the Customer First team.

Friends of Lewes executive committee members are picking up a high level of concern from local residents on two fronts; people feeling that the tourist offering of Lewes is no longer being as effectively presented at a time when this is crucial for the town, and that the opportunity for tenants to interact with appropriate privacy has been significantly reduced through the inappropriate concatenation of these very different public facing functions. As a council office with the Tourist Information function removed people think it would be much more effective for purpose.

Friends of Lewes provided books and other items for sale at the High Street TIC which no longer can be accommodated at the new site thus have lost considerable income. This, together with the inability to advertise events such as Heritage Open Day during times when the event is taking place over weekends in September has a significant impact on the Visitor experience to the town and is detrimental to our efforts to promote the town.

We understand that the survey regarding the location was undertaken a while ago and that Blue Sail are in the process of reviewing the results.

Please can you advise when the results will be made known and what plans there are for the TIC returning to the prime tourist position it used to hold, be in able to sell Lewes specific merchandise and be open when the majority of tourists visit the town.

Yours sincerely

Ruth

Ruth O'Keeffe
Chair
Friends of Lewes

cc Mark Slater, Cabinet member for tenants and those in housing need
Rob Cotterill, Chief Executive Officer
Becky Cooke, Director of Tourism, Culture and Organisational Development