

Shropshire Council
Legal and Democratic Services
Guildhall,
Frankwell Quay,
Shrewsbury
SY3 8HQ
Date: Wednesday, 18 February 2026

Committee: Council

Date: Thursday, 26 February 2026

Time: 10.00 am

Venue: The Council Chamber, The Guildhall, Frankwell Quay, Shrewsbury, SY3 8HQ.

You are requested to attend the above meeting. The Agenda is attached

Members of the Council – a briefing note will be circulated by e-mail prior to the meeting with important housekeeping details and arrangements for the meeting.

Members of the Public – If you wish to attend the meeting, please e-mail democracy@shropshire.gov.uk to check whether a seat will be available for you.

Please click [here](#) to view the livestream of the meeting on the date and time stated on the agenda

The recording of the event will also be made available shortly after the meeting on the Shropshire Council Youtube Channel [Here](#)

Tim Collard
Service Director – Legal, Governance and Planning

Duncan Borrowman
(Chairman)
Gary Groves (Vice-Chair)
Heather Kidd (Leader)
Alex Wagner (Deputy Leader)
Sho Abdul
Caroline Bagnall
Elizabeth Barker
Bernie Bentick
Neil Bentley
Ed Bird
Jeremy Blandford
Andy Boddington
Thomas Clayton
Susan Coleman
Rachel Connolly
Tom Dainty
Jamie Daniels
Rosemary Dartnall
David Davies

Pamela Davies
Andy Davis
Julian Dean
Joshua Dickin
Mandy Duncan
Greg Ebbs
Susan Eden
Donna Edmunds
Craig Emery
Brian Evans
Roger Evans
Adam Fejfer
Rhys Gratton
Andy Hall
Kate Halliday
Harry Hancock-Davies
Nick Hignett
Alan Holford
George Hollyhead
Ruth Houghton

Dawn Husemann
Peter Husemann
Benedict Jephcott
Robert Jones
Duncan Kerr
Christopher Lemon
Nigel Lumby
Brendan Mallon
Sarah Marston
David Minnery
Vicky Moore
Mark Morris
Alan Mosley
Malcolm Myles-Hook
Chris Naylor
James Owen
Mark Owen
Wendy Owen
Vivienne Parry
Ed Potter

Rosie Radford
Sharon Ritchie-Simmons
Carl Rowley
Charles Shackerley-Bennett
Colin Stanford
Jon Tandy

Colin Taylor
Dan Thomas
Teri Trickett
David Vasmer
Beverley Waite
David Walker

Sam Walmsley
Alison Williams
Rob Wilson

Your Committee Officer is:

Tim Ward Committee Officer

Tel: 01743 257713

Email: tim.ward@shropshire.gov.uk

AGENDA

1 Apologies for Absence

2 Disclosable Pecuniary Interests

Members are reminded that they must declare their disclosable pecuniary interests and other registrable or non-registrable interests in any matter being considered at the meeting as set out in Appendix B of the Members' Code of Conduct and consider if they should leave the room prior to the item being considered. Further advice can be sought from the Monitoring Officer in advance of the meeting.

3 Minutes (Pages 1 - 14)

To approve as a correct record the minutes of the previous meeting held on 11 December 2025

4 Announcements

To receive such communications as the Chairman, Leader and Head of Paid Service may desire to lay before the Council.

5 Public Questions

To receive any questions from the public, notice of which has been given in accordance with Procedure Rule 14. Deadline for notification is 12.00 noon on Friday 20 February 2026

6 Questions from Members

To receive any questions from Members, notice of which has been given in accordance with Procedure Rule 15.2. Deadline for notification is 12.00 noon on Friday 20 February 2026

7 Appointment of Interim Chief Financial Officer (Pages 15 - 16)

Report of the Chief Executive is attached

Contact: Tanya Miles Email: tanya.miles@shropshire.gov.uk

8 Fees and Charges Pricing Policy (Pages 17 - 46)

Report of the Director: Financial Improvement is attached

Contact: Duncan Whitfield email: Duncan.whitfield@shropshire.gov.uk

9 Fees and Charges 2026/27 (Pages 47 - 152)

Report of the Director: Financial Improvement is attached

Contact: Duncan Whitfield email: Duncan.whitfield@shropshire.gov.uk

10 Draft 2026/27 General Fund budgets and Medium Term Financial Plan 2026/27 - 2030/31

Report of the Director: Financial Improvement is **TO FOLLOW**

Contact: Duncan Whitfield email: Duncan.whitfield@shropshire.gov.uk

11 North West Relief Road

Report of the Service Director – Infrastructure is **TO FOLLOW**

Contact: Andy Wilde Tel. 01743 256401

12 Treasury Strategy 2026/27 (Pages 153 - 196)

Report of the Director: Financial Improvement is attached

Contact: Duncan Whitfield email: Duncan.whitfield@shropshire.gov.uk

13 Report of the Shirehall Strategic Review - Council Task and Finish Group (Pages 197 - 262)

Report of the Strategy and Scrutiny Manager is attached

Contact: Tom Dodds Tel. 01743 258518

14 Social Housing Tenancy Agreement (Pages 263 - 338)

Report of the Service Director Communities & Customer is attached

Contact: Paula Mawson Tel. 01743 256794

15 Social Housing Rent and Service charges 2026 (Pages 339 - 374)

Report of the Service Director Communities & Customer is attached

Contact: Paula Mawson Tel. 01743 256794

16 Adult Social Care Deferred Payments Policy (Pages 375 - 426)

Report of the Service Director - Commissioning is attached

Contact: Laura Tyler Tel. 01743 253178

17 Motions

The following motions have been received in accordance with Procedure Rule 16:

- a **Motion received from Councillor Donna Edmunds and supported by Councillors Kate Halliday, Caroline Bagnall, Rosemary Dartnall and Alan Mosley**

Amendment of Council Rules of Procedure on Submission Deadlines for Reports and Motions to Council

Council notes that:

1. Under section 11.6 of the Council Procedure Rules, reports are required to be made available with "sufficient time [...] afforded to members to consider the report and any associated papers."
2. Case law and sector guidance issued by bodies such as the Local Government Association establish that unreasonable delay in the production or publication of reports and decision records may undermine democratic accountability, effective scrutiny, and public confidence in local government.
3. Section 100B of the Local Government Act 1972 stipulates that copies of the agenda and associated reports must be made available to the public at least five clear days before meetings, and after having been made available to members. It further states that associated reports must be made available at the time an item is added to the agenda.
4. The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, as amended by the Local Government (Openness of Local Government Bodies) Regulations 2014, reinforce the principle that local authority decision-making must be transparent, timely, and accessible.
5. Members are currently required to give 10 working days' notice in order to bring a motion to council under section 16.1 of the Council's Procedure Rules.

Council therefore resolves that:

1. The Council's Procedure Rules be amended to reflect that officers responsible for preparing reports following a Full Council and Committee meeting must ensure that such reports, including minutes and any associated recommendations or outcome summaries, are submitted to the Proper Officer and published within five clear working days of the date of the meeting, in line with section 100B of the Local Government Act 1972.
2. For the purposes of this motion, clear working days shall be those defined within section 1.14 of the Council's Procedure Rules: to exclude the day of receipt, Saturdays, Sundays, other days when the Council's offices are closed, and the day of the meeting itself.

Where exceptional circumstances prevent the submission of a report within the five clear working day period, the responsible officer shall provide a written explanation to the relevant Committee Chair, Group Leaders, and the Proper Officer, outlining the reasons for delay and an expected submission date;

And

The Speaker will be required to make known to the same, giving their reasoning, whether they accept the related item onto the agenda or wish to defer, as per item 11.6 of the Council's Procedure Rules.

3. Section 16.1 of the Council's Procedure Rules be amended from:

[...] must be delivered to the Chief Executive at least than 10 clear working days before the date of the meeting.

To

[...] must be delivered to the Chief Executive at least 5 clear working days before the date of the meeting.

Council further requests that:

1. A six-month review of compliance with these new requirements be presented to the appropriate committee to identify any barriers to delivery.

b Motion received from Councillor Brendan Mallon and support by the Reform Group

Globally, the transition to 'Net Zero' energy systems is in a state of rapid collapse. No large economy is persisting with this and only a handful of lesser economies are still fully committed. The US is unequivocally out. Russia, India, most of Asia and South America were never really in (despite the Paris Agreement) and China simply lies.

China's wind and solar 'farms' are merely a shop front for the planet's primary manufacturer of that equipment. Meanwhile, they rapidly expand Coal and Nuclear use. China alone is 32% of global emissions (Our World in Data), more than the combined developed world. Chinese per capita emissions surpassed the UK in 2022 and are now already double the UK's, with no slowdown in the increase. China plus just the USA and India make up fully half of global emissions.

The latest domino to fall is Germany. Previous dependence on Russian gas and their abandonment of Nuclear makes Germany now heavily dependent on coal and lignite (14% - AG Energiebilanzen) and LNG and thus the EU's largest emitter at 22% of the total (EDGAR 2024 report). Unaffordable energy has resulted in large scale off-shoring of German heavy industry. Thus, Chancellor Merz's announcement to reverse their energy policies, maintaining Net Zero in name only.

What remains is a handful of smaller European economies plus Australia still pursuing Net Zero to a similar extent as the UK, with a combined output circa 7% of global emissions (Net Zero Tracker and EDGAR 2024). Canada nominally has Net Zero policies but, unlike the UK, continues with extensive hydrocarbon production. Clearly, 7% of Net Zero is little more than a rounding error. Thus, any further spending on Net Zero is an obvious waste of money.

A number of Councils around the country, including Labour-led Islington, have heavily curtailed or suspended Net Zero spending. In the context of our Financial Emergency, in order to reduce both capital and revenue spend, we move that the Council immediately suspend all Net Zero related spending, pending a review of value-for-money beyond clearly ineffectual reductions in CO2 emissions.

c **Motion received from Councillor Carl Rowley and supported by the Reform Group**

Ensuring Timely Publication of Council Reports, Minutes and Decisions

Council notes that:

1. Rule 11.6 of the Council Procedure Rules requires the Chair to ensure that Members have sufficient time to consider any report tabled at a meeting and its associated papers.
2. Recent case law demonstrates that late or incomplete publication of reports can seriously compromise transparency, accountability and public confidence in local government decision making.
3. Section 100B of the Local Government Act 1972 requires that agendas and related reports must be made available to Members and the public at least five clear days before a meeting, and that reports for late items must be published as soon as those items are added.
4. The Local Authorities Regulations 2012 and the Openness of Local Government Bodies Regulations 2014 both reinforce the requirement for timely, accessible and transparent decision making, including prompt publication of meeting records and officer decisions.
5. Members are required to give advance notice for Motions under Rule 16, and the Constitution clearly defines how working days are counted under Rule 1.14.

Council therefore resolves that:

1. Officers responsible for the preparation of minutes, reports, recommendations or outcome summaries following Full Council or Committee meetings must submit and publish these materials within 10 working days of the next meeting date. This sets a clear, firm, and reasonable standard that strengthens transparency for both Members and residents.
2. For the purposes of this Motion, “**working days**” shall be interpreted in accordance with Rule 1.14 of the Council Procedure Rules, which excludes the day of the meeting, Saturdays, Sundays, Council closure days and public holidays.
3. Where exceptional circumstances prevent compliance, the responsible officer must provide a written explanation to the meeting Chair, Group Leaders and the Proper Officer, setting out the reason for delay and the expected publication date. In line with Rule 11.6, the Chair shall publicly state whether any late report will be permitted for consideration or deferred, ensuring accountability and preventing the misuse of late paperwork.
4. The Monitoring Officer is requested to update the Constitution and any supporting protocols to embed this new requirement and ensure it is implemented consistently across all service areas.

Council further requests that:

5. A six month compliance report be brought to the appropriate Committee, detailing performance against this new standard, identifying any operational barriers, and

making recommendations for further improvements.

18 Report of the Shropshire and Wrekin Fire and Rescue Authority (Pages 427 - 428)

To receive the report of the Chair of the Shropshire and Wrekin Fire and Rescue Authority

19 Exclusion of Press and Public

To resolve that, in accordance with the provisions of schedule 12A of the Local Government Act 1972 and Paragraph 10.4 [3] of the Council's Access to Information Rules, the public and press be excluded from the meeting during consideration of the following items

20 Exempt Minutes (Pages 429 - 430)

To approve as a correct record the exempt minutes of the previous meeting held on 11 December 2025



Committee and Date

Council

26 February 2026

COUNCIL

Minutes of the meeting held on 11 December 2025

**In the The Council Chamber, The Guildhall, Frankwell Quay, Shrewsbury, SY3 8HQ
10.00 am - 2.30 pm**

Responsible Officer: Tim Ward

Email: tim.ward@shropshire.gov.uk Tel: 01743 257713

Present

Councillors Duncan Borrowman (Chairman), Heather Kidd (Leader), Gary Groves (Vice-Chair), Alex Wagner (Deputy Leader), Sho Abdul, Caroline Bagnall, Elizabeth Barker, Neil Bentley, Jeremy Blandford, Thomas Clayton, Susan Coleman, Rachel Connolly, Tom Dainty, Rosemary Dartnall, David Davies, Pamela Davies, Andy Davis, Julian Dean, Mandy Duncan, Greg Ebbs, Susan Eden, Donna Edmunds, Brian Evans, Roger Evans, Adam Fejfer, Rhys Gratton, Andy Hall, Kate Halliday, Harry Hancock-Davies, Nick Hignett, Alan Holford, George Hollyhead, Ruth Houghton, Dawn Husemann, Peter Husemann, Benedict Jephcott, Robert Jones, Duncan Kerr, Christopher Lemon, Nigel Lumby, Brendan Mallon, Sarah Marston, Vicky Moore, Mark Morris, Alan Mosley, Malcolm Myles-Hook, Chris Naylor, James Owen, Mark Owen, Wendy Owen, Vivienne Parry, Rosie Radford, Sharon Ritchie-Simmons, Colin Stanford, Jon Tandy, Colin Taylor, Dan Thomas, Teri Trickett, David Vasmer, Beverley Waite, David Walker, Sam Walmsley, Alison Williams and Rob Wilson

48 Apologies for Absence

Apologies for absence were received from Councillors Bernie Bentick, Ed Bird, Andy Boddington, Jamie Daniel, Josh Dicken, Craig Emery, David Minnery, Ed Potter and Carl Rowley

49 Disclosable Pecuniary Interests

Members were reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.

50 Minutes

RESOLVED:

That the Minutes of the meeting held on 25 September 2025, as circulated with the agenda papers, be approved and signed as a correct record.

51 Announcements

Death of Ex Councillor Brian Williams

The Chair reported the death of Ex-Councillor Brian Williams. Brian was a longstanding Councillor having served on North Shropshire District Council, Shropshire County Council and Shropshire Council. He served as Shropshire County Council Speaker from 2008 to 2009, and held the same role on Shropshire Council until 2017. He then served as Vice-Chairman of the Council from 2021 until stepping down at the elections in May 2025. He was also Chairman of the audit committee on both councils from 2006 to 2025.

Members stood for a period of silence in his memory

Chairman's Engagements

The Chairman referred Members to the list of official engagements carried out by himself and the Vice-Chairman since the last meeting of the Council on 25 September 2025, which had been circulated prior to the meeting.

52 Public Questions at Council, Cabinet and Committee Meetings

It was proposed by the Leader, Councillor Heather Kidd and seconded by Councillor Alex Wagner, Deputy Leader and Portfolio Holder for Communities that the report and the recommendations contained therein be received and agreed.

A Member requested that responses to questions be circulated prior to the meeting as had previously been done as it was difficult to fully digest the response in the meeting.

RESOLVED:

That an additional paragraph be added to section 14.1 of the Council Procedure Rules stating:

“That a member of the public asking a question under Rule 14.1 may ask one supplementary question without notice of the Member to whom the first question was asked. The supplemental question must arise directly out of the original question or the reply. Any supplementary question which cannot be dealt with during the time allotted for Public Questions will be dealt with by a written answer”

53 Public Questions

The Chair advised that 6 questions had been received in accordance with Procedure Rule 14

Question from Susan Wedlock regarding the Boxing Day Hunt Meet in Ludlow
(Question read by the Interim Democratic Services Manager)

Question from Marcus Watkin regarding the Shrewsbury Station gyratory bus-stop scheme
(Question read by the Interim Democratic Services Manager)

Question from Joanna Blackman regarding the National Emergency Briefing on the Climate and Nature Crisis. In response to a supplementary question the Leader stated that it would be difficult to get all the Councillors together to watch the film and that there were a lot of ways people could feed into the process, and there was a lot of collaborative work going on with other groups.

Question from John Palmer regarding the Council's application for "Exceptional Financial Support". There was no supplementary question

Question from Andrew Sceats regarding Cornovii Developments. In response to a supplementary question the Portfolio Holder confirmed that the Council did not pay the full salary of the director in question as that's now paid via the company as it was a separate legal entity.

Question from John Crowe regarding the future of the Shirehall. In response to a supplementary question the Portfolio Holder confirmed that there would be discussion with all interested parties during the planning process

54 Questions from Members

The Chair advised that 5 questions had been received in accordance with Procedure Rule 15

Question from Councillor Sarah Marston regarding a reduction of the speed limit on the B5476 at Harmer Hill. In response to a supplementary question the Deputy Portfolio Holder advised that he would need to liaise with Officers regarding timescales for the works.

Question from Councillor Robert Jones regarding the impact of residential development on the River Perry. There was no supplementary question

Question from Councillor Chris Naylor regarding the Shirehall. In response to a supplementary question the Portfolio Holder stated that he was happy to accommodate any party that would like to access the Shirehall and would be interested in accompanying anybody that did want to visit.

Question from Councillor Brendan Mallon regarding the Station Gyrotory System. In response to a supplementary question the Portfolio Holder stated that it was important that our young people have the opportunity to stay here but that we must also welcome young people from elsewhere.

Question from Councillor Carl Rowley regarding an audit to identify non-essential spending. There was no supplementary question

55 **Auditors Annual Report**

It was proposed by the Leader, Councillor Heather Kidd and seconded by Councillor Roger Evans, Portfolio Holder for Finance that the report and the recommendations contained therein be received and agreed.

Members welcomed the action that had already been taken to address the concerns raised in the Auditors report but stressed the need for continued improvement especially in corporate governance. They stated that there was a need for transparency and clear communication with residents

RESOLVED:

That Council:

- a. Acknowledge and accept the statutory recommendation made by the External Auditors
- b. Address the statutory recommendation through the immediate management response and actions set out in paragraphs 2.3 and 7.9 of this report together with the adoption and implementation of the Council's Improvement Plan and its programmes of action focussed on financial stability, strengthening financial management policy and practice and "Getting the Basics Right" (strengthening corporate governance)
- c. Agree that the Audit and Governance Committee receives updates on the progress of the Council in addressing the various elements of the Statutory Recommendation.
- d. Instruct the Chief Executive to write to the External Auditor with the outcome of the Council's consideration of this report.

56 **Improvement Plan**

It was proposed by the Leader, Councillor Heather Kidd and seconded by Councillor Alex Wagner, Deputy Leader and Portfolio Holder for Communities that the report and the recommendations contained therein be received and agreed.

RESOLVED:

That Council

- a. Agree the draft Improvement Plan (Appendix 1).
- b. Agree the governance arrangements set out in the Plan.
- c. Agree that the capacity and resources to support the delivery of transformation required through this plan will be aligned to the MTFS.

57 People Plan

It was proposed by the Leader, Councillor Heather Kidd and seconded by Councillor Alex Wagner, Deputy Leader and Portfolio Holder for Communities that the report and the recommendations contained therein be received and agreed.

RESOLVED:

That Council

- a. Agree the draft People Plan (Appendix 1).
- b. Agree the governance arrangements and key actions set out in the Plan.
- c. Agree the capacity and resources necessary to support the delivery of organisational change and development, are aligned with the Medium Term Financial Strategy (MTFS) to ensure effective and sustainable implementation

58 Setting the Council Tax Taxbase for 2026/27

It was proposed by Councillor Roger Evans, Portfolio Holder for Finance and seconded by Councillor Sho Abdul that the report and the recommendations contained therein be received and agreed.

On being put to a recorded vote with 62 Members voting for, 0 against and 1 abstention as follows:

FOR

Councillors Abdul, Bagnall, Barker, Bentley, Blandford, Borrowman, Clayton, Coleman, Connolly, Dainty, Dartnall, D Davies, P Davies, Davis, Dean, Duncan, Ebbs, Eden, B Evans, R Evans, Fejfer, Gratton, Groves, Hall, Halliday, Hancock-Davies, Holford, Hollyhead, Houghton, D Husemann, P Husemann, Jephcott, Jones, Kerr, Kidd, Lemon, Lumby, Mallon, Marston, Moore, Morris, Mosley, Myles-Hook, Naylor, J Owen, M Owen, W Owen, Parry, Radford, Ritchie-Simmons, Stanford, Tandy, Taylor, Thomas, Trickett, Vasmer, Wagner, Waite, Walker, Walmsley, Williams and Wilson

ABSTENTION

Councillor Edmunds

RESOLVED:

That Council

1. Approve, in accordance with the Local Authorities (Calculation of Tax Base) (England) Regulations 2012, the amount calculated by Shropshire Council

as it's Council Tax taxbase for the year 2026/27, as detailed in Appendix A, totalling 121,852.37 Band D equivalents.

2. Approve the changes to the Council's localised Council Tax Support (CTS) scheme in 2026/27. The scheme is attached at Appendix B
3. Note the Council Tax Support Scheme amendments detailed in Appendix B have no impact on the taxbase determination.
4. Note the exclusion of 7,950.74 Band D equivalents from the taxbase calculation as a result of localised Council Tax Support.
5. Note continuation of the discretionary Council Tax discount policy to not award a discount in respect of vacant dwellings undergoing major repair, i.e. former Class A exempt properties.
6. Note continuation of the discretionary Council Tax discount policy in respect of vacant dwellings, i.e. former Class C exempt properties, of 100% for one month i.e. effectively reinstating the exemption and the resulting exclusion of 243.34 band D equivalents from the taxbase calculation
7. Note continuation of the "six week rule" in respect of vacant dwellings, i.e. former Class C exempt properties.
8. Note continuation of the discretionary Council Tax discount policy to levy a Council Tax premium of 100% in relation to dwellings which have been unoccupied and substantially unfurnished for more than one year (but less than five years) and the resulting inclusion of an additional 859.89 Band D equivalents in the taxbase calculation
9. Note continuation of the discretionary Council Tax discount policy to levy a Council Tax premium of 200% in relation to dwellings which have been unoccupied and substantially unfurnished for more than five years (but less than ten years) and the resulting inclusion of an additional 194.22 Band D equivalents in the taxbase calculation.
10. Note continuation of the discretionary Council Tax discount policy to levy a Council Tax premium of 300% in relation to dwellings which have been unoccupied and substantially unfurnished for more than ten years and the resulting inclusion of an additional 202.66 Band D equivalents in the taxbase calculation.
11. Note the continuation of the discretionary Council Tax discount policy to levy a Council Tax premium of 100% in relation to second homes (other than those that retain a 50% discount through regulation as a result of job related protection) and the resulting inclusion of an additional 1,390.00 Band D equivalents in the taxbase calculation
12. Approve a collection rate for the year 2026/27 of 98.0%.

13. Note that the Council Tax Support policy and other similar Council Tax and Business Rate policies are reviewed and consulted upon, where necessary, over 2026 with a view to implementing any revisions by Financial Year 2027/28 at the latest

59 Treasury Strategy 2025/26 Mid-Year Review

It was proposed by Councillor Roger Evans, Portfolio Holder for Finance and seconded by Councillor Sho Abdul that the report and the recommendations contained therein be received and agreed.

RESOLVED:

That Council agree the Treasury Strategy activity as set out in the report

60 Children's Services Annual Report

It was proposed by Councillor Ruth Houghton, Portfolio Holder for Social Care and seconded by Councillor Sarah Marston that the report and the recommendations contained therein be received and agreed.

RESOLVED:

1. That Council acknowledge the content of the reports attached and the positive impact and outcomes that services are achieving for children and young people.
2. That Council acknowledge the breadth of statutory requirements being successfully delivered and achieving good outcomes for the children and young people in Shropshire.
3. That where Council wish to influence progress and development opportunities this can be incorporated into the plans of the Ambitions Board which will be driving forward the services continuous improvement plan.
4. That Council recommend that it receive the Annual Report and resolve that Childrens Safeguarding training becomes a mandatory requirement for all elected Members in order that they are well equipped to fulfil their role as corporate parents.

61 Appointment of Interim Chief Executive, Returning Officer and Electoral Registration Officer

It was proposed by the Leader, Councillor Heather Kidd and seconded by Councillor Alex Wagner, Deputy Leader and Portfolio Holder for Communities that the report and the recommendations contained therein be received and agreed.

RESOLVED:

1. That Tanya Miles be appointed as Interim Chief Executive in accordance with section 4 of the Local Government and Housing Act 1989
2. That Tanya Miles (Interim Chief Executive) be appointed as Returning Officer in accordance with section 35(1) of the Representation of the People Act 1983 with immediate effect.
3. That Tanya Miles (Interim Chief Executive) be appointed as the Electoral Registration Officer in accordance with section 8(2)(a) of the Representation of the People Act 1983 with immediate effect
4. That Tim Collard (Service Director – Legal, Governance and Planning (Monitoring Officer)) be appointed as the Deputy Electoral Registration Officer in accordance with section 52(2) of the Representation of the People Act 1983 with immediate effect

62 Appointment of Independent Remuneration Panel members

It was proposed by Councillor Roger Evans, Portfolio Holder for Finance and seconded by Councillor Andy Hall, portfolio Holder for Children and Education that the report and the recommendations contained therein be received and agreed.

RESOLVED:

That the following be appointed to the Independent Remuneration Panel of Shropshire Council:

- Tim Griffiths
- Vince Hunt
- Tony Parsons
- Richard Garnett

63 Changes to Committee Membership

It was proposed by the Chairman, Councillor Duncan Borrowman, and seconded by the Vice Chairman, Councillor Gary Groves, that the amendments to committee membership as set out in the agenda papers be agreed. In addition, members were notified of an additional amendment to the Southern Planning Committee.

RESOLVED:

That the amendments to committee membership as set out in the agenda papers be agreed, together with the addition of Councillor Colin Stanford replacing Councillor Dan Thomas as a substitute member of the Southern Planning Committee.

64 Motions

The following motions had been received in accordance with Procedure Rule 16:

a Motion received from Councillors Alex Wagner and Dan Thomas and supported by Councillors Duncan Kerr and Dawn Husemann

Enhancing Accessibility of Council Meetings

This Council recognises the importance of ensuring that all elected members, regardless of employment status, are able to fully participate in the democratic process and contribute to the work of Shropshire Council. All Scrutiny and Committee meetings are currently scheduled during standard working hours. This timing can present barriers to engagement for members who work full-time or have other daytime commitments. To improve accessibility and inclusivity for all Members and the Public, this Council resolves to:

1. Move a selection of Scrutiny and other Committee meetings to a 6pm start time, with the aim of enabling greater participation from working-age members.
2. Request that Democratic Services continue to consult with Group Leaders and Committee Chairs to identify suitable meetings for evening scheduling.
3. Review the impact of this change after a twelve-month period from implementation, including feedback from members and officers, to assess its effectiveness and sustainability.

This Motion seeks to modernise our approach to member engagement and ensure that Shropshire Council remains representative and responsive to the needs of all its elected members.

On taking a vote the motion was supported and it was **RESOLVED:**

That Council

1. Move a selection of Scrutiny and other Committee meetings to a 6pm start time, with the aim of enabling greater participation from working-age members.
2. Request that Democratic Services continue to consult with Group Leaders and Committee Chairs to identify suitable meetings for evening scheduling.
3. Review the impact of this change after a twelve-month period from implementation, including feedback from members and officers, to assess its effectiveness and sustainability.

b Motion received from Councillor Brendan Mallon and supported by Councillors Dawn Husemann, Carl Rowley, Harry Hancock Davies and George Hollyhead

Members of the Economy and Environment Committee were recently briefed on the proposed Sundorne Sports Village redevelopment. Some of us were disappointed to see that Pyrolysis technology has not been considered for the requirement to supply both bulk heating and electrical energy for the facility, seemingly an ideal solution for such an application.

Instead, a multi-million pound system of air source heat pumps and solar panels has been selected. This technology will somewhat mitigate reliance on the world's most expensive electricity grid but will still be highly dependent on that grid in low light and/or low temperature conditions. The production and supply chain for the solar panels in particular involves highly carbon-intensive production and transport from China, with a high risk of slave labour being involved. These panels are also uneconomical to recycle, with the attendant risk to the environment from end-of-life disposal.

By contrast, the Pyrolysis technology provides abundant heat and electricity on demand, is completely 'off-grid', is carbon negative and should repay its capital costs over time through the sales of biochar product and carbon credits, unlike the heat pumps and panels which are merely lower carbon and is still heavily grid-dependent. The equipment is easily recyclable at its end-of-life. The plants and their feedstock are both locally produced, supporting local employment and commerce. The Council is already heavily invested in this technology at the Ludlow site, as well as having made a substantial £500000 direct investment in manufacturer Biodynamic Carbon Ltd.

This Council has already expressed robust support for this technology at a Full Council meeting, voting in additional funding to bring our total investment up to a considerable £3.3 million. If we are spending over £3 million of council taxpayers' money on this technology in Ludlow and have substantially bought into the manufacturer, then it should be a serious contender for the Sundorne application.

In order to support what would appear to be an economically and environmentally superior technology, as well as supporting local industry and demonstrating confidence in Shropshire Council's own existing direct investment in its use and production, we move that a full side-by-side comparison of the two systems be made, with the superior technology being selected for deployment on the Sundorne project. The comparison should consider the full life-cycle costs (including offset through biochar and carbon credit sales) and environmental impact of equipment procurement, replacement and disposal across the expected lifetime of the Sports Village, as well as comparing overall energy and CO2 budgets across that life-cycle.

Let's keep the Shropshire Pound in Shropshire.

By way of amendment Councillor Julian Dean proposed

Delete all and replace with:

Council notes the intention for energy efficiency measures in the new development proposals for the Sports Village, which will make use of proven technologies including solar PV and heat pumps. We further note that heat pump technology is a highly efficient use of electricity to provide heating and is suitable for the vast majority of houses in the UK. However, as long as electricity prices remain tied to those of gas, electricity consumers are penalised due to the high and volatile prices of fossil fuels, undermining the incentive to convert away from fossil fuel-based heating.

Despite the clear benefits in terms of reduced greenhouse gas emissions of using PV and heat pumps, we recognise that the supply chain for these technologies is often reliant on imports, and that there are risks associated with highly carbon-intensive production and transport from China, with a high risk of slave labour being involved. We ask the portfolio holder for economic growth, and officers responsible for this and any other development, to look to use and/or develop supply chains close to home.

Council is disappointed to note that initial plans do not include introducing sustainable technologies for heating and energy across the rest of the facility as recommended by this council. We welcome the inclusion of such an option for consideration in early 2026.

We note that Pyrolysis technology provides abundant heat and electricity on demand, is completely 'off-grid', is carbon negative and could well repay its capital costs over time through the sales of biochar product and carbon credits. The equipment is easily recyclable at its end-of-life. The plants and their feedstock are both locally produced, supporting local employment and commerce. The Council is already heavily invested in this technology at the Ludlow site, as well as having made a substantial £500000 direct investment in manufacturer Biodynamic Carbon Ltd. We note that making use of locally sourced renewable energy, whether wind, solar or through pyrolysis, will help to 'keep the Shropshire pound in Shropshire'.

We further note that the opportunity for a district heat network based around a C1000 Pyrolysis plant identified by officers, which could produce far more heat than the swimming pool and leisure centre combined would need.

We continue to express our support for an economically and environmentally excellent technology, that supports local industry and demonstrates confidence in Shropshire Council's own existing direct investment in its use and production. We welcome the fact that the portfolio holder is bringing a proposal to cabinet for officers to examine the feasibility of developing a local heat network. This would be based on Pyrolysis deployment on the sports village site with the aim of decarbonising the existing sports village buildings and providing lower cost heat and power to the new facilities. We expect that such a feasibility study would include a comparison with the proposed heating system for the new development at the Sports Village.

We ask that there is rapid consideration of whether this feasibility study would justify reconsideration of the currently agreed plans for the new development, which is already designed to very high energy efficiency standards (realising BREEAM excellent standards).

On taking a vote the amendment was approved and on taking a further vote the amended resolution was supported

65 Report of the Shropshire and Wrekin Fire and Rescue Authority

The Chair advised that this report had been withdrawn

The Chairman advised Members that an additional public report had been published on the Shirehall Strategic Review and therefore proposed to bring the item forward into the public session to allow appropriate public discussion prior to moving into the exempt section. He reminded Members to avoid discussing any of the exempt information in the public part of the meeting

66 Shirehall Strategic Review

It was proposed by the Councillor Rob Wilson, Portfolio Holder for Transport and Economic Growth and seconded by Councillor Alex Wagner, Deputy Leader and Portfolio Holder for Communities that the report and the recommendations contained therein be received and agreed.

Several Members expressed concern at the late publication of the reports and felt that consideration of the item should be deferred to enable Members to fully consider the contents of the reports.

Councillor Dawn Husemann suggested that a Task and Finish Group be set up to fully consider all the options prior to a decision being made.

67 Exclusion of Press and Public

RESOLVED:

That, in accordance with the provisions of schedule 12A of the Local Government Act 1972 and Paragraph 10.4 [3] of the Council's Access to Information Rules, the public and press be excluded from the meeting during consideration of the following items

68 Shirehall Strategic Review

It was proposed by the Councillor Roger Evans, Portfolio Holder for Finance and seconded by Councillor Alex Wagner, Deputy Leader and Portfolio Holder for Communities that the exempt report and the recommendations contained therein be received and agreed.

By way of amendment Councillor Dawn Husemann proposed that an additional recommendation be added that a Task and Finish Group be set up to fully consider all the options prior to a decision being made. Councillor Evans indicated that he would accept the amendment.

RESOLVED

That Council

1. Amend their previous decision (December 2023) to seek full residential planning permission. Instead, pursue Option 11, progress a mixed-use outline planning permission, initiate public engagement, and submit the application in early 2026.
2. Completes additional masterplan options for a mixed-use development incorporating healthcare, affordable supported living, commercial, and residential elements. Prepare and finalise a business case for consideration by Council at a future meeting.
3. Approves the submission of a request to extend the Certificate of Immunity from Listing for the Shirehall site.
4. Delegates authority to the Head of Property and Development to progress items 1 to 3 in consultation with the Portfolio Holder for Finance and the Portfolio Holder for Transport & Economic Growth
5. Sets up a Task and Finish Group to consider all options for the site

69 Chief Executive and Chief Officer 2025/26 Pay Award Options

It was proposed by the Leader, Councillor Heather Kidd and seconded by Councillor Alex Wagner, Deputy Leader and Portfolio Holder for Communities that the exempt report and the recommendations contained therein be received and agreed.

RESOLVED:

That the recommendation contained in the report be approved

Signed (Chairman)

Date:

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Council

Item

26 February 2026

Public

Appointment of Interim Chief Financial Officer

Responsible Officer:		Tanya Miles	
email:	tanya.miles@shropshire.gov.uk	Tel:	01743 255811
Cabinet Member (Portfolio Holder):		Heather Kidd	

1. Synopsis

This report deals with the interim appointment to the statutory role of Chief Financial Officer ("Section 151 Officer").

2. Executive Summary

- 2.1. The Council is required by the Local Government Act 1972 to appoint one of its officers to the role of Chief Financial Officer.
- 2.2. Following consideration by the Chief Officer Employment Panel, it is recommended that Duncan Whitfield be confirmed as the Council's Chief Financial Officer (Section 151 Officer) on an interim basis until the role can be appointed to permanently.

3. Recommendations

- 3.1. That Duncan Whitfield be appointed as Interim Chief Financial Officer in accordance with section 151 of the Local Government Act 1972

Report

4. Risk Assessment and Opportunities Appraisal

- 4.1. The recommendations enable Shropshire Council to comply with the requirements for the appointment of statutorily required officers.

5. Financial Implications

- 5.1. There are no additional costs associated with this appointment.

6. Climate Change Appraisal

- 6.1. There are no climate change implications from this report.

7. Background

- 7.1. The Council is required to appoint a Chief Financial Officer in accordance with Section 151 of the Local Government Act 1972. At its meeting on 21st March 2024 the Council agreed to adopt the Senior Officer Employment Procedure under which a Chief Officer Employment Panel is convened to consider the appointment of certain officers including the Chief Finance Officer. The Chief Officer Employment Panel is made up of three members of the Administration and the Group Leaders of the largest opposition Groups and they unanimously decided to recommend the appointment of Duncan Whitfield as the Chief Financial Officer on an interim basis for 6 months.
- 7.2. Full Council is now requested to confirm that appointment until a permanent appointment can be made. That is likely to be after the appointment of the permanent Chief Executive, recruitment to which commences in early March 2026.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

[Appendix 1 Senior Officer Employment Procedure.pdf](#)

Local Member: N/A

Appendices

None



Committee and Date

Council
26th February 2026

Item

Public



Fees and Charges Pricing Policy

Responsible Officer:

Duncan Whitfield, Section 151 Officer

email:

duncan.whitfield@shropshire.gov.uk

Cabinet Member (Portfolio Holder):

Roger Evans, Finance

1. Synopsis

A new corporate fees and charges policy will help ensure effective and consistent management of discretionary service charges across the Council, supporting financial stability and sustainability aligned to Council priorities.

2. Executive Summary

- 2.1. To ensure the Council's financial stability and onward journey to sustainability it is necessary for a corporate approach to be taken towards the effective management of fees and charges for the Council's chargeable services. The report introduces a corporate fees and charges policy, applicable to all discretionary services where a charge can be made. This will help ensure the Council maximises opportunities to generate income where appropriate and in turn enables financial resources to be utilised more effectively, to support service delivery and ultimately the Council's priorities.
- 2.2. This policy will be subject to annual review to ensure it continues to reflect the needs and aspirations of the Council. The setting of fees and charges will be incorporated into the annual Medium Term Financial Strategy and budget setting timetable and a further report with details of the 2026/27 fees and charges amounts will be presented to Council in February 2026.
- 2.3. The overall aim of the fees and charges policy is to ensure that fees and charges are set within a framework of value for public money for all our residents and businesses. It allows the council to have a properly considered, consistent and

informed approach to all the fees and charges it levies for its discretionary services. This will in turn support the Council's journey towards financial sustainability and the delivery of the Council's priorities.

2.4. The policy introduces a consistent, organisation-wide framework for setting, reviewing, and managing all council fees and charges for discretionary services. Its core objective is to move towards Full Cost Recovery as the default position for discretionary services, thereby enhancing the financial sustainability of services in the context of the declared financial emergency (Sept 2025).

2.5. The Council does not have full discretion for all fees and charges as some are set nationally, whilst others are governed by certain restrictions, for example inflationary increases only. The Council does, however, have powers to charge for some services under various legislation dating back many years e.g. 1949 Prevention of Damage by Pests Act. The Local Government Act 2003 provides clarity over charging powers and is clear that a local authority can charge for discretionary services based on recovering the full costs of providing the service but that it should not make a profit year on year. The same Act also covers a local authority's power to trade whereby a profit/surplus can be made if trading is carried out through a company. This report concentrates on charging for discretionary services. A key point to note is that charges should be set at the right level to balance the subsidy between service user and taxpayer.

2.6. The policy includes consistent principles:

1. **Cost Recovery as Default** – Users of discretionary services should normally pay the full cost of the service, unless a subsidy is approved for policy reasons.
2. **Transparency** – Charges and the reasons behind them should be clear to service users and decision-makers.
3. **Affordability and Accessibility** – Fees must not create unnecessary barriers, and concessions should be targeted to those who most need them.
4. **Consistency** – Similar services should be charged on the same basis across the Council.
5. **Regular Review** – All discretionary fees and charges should be reviewed at least annually, with changes linked to the budget cycle.
6. **Market Awareness** – Benchmarking against other councils and providers to ensure charges are competitive and justifiable.
7. **Legal Compliance** – All charges must be in line with statutory powers and restrictions.
8. **Value for Money** – Fees and charges should contribute to efficient, sustainable services.

These principles ensure that fees are:

- Fair and transparent for service users

- Aligned with our corporate priorities and statutory duties
- Set at a level that supports the financial sustainability of services
- Applied consistently across the organisation

2.7. The setting of fees and charges will be incorporated into the annual Medium-Term Financial Strategy (MTFS) and budget setting timetable in line with the annual process. Incorporating these reviews into the service/financial planning process will also permit consideration of cross-cutting issues and impacts in the context of wider policy objectives. This policy will form the basis of the Council's fees and charges calculations for consideration each year, prior to the formal approval of the MTFS at full Council in February. Table 1 below shows the total fees & charges income included within the original 2025/26 budgets of £103.86m and the split between discretionary and non-discretionary amounts.

	2025/26		
	Total	Discretionary	Non-Discretionary
Total Fees and Charges	£103.86m	£55.12m	£48.74m
% split		53.07%	46.93 %

Table 1: 2025/26 Total Fees and Charges as approved in February 2025.

2.8. As can be seen from the table above, there is a slightly higher proportion of income raised from discretionary fees and charges, totalling £55.12m. Table 2 below shows the main services areas making up most of this discretionary total.

Service Area	£m
Shire Services	5.93
Work Placement	3.29
Corporate Landlord	10.02
Car Parking	7.00
Theatre Services	6.34
Waste Management	5.90
Finance & Technology	1.75
Registrars & Coroners	1.05
Other*	13.85
Total Discretionary Income	55.12

Table 2: Breakdown of 2025/26 discretionary fees and charges income

* A further breakdown can be found in Appendix 1 Fees & Charges 2025/26 Council February 27th 2025

2.9. The policy attached at Appendix 1 details the principles and process for the calculation of fees and charges. Officer responsibilities are also set out for Service Directors and Service Managers, alongside the governance requirements.

2.10. The standard assumption is that all fees and charges will be increased in line with CPI (a national inflation index that excludes mortgage costs) although some prices are subject to other indexation or must reflect changes to the underlying cost base that may be above or below this average inflation. In setting the level of fees and charges, the Council will have regard to the following principles:

- The level of fee set by statute
- Recovery costs and overheads

- Comparison with commercial offers
- Benchmarking with other councils
- Impact on behavioural change, including avoiding perverse incentives
- Considerations around pricing strategies and elasticity (for example, by setting fees too high, demand for the service may reduce. Equally setting fees too low may create unsustainable service demand)

2.11. The Council will also have regard to the Public Sector Equality Duty (PSED) placed upon us by the Equality Act 2010

3. Recommendations

3.1. Council is asked to:

- a. Approve and adopt the Fees and Charges Policy for 2026/27 and incorporation into the Medium-Term Financial Strategy and budget setting process in February 2026.

Report

4. Risk Assessment and Opportunities Appraisal

- 4.1. The introduction of the fees and charges policy provides an opportunity to maximise income generation for the Council where applicable and ensure a consistent and transparent approach.
- 4.2. User demand for services may be affected by pricing, it will be necessary therefore to monitor service usage closely to ensure appropriate action, in line with this policy is taken where necessary to address any adverse effect.
- 4.3. Given that there are likely equality and health and wellbeing impacts arising from the introduction of this policy an ESHIA has been carried out at this stocktake point. This is attached in the appendices.
- 4.4. At this stage the impacts are considered to be neutral to low negative for people in the protected characteristic groupings of age and disability as defined by the Equality Act 2010. The Council also considered impacts are likely to be neutral to low negative in regard to people in our additional local grouping of social inclusion, given access to service challenges across our large rural county. These impacts will be kept under review along with reference to good practice elsewhere and ongoing engagement across services.

4.5. Risk table:

Risk	Impact	Likelihood	Mitigation Strategy
R1: Public/Political Backlash: <i>Increased visibility of fees, particularly those moving to full cost recovery, could lead to adverse public reaction and political challenge at a sensitive time during the financial emergency.</i>	High	Medium	Implement clear communication strategies (Transparency Principle), providing at least one month's notice, and clearly articulating the policy reasons (subsidies) for services that remain below full cost recovery.
R2: Legal Challenge (Ultra Vires Charging): <i>The Council is legally restricted to recovering only the cost of providing a discretionary service. Errors in cost calculation (e.g., including non-allowable costs or making a profit) could lead to a Judicial Review, requiring refunds and generating adverse publicity.</i>	High	Low	Mandatory use of the Cost Recovery Calculator , which is signed off by the relevant Finance Business Partner, to ensure only legally recoverable direct, indirect, and overhead costs are included in the charge.
R3: Non-Compliance Across Services: <i>Services may lack the time or expertise to use the Cost Recovery Calculator or fail to complete the mandatory annual review, leading to inconsistent pricing and unrecovered costs.</i>	Medium	Medium	Finance/PMO team to provide ongoing training and support on the costing tool and review process. Auditing of compliance to be integrated into the budget preparation timeline to ensure accountability.
R4: Reduced Accessibility/Demand Impact: <i>Moving services to full cost recovery or increasing fees too quickly could create unnecessary barriers, particularly for vulnerable groups, leading to a reduction in service demand.</i>	High	Medium	Carry out ESHIAs where proportionate in regard to fee changes. Concessions/subsidies will be targeted and budgeted to account for impact upon people in protected characteristic groupings.
R5: Impact on Rural Communities/Market Failure: <i>Implementing uniform fees may disproportionately affect isolated and/or rural areas of Shropshire, where lack of local alternatives or increased travel costs makes the Council service the only viable option, potentially risking an implicit market failure.</i>	Medium	Medium	Where appropriate, the policy allows for differential charging based on geographic location or specific community need to maintain accessibility, subject to a robust assessment by the Service Manager and review by the Portfolio Holder.

5. Financial Implications

5.1. Shropshire Council continues to manage unprecedented financial demands, and a financial emergency was declared by Cabinet on 10 September 2025. The overall financial position of the Council is set out in the monitoring position presented to Cabinet on a monthly basis. Significant management action has been instigated at all levels of the Council reducing spend to ensure the Council's financial survival. While all reports to Members provide the financial implications of decisions being taken, this may change as officers and/or Portfolio Holders review the overall financial situation and make decisions aligned to financial survivability. All non-essential spend will be stopped and all essential spend challenged. These actions may involve (this is not exhaustive):

- scaling down initiatives,
- changing the scope of activities,

- delaying implementation of agreed plans, or
- extending delivery timescales.

5.2. The adoption of the Fees and Charges Pricing Policy is fundamental to mitigating the Council's critical financial risk and forms an essential part of the medium-term financial strategy.

5.3. The policy will drive a rigorous, evidence-based approach to income generation across the entire organisation. Specifically, it has the following financial implications:

- 5.3.1. **Protecting the Budget:** By mandating an annual review and the use of the Full Cost Recovery Principle as a default, the Council will systematically ensure that discretionary services do not leak budget through unintentional subsidies or failure to capture real operating costs (direct, indirect, and overheads).
- 5.3.2. **Maximising Revenue Potential:** The unified framework enables Services to confidently and compliantly set charges that maximize revenue potential, helping to close the budget gap and support the overall financial sustainability of the Council.
- 5.3.3. **Governance and Audit:** The policy enhances financial governance by standardising the consultation, approval, and publication of charges, reducing risks associated with non-compliant or arbitrary fee setting.

6. Climate Change Appraisal

The Fees and Charges Pricing Policy is a corporate governance document focused on financial principles, processes, and legislative compliance.

6.1 Expected Outcome: No Effect.

6.2 Energy and fuel consumption, Renewable energy generation, Carbon offsetting or mitigation: There is no direct effect on these areas, as the policy itself is purely procedural and financial. Any changes to fees and charges that do have a physical or operational impact (e.g., changes to parking fees, waste charges) will require a separate, mandatory climate change appraisal summary to be completed at the point of service charge implementation, as required by the Council's standard reporting procedures.

6.3 Climate change adaptation: The policy indirectly supports the ability to fund future adaptation strategies by ensuring the Council's financial resources are maximized and protected.

7. Background

- 7.1. The Council currently faces critical financial challenges, making the maximisation of legitimate and compliant income streams a non-negotiable component of its financial recovery plan.
- 7.2. Historically, the approach to setting and reviewing fees and charges has been highly decentralised, leading to inconsistency. This has resulted in an added pressure on the Council's budget.
- 7.3. The Fees and Charges Pricing Policy has been developed to introduce clear guidance and a consistent standard for services to follow, requiring mandatory annual reviews and the application of full cost recovery principles unless an explicit, policy-driven decision is made to subsidise. The policy, which supersedes all previous guidance, has been subject to review by the Transformation & Improvement Scrutiny Committee prior to this Cabinet submission.

8. Additional Information

Statutory and Discretionary Charges Legislation

- 8.1. Statutory services are those services that an authority is mandated to or has a duty to provide, fees and charges in respect of these services are either set by Government or based on full cost recovery.
- 8.2. The Local Government Act 2003 provides a general power to charge for discretionary services (services that an authority has the power, but is not obliged to, provide). Additions or enhancements to mandatory services above the standard that an authority has a duty to provide may be provided as discretionary services.
- 8.3. The Council may generate income from the public through charging and trading for services that exceed the statutory requirements or are added value optional services, such as pre-application planning advice.
- 8.4. In general terms, the Council may not make a profit on its charging activities or subsidise other services and cannot charge for services that customers do not choose to use. A profit may be defined as a surplus received in excess of the full cost of delivering the service. Full cost includes all direct costs, such as pay and materials, and also indirect costs including overheads such as finance, accommodation, HR and IT.
- 8.5. In accordance with the Localism Act 2011 and 'general powers of competence' contained within it, the Council may trade in any eligible service permitted by the Council's constitution. If, however, the Council wants to make a profit it must conduct this commercial activity via a separate company. Any such company must comply with competition law and standard trading legislation; however, services can be traded within the public sector environment, without resorting to a company.

9. Conclusions

The Council faces critical financial pressures which necessitate the immediate and rigorous application of best practice in income generation. The Fees and Charges Pricing Policy provides a consistent framework to address historical inconsistencies and ensure transparency on the basis for fees and charges. Its adoption will embed the principle of Full Cost Recovery as the default, ensure legal compliance across all service areas, and provide the transparency necessary for effective financial planning and decision-making. Approval of this policy is therefore essential to strengthen the Council's financial sustainability and mitigate its overarching financial risks.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

[Fees and Charges report 2025/26 Council February 27th 2025](#)

Local Member:

Appendices

Appendix 1 - Fees and Charges Policy

Appendix 2 – ESHIA re-pricing

Fees and Charges Pricing Policy

Fees and Charges Pricing Policy	1
1. Introduction	1
2. Purpose and Scope	2
2.1. Purpose	2
2.2. Scope	2
3. Key Principles	3
4. Charging Categories	3
5. Setting and Reviewing Fees	4
5.1 Process	4
5.2 Review Frequency	4
6. Concessions and Subsidies	4
7. Exemptions	5
8. Governance and Responsibilities	5
9. Delegation	5
10. Consultation and Communication	5
11. Collection and Administration	6
12. Legislative Framework	6

1. Introduction

Shropshire Council delivers a wide range of services to our residents, communities, and businesses. Many of these services are free at the point of delivery, but some attract a fee or charge.

This policy sets out a consistent approach for setting, reviewing, and managing fees and charges across the Council. Its purpose is to ensure that charges are:

Fair and transparent for service users

Aligned with our corporate priorities and statutory duties

Set at a level that supports the financial sustainability of services

Applied consistently across the organisation

Shropshire Council is at an early stage in its journey to financial sustainability. This policy is therefore designed to be practical, supportive, and easy to use, giving services the tools and guidance they need to make good decisions about charging.



By setting appropriate levels of fees and charges for services the Council can help:

- Improve financial resilience
- Improve transparency of charges and their basis
- Reduce subsidisation of service delivery through Council Tax or government funding
- Fund service improvements and innovation
- Manage demand for non-essential services
- Target subsidy where needed

By careful consideration of fees and charges the Council can also avoid:

- Affordability and access concerns for people and households we regard as vulnerable
- Market sensitivity risk
- Legal and reputation risk through non-compliance
- Administrative complexity and inefficiency
- Cross subsidisation of service costs

To achieve this the Council must:

- Adopt a commercially minded culture while retaining public service values
- Have strong accountability from staff for all fees and charges
- Encourage benchmarking, consultation and adaptability
- Embed continuous improvement and learning

2. Purpose and Scope

2.1. Purpose

To provide a clear framework for:

Setting new fees and charges

Reviewing existing charges

Deciding when and how subsidies or concessions are applied

Ensuring charges are affordable, fair, and legally compliant

2.2. Scope

This policy applies to:

Discretionary services where the Council has the power to set a fee or charge locally



Statutory services where local discretion exists on the level of charge

All additional services provided beyond statutory requirements

This policy does not apply to:

Commercial trading undertaken through Council-owned companies

Contracted services to other public bodies under the Local Authorities (Goods and Services) Act 1970

Rental income

Services charged under the Care Act 2014 (covered by separate policy)

Car parking charges

3. Key Principles

1. **Cost Recovery as Default** – Users of discretionary services should normally pay the full cost of the service, unless a subsidy is approved for policy reasons.
2. **Transparency** – Charges and the reasons behind them should be clear to service users and decision-makers.
3. **Affordability and Accessibility** – Fees must not create unnecessary barriers, and concessions should be targeted to those who most need them.
4. **Consistency** – Similar services should be charged on the same basis across the Council.
5. **Regular Review** – All discretionary fees and charges should be reviewed at least annually, with changes linked to the budget cycle.
6. **Market Awareness** – Benchmarking against other councils and providers to ensure charges are competitive and justifiable.
7. **Legal Compliance** – All charges must be in line with statutory powers and restrictions.
8. **Value for Money** – Fees and charges should contribute to efficient, sustainable services.

4. Charging Categories

Reference	Category	Policy Objective	Typical Application
1	Full Cost Recovery	Cover all direct and indirect costs of the service.	Most discretionary services.
2	Full Cost Recovery with Concessionary Discounts	Ensure priority groups can access services while still recovering costs from other users.	Leisure, cultural, or wellbeing services.



3	Subsidised	Provide wider access for all users with a partial contribution from general funds.	Community engagement or early intervention services.
4	Nominal Charge	Make a service widely available while discouraging misuse.	Token fees for equipment hire.
5	Statutory	Charges set by law or central government.	Some Licensing, certain planning fees.

5. Setting and Reviewing Fees

5.1 Process

Identify Costs – Use available tools such as the Council's Cost Recovery Calculator to capture direct, departmental, corporate, and financial costs. **Select Charging Category** – Decide which of the five categories listed in Section 4 the charge will fall into. This will be largely based on the policy objectives to be met as set within the service area.

Benchmark – Compare with other local authorities, market providers or other considerations to ensure the fee level is appropriate

Impact Assessment – Carry out an ESHIA at timely stocktake points.

Approval – Ensure the appropriate authorisation is in place (for example Cabinet, Full Council, or delegated officer powers).

5.2 Review Frequency

There must be an annual review, as a minimum and in line with the agreed timetable.

In-year reviews should happen where costs or market conditions change significantly.

6. Concessions and Subsidies

Concessions should:

- Align with verifiable and approved corporate priorities

- Have clear, consistent qualifying criteria applied appropriately and effectively

- Be affordable and budgeted for at a service level

- Be reviewed regularly to ensure they remain effective

- Be fully documented and, if necessary, approved as appropriate



7. Exemptions

All services provided by the Council will be charged for unless prevented by statute, or where their use would have likely negative consequences in terms of the Council's compliance with the public sector equality duty, or under exceptional circumstances agreed exempt by the relevant Service Director, in consultation with the S151 Officer.

All concessions and exemptions must be supported by an Equality Impact Assessment

8. Governance and Responsibilities

Full Council approve the Fees and Charges Report annually. This report should include all fees and charges in place across the authority.

Cabinet or Full Council (as deemed necessary in consultation with the s151 Officer) will approve significant changes and new charging policies outside of the annual report.

Service Directors will ensure services comply with this policy.

Service Managers or other officers through a formal delegation, will maintain fee schedules, complete cost and impact assessments, undertake benchmarking and review annually.

The Finance Team/PMO Team will provide costing tools, training, and monitoring.

9. Delegation

Delegated authority to set and review fees and charges is essential for the effective management of the council's income streams. This policy grants delegated powers to specific officers, as outlined in the council's constitution, to ensure a transparent and efficient process for pricing decisions.

Part 8 of the Council's Constitution sets out the delegated authority to amend fees and charges within the year.

Any changes to the levels of fees and charges including the introduction of new charges resulting in a budget adjustment must be approved in line with the Council's Virement rules.

10. Consultation and Communication

The council, via the relevant service area, will consult service users where legally required or where significant impact is anticipated.



The Council will maintain a fees and charges schedule and publish all fees and charges on the Council's website and provide at least one month's notice before implementation where possible.

11. Collection and Administration

The Council will:

- Collect charges in advance wherever practical.
- Keep processes simple and user-friendly.
- Follow debt recovery procedures promptly where required.

12. Legislative Framework

This policy operates within the powers granted by:

- Local Government Act 2003 (Section 93)
- Local Authorities (Goods and Services) Act 1970
- Localism Act 2011
- Provision of Services Regulations 2009

This policy demonstrates compliance with the public sector equality duty placed upon us by operates within the powers granted by:

- Equality Act 2010



Shropshire Council
Equality, Social Inclusion and Health Impact Assessment (ESHIA)
Stage One Screening Record 2025

A. Summary Sheet on Accountability and Actions

Name of proposed service change
<i>Fees and Charges Pricing Policy</i>

Name of the officer carrying out the screening
<i>Lisa Henchey</i>

Decision, review, and monitoring

Decision	Yes	No
Initial (Stage One) ESHIA Only?	X	
Proceed to Stage Two Full ESHIA or HIA (part two) Report?		X

If completion of a Stage One screening assessment is an appropriate and proportionate action at this stage, please use the boxes above, and complete both part A and part B of of this template. If a Full or Stage Two report is required, please move on to full report stage once you have completed this initial screening assessment as a record of the considerations which you have given to this matter.

Actions to mitigate likely negative impact or enhance positive impact of the service change in terms of equality and social inclusion considerations																			
The proposal is for a corporate fees and charges policy, applicable to all discretionary services where a charge can be made. This will help ensure the Council maximises opportunities to generate income where appropriate and in turn enables financial resources to be utilised more effectively, to support service delivery and ultimately the Council's priorities. Policy includes charging categories to mitigate overall potential negative impact: Charging Categories <table border="1"> <thead> <tr> <th>Reference</th><th>Category</th><th>Policy Objective</th><th>Typical Application</th></tr> </thead> <tbody> <tr> <td>1</td><td>Full Cost Recovery</td><td>Cover all direct and indirect costs of the service.</td><td>Most discretionary services.</td></tr> <tr> <td>2</td><td>Full Cost Recovery with Concessionary Discounts</td><td>Ensure priority groups can access services while still recovering costs from other users.</td><td>Leisure, cultural, or wellbeing services.</td></tr> <tr> <td>3</td><td>Subsidised</td><td>Provide wider access for all users with a partial contribution from general funds.</td><td>Community engagement or early</td></tr> </tbody> </table>				Reference	Category	Policy Objective	Typical Application	1	Full Cost Recovery	Cover all direct and indirect costs of the service.	Most discretionary services.	2	Full Cost Recovery with Concessionary Discounts	Ensure priority groups can access services while still recovering costs from other users.	Leisure, cultural, or wellbeing services.	3	Subsidised	Provide wider access for all users with a partial contribution from general funds.	Community engagement or early
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3	Subsidised	Provide wider access for all users with a partial contribution from general funds.	Community engagement or early																

			intervention services.
4	Nominal Charge	Make a service widely available while discouraging misuse.	Token fees for equipment hire.
5	Statutory	Charges set by law or central government.	Some Licensing, certain planning fees.

At this initial stocktake stage the impacts are considered to be neutral to low negative for people in the Protected Characteristic groupings of age and disability as defined by the Equality Act 2010. The Council also considered impacts are likely to be neutral to low negative in regard to people in our additional local grouping of social inclusion, given access to service challenges across our large rural county, and for those who are in our further local categories of young people leaving care, and veterans and serving members of the armed forces and their families.

Actions to mitigate likely negative impact or enhance positive impact of the service change in terms of health and wellbeing considerations

At this stage, as there are likely to be neutral to low negative impacts for people in the groupings of Age and Disability, with intersectionality between these and other groupings including those for whom there are difficulties in accessing services due to what may be a range of factors, this will in itself indicate likely neutral to low negative impact in terms of health and well being as well.

In mitigation, the policy includes provision to offer and manage concessions and exemptions where appropriate:

Concessions and Subsidies

Concessions should:

- Align with verifiable and approved corporate priorities
- Have clear, consistent qualifying criteria applied appropriately and effectively
- Be affordable and budgeted for at a service level
- Be reviewed regularly to ensure they remain effective
- Be fully documented and, if necessary, approved as appropriate

Actions to review and monitor the impact of the service change in terms of equality, social inclusion, and health considerations

This policy will be subject to annual review to ensure it continues to reflect the needs and aspirations of the Council. The setting of fees and charges will be incorporated into the annual Medium Term Financial Strategy and budget setting timetable and a further report with details of the 2026/27 fees and charges amounts will be presented to Council in February 2026.

The overall aim of the fees and charges policy is to ensure that fees and charges are set within a framework of value for public money for all our residents and businesses. It allows the council to have a properly considered, consistent and informed approach to all the fees and charges it levies for its discretionary services. This will in turn support the Council's journey towards financial sustainability and the delivery of the Council's priorities.

The proposed process will include benchmarking, with comparisons with other local authorities, market providers or other considerations to ensure the fee level is appropriate. This will help to ensure that our own approach is equitable and continues to be grounded in evidence of need, including for people that we consider to be vulnerable by virtue of their household circumstances or individual circumstances as well as the Protected Characteristic groupings to which they belong. Whilst the groupings most affected are likely to be those of Age and Disability, plus our additional local groupings, this will itself be kept under review as changes may occur for other groupings too.

One internal source that will be used for this is the Cost-of-Living Dashboard would be useful data to reference - <https://app.powerbi.com/groups/596d8f5a-713c-444a-acca-cd4da3025c4d/reports/c32e03fc-dc96-4cbd-b21e-64de58c8aada?tenant=b6c13011-372d-438b-bc82-67e4c7966e89&experience=power-bi>

Associated ESHIAs

There are no directly associated ESHIAs, albeit others have been carried out in relation to fees and charges and related. Further ESHIAs may be carried out where appropriate and proportionate to do so, in relation to the introduction of new fees/what may be considered to be significant change in existing fees.

Actions to mitigate likely negative impact, enhance positive impact, and review and monitor the overall impacts with regard to climate change impacts and with regard to economic and societal impacts

Climate change impacts

The Fees and Charges Pricing Policy is a corporate governance document focused on financial principles, processes, and legislative compliance.

1. Expected Outcome: No negative impact.
2. Energy and fuel consumption, Renewable energy generation, Carbon offsetting or mitigation: There is no direct effect on these areas, as the policy itself is purely procedural and financial. Any changes to fees and charges that do have a physical or operational impact (e.g., changes to parking fees, waste charges) will require a separate, mandatory climate change appraisal summary to be completed at the point of service charge implementation, as required by the Council's standard reporting procedures.
3. Climate change adaptation: The policy indirectly supports the ability to fund future adaptation strategies by ensuring the Council's financial resources are maximized and protected.

Economic and Societal Impacts

The risk has been identified of a negative impact on Rural Communities, as implementing uniform fees may disproportionately affect isolated and/or rural areas of Shropshire, where lack of local alternatives or increased travel costs makes the Council service the only viable option, potentially risking an implicit market failure.

Where appropriate, the policy allows for differential charging based on geographic location or specific community need to maintain accessibility, subject to a robust assessment by the Service Manager and review by the Portfolio Holder.

Scrutiny at Stage One screening stage

People involved	Signatures	Date
<i>Lead officer for the proposed service change</i> Lisa Henchey Portfolio Manager Income and Commercial	TO ADD	17/11/2025
<i>Officer carrying out the screening (if different)</i>		
<i>Any external support**</i> Mrs Lois Dale Senior Insights and Research EDI Specialist		18/11/2025

**This refers to other officers within the service area*

***This refers to support external to the service but within the Council.*

Sign off at Stage One screening stage

Name	Signatures	Date
<i>Lead officer's name</i> Lisa Henchey Portfolio Manager Income and Commercial	TO ADD	17/11/2025
<i>Service manager's name</i> Mannie Ketley Finance Director	MK	18/11/2025

**This may either be the Head of Service or the lead officer*

B. Detailed Screening Assessment

Aims of the service change and description
Shropshire Council delivers a wide range of services to our residents, communities, and businesses. Many of these services are free at the point of delivery, but some attract a fee or charge. This policy sets out a consistent approach for setting, reviewing, and managing fees and charges across the Council. Its purpose is to ensure that charges are: • Fair and transparent for service users • Aligned with our corporate priorities and statutory duties • Set at a level that supports the financial sustainability of services • Applied consistently across the organisation Policy Key Principles 1. Cost Recovery as Default – Users of discretionary services should normally pay the full cost of the service, unless a subsidy is approved for policy reasons. 2. Transparency – Charges and the reasons behind them should be clear to service users and decision-makers. 3. Affordability and Accessibility – Fees must not create unnecessary barriers, and concessions should be targeted at those considered to be in the most need of them. 4. Consistency – Similar services should be charged on the same basis across the Council. 5. Regular Review – All discretionary fees and charges should be reviewed at least annually, with changes linked to the budget cycle.

6. **Market Awareness** – Benchmarking against other councils and providers to ensure charges are competitive and justifiable.
7. **Legal Compliance** – All charges must be in line with statutory powers and restrictions.
8. **Value for Money** – Fees and charges should contribute to efficient, sustainable services.

Shropshire Council is at an early stage in its journey to financial sustainability. This policy is therefore designed to be practical, supportive, and easy to use, giving services the tools and guidance they need to make good decisions about charging.

By setting appropriate levels of fees and charges for services the Council can help:

- Improve financial resilience
- Improve transparency of charges and their basis
- Reduce subsidisation of service delivery through Council Tax or government funding
- Fund service improvements and innovation
- Manage demand for non-essential services
- Target subsidy where needed

By careful consideration of fees and charges the Council can also avoid:

- Affordability and access concerns for those considered to be vulnerable
- Market sensitivity risk
- Legal and reputation risk through non-compliance
- Administrative complexity and inefficiency
- Cross subsidisation of service costs

To achieve this the Council must:

- Adopt a commercially minded culture while retaining public service values
- Have strong accountability from staff for all fees and charges
- Encourage benchmarking, consultation and adaptability
- Embed continuous improvement and learning

Intended audiences and target groups for the service change

The potential audience is all those who live in Shropshire, and potentially all those who visit and work in the county as well.

Evidence used for screening of the service change

Best Value Statutory Guidance

Statutory guidance issued under the Local Government Act 1999, which requires local authorities to make arrangements to secure continuous improvement in the

way their functions are exercised, having regard to a combination of economy, efficiency, and effectiveness. [Best value standards and intervention: a statutory guide for best value authorities](#)

CIPFA TISonline Charging

Overview of current charging policy and practice in UK local government, covering the strategic use of charges, exemptions, and Value for Money across various services. [CIPFA TISonline Charging](#)

Charging for Adult Social Care in England: Reform and Routes Forward

This CIPFA report critiques the current system, calling for equitable, sustainable reform and proposing key principles for local authority financial planning in social care. [CIPFA Report: Charging for Adult Social Care in England](#)

Deciding prices in public services markets: principles for value for money

NAO insight paper outlining eight principles for government bodies, including local authorities, to follow when setting prices in markets for public services to ensure long-term value and market health. [NAO Insight: Deciding prices in public services markets](#)

Specific consultation and engagement with intended audiences and target groups for the service change

Consultation and Communication

The intention is that the council, via the relevant service area, will consult service users where legally required or where an impact is anticipated in regard to equality, social inclusion and health and well being.

The Council will maintain a fees and charges schedule and publish all fees and charges on the Council's website and provide at least one month's notice before implementation where possible.

Initial equality impact assessment by grouping (Initial health impact assessment is included below this table)

Please rate the impact that you perceive the service change is likely to have on a group, through stating this in the relevant column.

Please state if it is anticipated to be neutral (no impact) and add any extra notes that you think might be helpful for readers.

Protected Characteristic groupings and other groupings locally identified in Shropshire	High negative impact <i>Stage Two ESHIA required</i>	High positive impact <i>Stage One ESHIA required</i>	Medium positive or negative impact <i>Stage One ESHIA required</i>	Low positive, negative, or neutral impact (please specify) <i>Stage One ESHIA required</i>
<u>Age</u>				Neutral to low negative

(please include children, young people, young people leaving care, people of working age, older people. Some people may belong to more than one group e.g., a child or young person for whom there are safeguarding concerns e.g., an older person with a disability)				
<u>Disability</u> (please include cancer; HIV/AIDS; learning disabilities; mental health conditions and syndromes; multiple sclerosis; neurodiverse conditions such as autism; hidden disabilities such as Crohn's disease; physical and/or sensory disabilities or impairments)				Neutral to low negative
<u>Gender re-assignment</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				Neutral
<u>Marriage and Civil Partnership</u> (please include associated aspects: caring responsibility, potential for bullying and harassment)				Neutral
<u>Pregnancy and Maternity</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				Neutral
<u>Race</u> (please include ethnicity, nationality, culture, language, Gypsy, Roma, Traveller)				Neutral
<u>Religion or Belief</u> (please include Buddhism, Christianity, Hinduism, Islam, Jainism, Judaism, Nonconformists; Rastafarianism; Shinto, Sikhism, Taoism, Veganism, Zoroastrianism, and any others)				Neutral
<u>Sex</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				Neutral
<u>Sexual Orientation</u> (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				Neutral

<u>Other: Social Inclusion</u> (please include families and friends with caring responsibilities; households in poverty or on low incomes; people for whom there are safeguarding concerns; people you consider to be vulnerable; people with health inequalities; refugees and asylum seekers; rural communities)				Neutral to low negative
<u>Other: Veterans and serving members of the armed forces and their families</u>				Neutral to low negative
<u>Other: Young people leaving care</u>				Neutral to low negative

Initial health and wellbeing impact assessment by category

Please rate the impact that you perceive the service change is likely to have with regard to health and wellbeing, through stating this in the relevant column.

Please state if it is anticipated to be neutral (no impact) and add any extra notes that you think might be helpful for readers.

Health and wellbeing: individuals and communities in Shropshire	High negative impact <i>Part Two HIA required</i>	High positive impact	Medium positive or negative impact	Low positive negative or neutral impact (please specify)
Will the proposal have a <i>direct impact</i> on an individual's health, mental health and wellbeing? For example, would it cause ill health, affecting social inclusion, independence and participation? .				Neutral to low negative
Will the proposal <i>indirectly impact</i> an individual's ability to improve their own health and wellbeing? For example, will it affect their ability to be physically active, choose healthy food, reduce drinking and smoking? .				Neutral to low negative

Will the policy have a <i>direct impact</i> on the community - social, economic and environmental living conditions that would impact health? For example, would it affect housing, transport, child development, education, employment opportunities, availability of green space or climate change mitigation? .				Neutral to low negative
Will there be a likely change in <i>demand</i> for or access to health and social care services? For example: Primary Care, Hospital Care, Community Services, Mental Health, Local Authority services including Social Services? .				Neutral to low negative

Guidance Notes

1. Legal Context

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services. It is up to us as an authority to decide what form our equality impact assessment may take. By way of illustration, some local authorities focus more overtly upon human rights; some include safeguarding.

It is about what is considered to be needed in a local authority's area, in line with local factors such as demography and strategic objectives as well as with the national legislative imperatives.

Carrying out these impact assessments helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010, and to thus demonstrate that the three equality aims are integral to our decision making processes.

These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

These screening assessments for any proposed service change go to Cabinet as part of the committee report, or occasionally direct to Full Council, unless they are ones to do with Licensing, in which case they go to Strategic Licensing Committee.

Service areas would ordinarily carry out a screening assessment, or Stage One equality impact assessment. This enables energies to be focussed on review and monitoring and ongoing evidence collection about the positive or negative impacts of a service change upon groupings in the community, and for any adjustments to be considered and made accordingly.

These screening assessments are recommended to be undertaken at timely points in the development and implementation of the proposed service change.

For example, a Stage One ESHIA would be a recommended course of action before a consultation. This would draw upon the evidence available at that time, and identify the target audiences, and assess at that initial stage what the likely impact of the service change could be across the national Protected Characteristic groupings and our additional local categories. This ESHIA would set out intended actions to engage with the groupings, particularly those who are historically less likely to engage in public consultation eg young people, as otherwise we would not know their specific needs.

A second Stage One ESHIA would then be carried out after the consultation, to say what the feedback was, to set out changes proposed as a result of the feedback, and to say where responses were low and what the plans are to engage with groupings who did not really respond. This ESHIA would also draw more upon actions to review impacts in order to mitigate the negative and accentuate the positive.

Meeting our Public Sector Equality Duty through carrying out these ESHIAs is very much about using them as an opportunity to demonstrate ongoing engagement across groupings and to thus visibly show we are taking what is called 'due regard' of the needs of people in Protected Characteristic groupings.

If the screening indicates that there are likely to be high negative impacts for groupings within the community, the service area would need to take advice on whether or not to carry out a full report, or Stage Two assessment. This is resource intensive but will enable more evidence to be collected that will help the service area to reach an informed opinion.

In practice, Stage Two or Full Screening Assessments have only been recommended twice since 2014, as the ongoing mitigation of negative equality impacts should serve to keep them below the threshold for triggering a Full Screening Assessment. The expectation is that Full Screening Assessments in regard to Health Impacts may occasionally need to be undertaken, but this would be very much the exception rather than the rule.

2. Council Wide and Service Area Policy and Practice on Equality, Social Inclusion and Health

This involves taking an equality and social inclusion approach in planning changes to services, policies, or procedures, including those that may be required by Government. The decisions that you make when you are planning a service change need to be recorded, to demonstrate that you have thought about the possible

equality impacts on communities and to show openness and transparency in your decision-making processes.

This is where Equality, Social Inclusion and Health Impact Assessments (ESHIA) come in. Where you carry out an ESHIA in your service area, this provides an opportunity to show:

- What evidence you have drawn upon to help you to recommend a strategy or policy or a course of action to Cabinet or to Strategic Licensing Committee.
- What target groups and audiences you have worked with to date.
- What actions you will take in order to mitigate any likely negative impact upon a group or groupings, and enhance any likely positive effects for a group or groupings; and
- What actions you are planning to monitor and review the impact of your planned service change.

The formal template is there not only to help the service area but also to act as a stand-alone for a member of the public to read. The approach helps to identify whether or not any new or significant changes to services, including policies, procedures, functions, or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

There are nine Protected Characteristic groupings defined in the Equality Act 2010. The full list of groupings is: Age; Disability; Gender Reassignment; Marriage and Civil Partnership; Pregnancy and Maternity; Race; Religion or Belief; Sex; and Sexual Orientation.

There is also intersectionality between these. Eg a young person with a disability would be in the groupings of Age and Disability, and if they described themselves as having a faith they would then also be in the grouping of Religion or Belief. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging, or delivering services.

For the individuals and groupings who may be affected, ask yourself what impact do you think is likely and what actions will you currently anticipate taking, to mitigate or enhance likely impact of the service change? If you are reducing a service, for example, there may be further use you could make of awareness raising through social media and other channels to reach more people who may be affected.

Social inclusion is then a wider additional local category we use in Shropshire, in order to help us to go beyond the equality legislation in also considering impacts for individuals and households with regard to the circumstances in which they may find themselves across their life stages. This could be households on low incomes, or households facing challenges in accessing services, such as households in rural areas, and veterans and serving members of the armed forces and their families, or people that we might consider to be vulnerable, such as young people leaving care or refugee families.

Please note that the armed forces are now a grouping to whom we are required to give due regard under recent Armed Forces legislation, although in practice we have been doing so for a number of years now.

We are now also identifying care leavers as a distinct separate local grouping due to their circumstances as vulnerable individuals.

When you are not carrying out an ESHIA, you still need to demonstrate and record that you have considered equality in your decision-making processes. It is up to you what format you choose.-You could use a checklist, an explanatory note, or a document setting out our expectations of standards of behaviour, for contractors to read and sign. It may well not be something that is in the public domain like an ESHIA, but you should still be ready for it to be made available.

Both the approaches sit with a manager, and the manager has to make the call, and record the decision made on behalf of the Council.

Carry out an ESHIA:

- If you are building or reconfiguring a building.
- If you are planning to reduce or remove or reconfigure a service.
- If you are consulting on a policy or a strategy.
- If you are bringing in a change to a process or procedure that involves other stakeholders and the wider community as well as particular groupings

Carry out and record your equality and social inclusion approach:

- If you are setting out how you expect a contractor to behave with regard to equality, where you are commissioning a service or product from them.
- If you are setting out the standards of behaviour that we expect from people who work with vulnerable groupings, such as taxi drivers that we license.
- If you are planning consultation and engagement activity, where we need to collect equality data in ways that will be proportionate and non-intrusive as well as meaningful for the purposes of the consultation itself.
- If you are looking at services provided by others that help the community, where we need to demonstrate a community leadership approach

3. Council wide and service area policy and practice on health and wellbeing

This is a relatively new area to record within our overall assessments of impacts, for which we are asking service area leads to consider health and wellbeing impacts, and to look at these in the context of direct and indirect impacts for individuals and for communities.

A better understanding across the Council of these impacts will also better enable the Public Health colleagues to prioritise activities to reduce health inequalities in ways that are evidence based and that link effectively with equality impact considerations and climate change mitigation.

Health in All Policies – Health Impact Assessment

Health in All Policies is an upstream approach for health and wellbeing promotion and prevention, and to reduce health inequalities. The Health Impact Assessment (HIA) is the supporting mechanism

- Health Impact Assessment (HIA) is the technical name for a process that considers the wider effects of local policies, strategies and initiatives and how they, in turn, may affect people's health and wellbeing.
- Health Impact Assessment is a means of assessing both the positive and negative health impacts of a policy. It is also a means of developing good evidence-based policy and strategy using a structured process to review the impact.
- A Health Impact Assessment seeks to determine how to maximise health benefits and reduce health inequalities. It identifies any unintended health consequences. These consequences may support policy and strategy or may lead to suggestions for improvements.
- An agreed framework will set out a clear pathway through which a policy or strategy can be assessed and impacts with outcomes identified. It also sets out the support mechanisms for maximising health benefits.

The embedding of a Health in All Policies approach will support Shropshire Council through evidence-based practice and a whole systems approach, in achieving our corporate and partnership strategic priorities. This will assist the Council and partners in promoting, enabling and sustaining the health and wellbeing of individuals and communities whilst reducing health inequalities.

Individuals

Will the proposal have a *direct impact* on health, mental health and wellbeing?

For example, would it cause ill health, affecting social inclusion, independence and participation?

Will the proposal directly affect an individual's ability to improve their own health and wellbeing?

This could include the following: their ability to be physically active e.g., being able to use a cycle route; to access food more easily; to change lifestyle in ways that are of positive impact for their health.

An example of this could be that you may be involved in proposals for the establishment of safer walking and cycling routes (e.g., green highways), and changes to public transport that could encourage people away from car usage. and

increase the number of journeys that they make on public transport, by foot or on bicycle or scooter. This could improve lives.

Will the proposal *indirectly impact* an individual's ability to improve their own health and wellbeing?

This could include the following: their ability to access local facilities e.g., to access food more easily, or to access a means of mobility to local services and amenities? (e.g. change to bus route)

Similarly to the above, an example of this could be that you may be involved in proposals for the establishment of safer walking and cycling routes (e.g. pedestrianisation of town centres), and changes to public transport that could encourage people away from car usage, and increase the number of journeys that they make on public transport, by foot or on bicycle or scooter. This could improve their health and well being.

Communities

Will the proposal directly or indirectly affect the physical health, mental health, and wellbeing of the wider community?

A *direct impact* could include either the causing of ill health, affecting social inclusion, independence and participation, or the promotion of better health.

An example of this could be that safer walking and cycling routes could help the wider community, as more people across groupings may be encouraged to walk more, and as there will be reductions in emission leading to better air quality.

An *indirect impact* could mean that a service change could indirectly affect living and working conditions and therefore the health and well being of the wider community.

An example of this could be: an increase in the availability of warm homes would improve the quality of the housing offer in Shropshire and reduce the costs for households of having a warm home in Shropshire. Often a health promoting approach also supports our agenda to reduce the level of Carbon Dioxide emissions and to reduce the impact of climate change.

Please record whether at this stage you consider the proposed service change to have a direct or an indirect impact upon communities.

Demand

Will there be a change in demand for or access to health, local authority and social care services?

For example: Primary Care, Hospital Care, Community Services, Mental Health and Social Services?

An example of this could be: a new housing development in an area would affect demand for primary care and local authority facilities and services in that location and surrounding areas. If the housing development does not factor in consideration of availability of green space and safety within the public realm, further down the line there could be an increased demand upon health and social care services as a result of the lack of opportunities for physical recreation, and reluctance of some groupings to venture outside if they do not perceive it to be safe.

For further advice: please contact

Lois Dale via email lois.dale@shropshire.gov.uk, or

Phil Northfield via email Phillip.Northfield@shropshire.gov.uk



Committee and Date

Council
26th February 2026

Item

Public



Fees & Charges 2026/27

Responsible Officer:	Duncan Whitfield, Director Financial Improvement	
email:	duncan.whitfield@shropshire.gov.uk	
Cabinet Member (Portfolio Holder):	Roger Evans, Finance	

1. Synopsis

Councils receive income from three sources: local taxation, government grants, and fees and charges received for services we provide. This report presents the budgeted income to be received and proposes the level of fees and charges to be applied by Shropshire Council in 2026/27.

2. Executive Summary

- 2.1. Like other councils, we receive income from three sources – local taxation, government grants, and a range of fees and charges we can levy for services we provide (e.g. in libraries or car parking). Together, this funding is used to create a budget for the Council to provide all Council services, through which we will deliver the Council's outcomes for residents. The use of charging reflects service delivery costs and is closely regulated by Government.
- 2.2. The need to generate funds locally, at the point of service delivery rather than from local or national taxation, is encouraged by Government. The level and scope of fees and charges are often locally defined and are excluded from the calculation of 'Core Spending Power'.
- 2.3. The Council can raise income from several sources and this report identifies the areas for charging and includes details of the individual fees and charges proposed.

- 2.4. It is important to note that the council does not have full discretion, in many cases, over what it is able to charge. Some fees are set nationally, whilst others are governed by certain restrictions e.g. linking increases to changes in inflation.
- 2.5. This report recommends the level of fees and charges to be applied in 2026/27 and a full schedule of 2026/27 charges is contained in Appendix 3.
- 2.6. This report also recommends the approach to be followed to calculate rent levels and service charges for the Council's retained housing stock and shared ownership homes for the 2026/27 financial year. The recommendations are made in compliance with the rent standard for social housing providers that will apply to local authorities from April 2026.
- 2.7. On 3 December 2025, Cabinet approved the introduction of a new Charging Policy, and Council will be considering the approval of this Policy, earlier on this agenda. The fees and charges within this report reflect the principles of the new charging policy, that all charges will be increased by at least inflation, full cost recovery etc... Details of which charging criteria has been applied are showing in the Charging Category column within the fees and charges schedules set out in Appendix 3.
- 2.8. This report should be read in conjunction with the Financial Strategy 2026/27-2030/31 report, elsewhere on this agenda.

3. Recommendations

Full Council are asked:

- 3.1. To note the breakdown of the total income for 2025/26 and 2026/27 and in particular that the proposed 2026/27 charges for discretionary services represent £50.868m of the £104.981m of income derived from Fees and Charges.
- 3.2. To approve the charges for 2026/27 as detailed in Appendix 3 to be implemented from 1 April 2026.
- 3.3. To note that as previously agreed, any changes to fees and charges proposed by Shropshire Community Leisure Trust Ltd. in relation to the outsourced leisure facilities will only be referred to Cabinet and Council for approval if the proposed increases exceed Consumer Price Index (CPI) for the preceding November.
- 3.4. To note that the fees chargeable for hackney carriage, private hire vehicle and operator's licences, and drivers' licences are currently under consultation, with the proposed new charges to take effect from 9 February 2026.
- 3.5. To note that the proposed new charges for Adult Social Care Deferred Payment Policy, are detailed in a separate report which is also being considered at this meeting.
- 3.6. To note that the fees and charges set in 2026/27 reflect the implementation of the Fees and Charges Pricing Policy which is also being considered at this meeting.
- 3.7. To revise housing rents as follows (subject to restrictions or exemptions identified in the Welfare Reform and Work Bill):

- 3.7.1. Social Housing and Affordable rents for 2026/27 are increased by 4.8% from 6th April 2026.
- 3.7.2. Shared Ownership rents continue to be calculated at 2.75% of the landlord's share at the time of purchase. From the following April, rents are reviewed annually in line with the terms set out in the lease. As additional shares in the property are purchased, rent will decrease proportionally, based on the original property value.
- 3.7.3. Service charges will be calculated based on actual cost plus a 15% management and admin fee (excluding sewage), with changes in the way these are calculated following an in-depth service charge review.

Report

4. Risk Assessment and Opportunities Appraisal

- 4.1. Income from fees and charges is a key part of the Council's financial strategy, and represents £104.981m of planned income in the coming year. Service areas set individual fees and charges taking into consideration demand for services, inflation and the ability to cover costs where feasible. The percentage increase to fees will therefore vary across the charges.
- 4.2. Securing additional income where appropriate across the Council's activities provides opportunities to reduce the Council's reliance on other forms of funding. This is part of our financial risk management strategy.
- 4.3. The key risks associated with income generation relate to the potential for under-recovery through several factors such as elasticity of demand, changing economic circumstances and emergence of competition.
- 4.4. As proposed new fees and charges are implemented following the introduction of the new Fees and Charges Charging Policy it is recognised that the impact on service users will require proportionate and appropriate monitoring and consideration. This might include further ESHIAs at timely stocktake moments. This will assist the Council to comply with the Human Rights Act, Equality Act 2010, and necessary environmental appraisals.
- 4.5. Implementing uniform fees may disproportionately affect isolated and/or rural areas of Shropshire, where lack of local alternatives or increased travel costs makes the Council service the only viable option, potentially risking an implicit market failure. Where appropriate, the Policy allows for differential charging based on geographic location or specific community need to maintain accessibility, subject to a robust assessment by the Service Manager and review by the Portfolio Holder.
- 4.6. It is recognised that there will be instances when changes are required to the fees and charges approved as part of this report. The Fees and Charges Pricing Policy

approved by Cabinet in December 2025, included delegated authority to amend the fees and charges during the year as detailed in part 8 of the constitution.

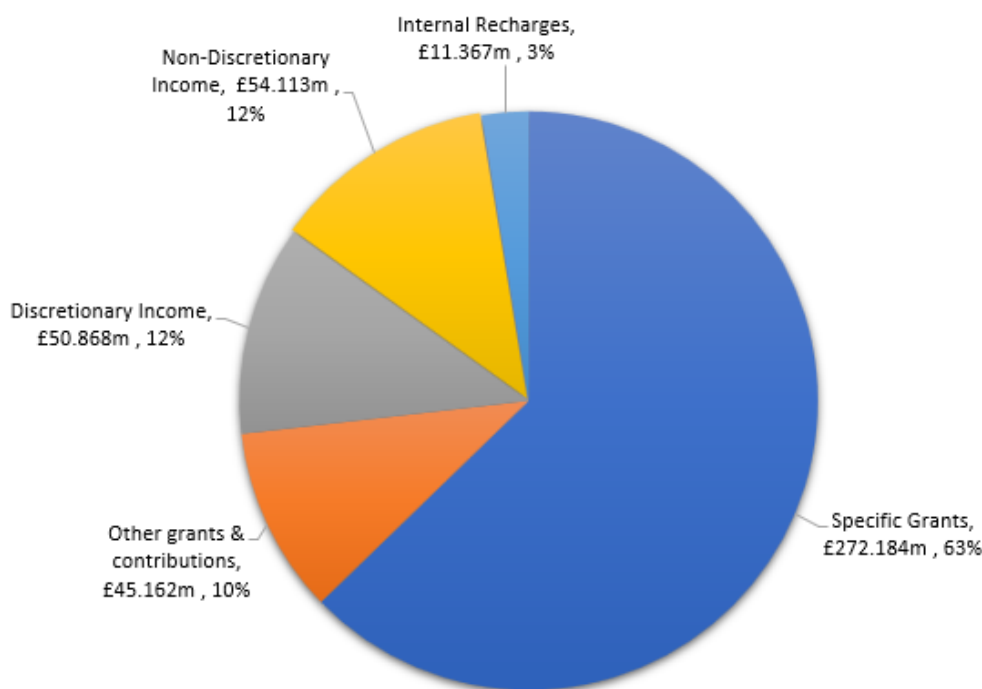
- 4.7. Preparation of the proposed fees and charges schedule for 2026/27 is informed by current performance against the targets set for this year (2025/26). We monitor delivery of fees and charges income and performance against budget is set out in the Finance Monitoring report.

5. Financial Implications

- 5.1. Shropshire Council continues to manage unprecedented financial demands and a financial emergency was declared by Cabinet on 10 September 2025. The overall financial position of the Council is set out in the monitoring position presented to Cabinet on a monthly basis. Significant management action has been instigated at all levels of the Council reducing spend to ensure the Council's financial survival. While all reports to Members provide the financial implications of decisions being taken, this may change as officers and/or Portfolio Holders review the overall financial situation and make decisions aligned to financial survivability. All non-essential spend will be stopped and all essential spend challenged. These actions may involve (this is not exhaustive):
- scaling down initiatives,
 - changing the scope of activities,
 - delaying implementation of agreed plans, or
 - extending delivery timescales.
- 5.2. The Council's proposed 2026/27 gross revenue budget includes £433.694m of income. Much of this income is specific grants (£272.184m) and the amount to be received in the year is generally known and fixed. The balance, which for the Council is £161.510m, can vary significantly and requires careful management and monitoring throughout the year. Variations in income can significantly affect the Council's financial position. By detailed consideration of income streams and factors which affect the levels of income the Council receives, the risk of significant budget variations caused by a shortfall in income levels will be reduced. Chart 1 provides a breakdown of the income received.

Chart 1

2026/27 Gross Revenue Budget



- 5.3. In common with other councils, the overall number of fees and charges at this council is substantial (they are set out in appendix 3, covering over 50 pages).
- 5.4. The Medium-Term Financial Plan includes a total £1.9m increase to discretionary income budgets across the Council. This increase is reflected in the income budgets detailed in this report.
- 5.5. The 2025/26 budget had previously included a £3.849m savings target in relation to fees and charges. This has not been achieved, and so budget growth has been used in 2026/27 to offset this savings target. As a result, the overall fees and charges income budgets will have reduced from the 2025/26 level by £3.849m, and then increased by the £1.9m increase highlighted in para 5.4 above.

6. Climate Change Appraisal

- 6.1. There is a potential to promote positive changes in resident behaviour through the application of fees and charges. This approach can be an influential factor in making meaningful changes towards the impact of climate change.
- 6.2. Strategic alignment around the Corporate Climate Strategy and the creation of effective strategies towards this is an area being progressed across the Council. Service areas currently consider the impact on Climate Change when Fees and Charges are reviewed, and new charges set.

7. Background

- 7.1. The financial landscape for local authorities continues to be very challenging as we look towards 2026/27. To meet the challenges of reduced government funding and additional service pressures the Council needs to continue to explore all options to reduce net expenditure, by both reducing gross expenditure and/or increasing income. Increases in charges may deliver savings or may only be an approach to offset existing service pressures.
- 7.2. The Council has the power to charge for some services under various legislation dating back many years e.g. 1949 Prevention of Damage by Pests Act. The Local Government Act 2003 provides clarity over charging powers and is clear that a local authority can charge for discretionary services on the basis of recovering the full costs of providing the service but that it should not make a profit year on year. The same Act also covers local authority's power to trade whereby a profit/surplus can be made as long as trading is carried out through a company. This report concentrates on charging for discretionary services. A key point is that charges should be set at the right level to balance the subsidy between service user and taxpayer.

8. Additional Information

- 8.1. In December 2025 the Fees and Charges Pricing Policy was considered by cabinet and recommended for approval at the February council meeting. The charging policy introduces a corporate fees and charges policy applicable to all discretionary services where a charge can be made. This will help ensure the Council maximises opportunities to generate income where appropriate and in turn enables financial resources to be utilised more effectively, to support service delivery and ultimately the Council's priorities. Whilst the Council would aim to achieve full cost recovery in most cases, it also recognises that the fees and charges set should not become a barrier to prevent service users from accessing services.

The Fees and Charges Pricing Policy includes the introduction of following charging categories. The charging category for the individual fees and charges can be found in the schedules in Appendix 3

Ref	Category	Policy Objective	Typical Application
1	Full Cost Recovery	Cover all direct and indirect costs of the service.	Most discretionary services.
2	Full Cost Recovery with Concessionary Discounts	Ensure priority groups can access services while still recovering costs from other users.	Leisure, cultural, or wellbeing services.
3	Subsidised	Provide wider access for all users with a partial contribution from general funds.	Community engagement or early intervention services.
4	Nominal Charge	Make a service widely available while discouraging misuse.	Token fees for equipment hire.
5	Statutory	Charges set by law or central government.	Some Licensing, certain planning fees.

8.2. The Council's proposed gross revenue budget for 2026/27 is £802.135m. This budget is part funded by government grants and other income such as fees and charges to give the Council's net budget of £368.441m which is funded by revenue support grant, non domestic rates and council tax. A large proportion of funding of the Council's gross budget comes from national government in the form of specific and/or ringfenced grants. This report looks at the remaining income figures with a view to understanding how this figure is made up and how much control the Council has over this figure in terms of seeking to increase it.

8.3. The total gross income for the Council is shown in Table 1 below.

	2025/26 Revised Budget	2026/27 Proposed Budget
	£m	£m
RSG (including returned amounts)	8.668	70.501
Top up Grant	11.025	0.000
Tariff Payment	-	-2.704
Business Rates	46.683	63.151
Council Tax and Collection Funds	222.210	237.492
Net Budget Requirement	288.586	368.441
Specific Grants (incl. DSG)	323.384	272.184
Other Grants and Contributions	41.844	45.162
Fees & Charges	106.359	104.981
Internal Recharges	12.903	11.367
Total Gross Income	773.076	802.135

8.4. The income figure shown above for fees and charges can be further categorised into income arising from fees and charges for the provision of services which can be set at the discretion of the Council (discretionary) and income where the levels are set by statute or restricted by regulations or guidance. The latter includes planning fees, which are set at a statutory level and other fees, the level of which must follow statutory guidance (for example charges within Adult Social Care which are governed by Department of Health and Social Care guidelines).

8.5. The report, although detailing all fees and charges in Appendix 3, concentrates on discretionary income where there is a decision to be made by the Council on the level of charge.

2026/27 Fees and Charges Analysis

8.6. The latest budget for fees and charges income for 2025/26 is £106.359m and the proposed budget for 2026/27 is £104.981m. Table 2 below provides details of this income by Service Area and details the breakdown of the proposed 2026/27 income figure as discretionary and non-discretionary income.

Table 2: Analysis of 2025/26 and 2026/27 proposed Income by Service Area

Service Area	2025/26 Revised Budget			2026/27 Proposed Budget		
	Discretionary Income £m	Non-Discretionary Income £m	Total Income £m	Discretionary Income £m	Non-Discretionary Income £m	Total Income £m
Care & Wellbeing	4.056	34.955	39.011	5.148	37.229	42.377
Enabling	11.667	2.600	14.267	11.479	1.500	12.979
Infrastructure	10.422	2.750	13.172	10.675	2.450	13.125
Communities & Customer	8.184	1.089	9.272	9.271	1.097	10.369
Legal, Governance & Planning	2.780	4.245	7.025	2.891	4.335	7.227
Commissioning	6.713	0.190	6.904	5.629	0.190	5.819
Corporate Budgets	3.849	2.645	6.493	0.060	2.945	3.005
Children & Young People	5.635	4.311	9.946	5.452	4.366	9.818
Strategy	0.247	0.000	0.247	0.257	0.000	0.257
Pensions	0.021	0.000	0.021	0.005	0.000	0.005
Total Fees and Charges	53.574	52.785	106.359	50.868	54.113	104.981

- 8.7. Further detail on individual services provided under the heading discretionary income, totalling £50.868m, is provided in Appendix 1.
- 8.8. The Council does not have discretion to set fees for all the income it receives. Further details of the non-discretionary income figure is provided in Appendix 2.
- 8.9. Appendix 3 provides details of the recommended charges for 2026/27.

Housing Revenue Account Rent Levels

- 8.10. The Housing Revenue Account (HRA) is a ring fenced account separate from the General Fund that records the financial transactions relating to the management and maintenance of the Council's retained housing stock, and the primary source of income (approximately 93%) comes from tenants' housing rent.

- 8.11. Over recent years the Government's policy regarding the level of rent for social housing has been subject to significant changes, the most recent being those introduced by the Welfare Reform and Work Act 2016 and the Government announcement in October 2017 that from April 2020 local authority rent would be subject to the rent standard for social housing providers. More detail on this is provided in Appendix 4 with recommendations at section 3.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Fees and Charges Pricing Policy - Cabinet – 3rd December 2025

Fees and Charges 2026/27 - Transformation and Improvement Overview and Scrutiny Committee – 9th February 2026

Fees and Charges 2026/27 - Cabinet – 11th February 2026

Local Member: *All*

Appendices

Appendix 1 Discretionary Income - Service Summaries

Appendix 2 Non-discretionary Income - Service Summaries

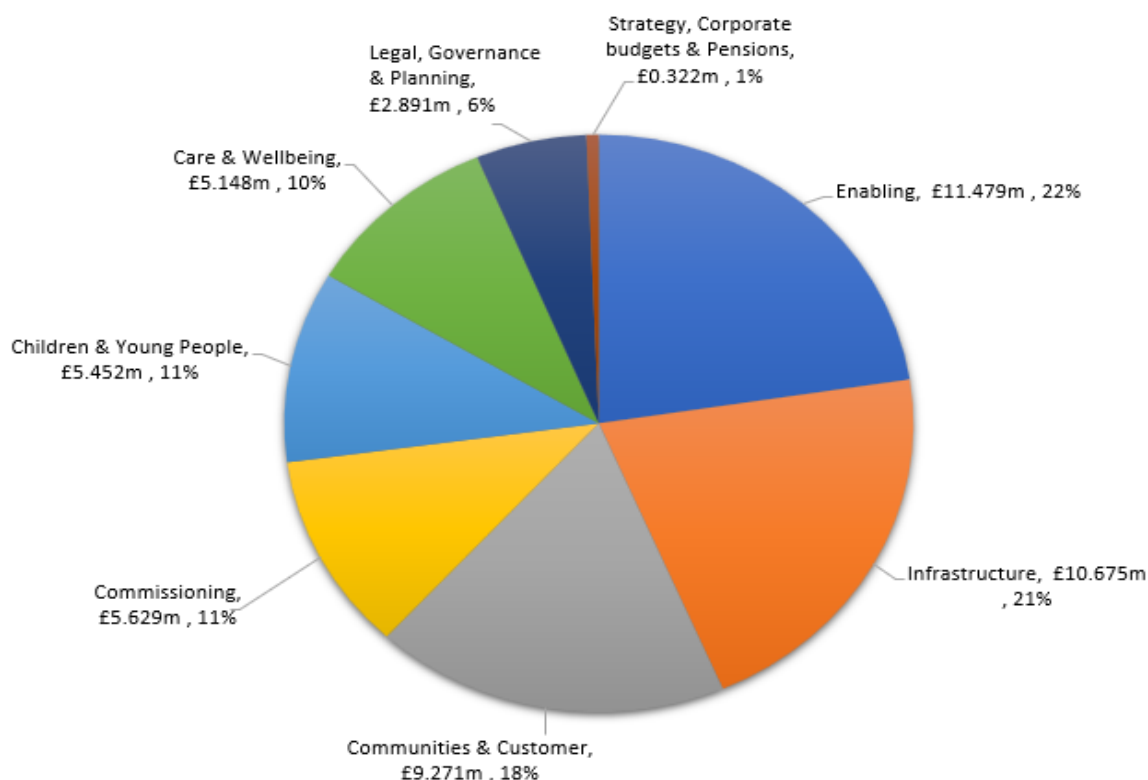
Appendix 3 2026/27 Fees and Charges

Appendix 4 Housing Revenue Rent Level 2026/27

DISCRETIONARY INCOME – SERVICE SUMMARIES

1.1 The table below provides a summary of the Fees and Charges income for the Council by Service Area. More detail per service area is provided in the relevant sections below, concentrating on discretionary income (£50.868m).

	2025/26 Discretionary Income	2026/27 Discretionary Income	Discretionary Income £change
	£M	£M	£M
Enabling	11.667	11.479	-0.188
Infrastructure	10.422	10.675	0.253
Communities & Customer	8.184	9.271	1.088
Commissioning	6.713	5.629	-1.085
Care & Wellbeing	4.056	5.148	1.092
Legal, Governance & Planning	2.780	2.891	0.111
Children & Young People	5.635	5.452	-0.183
Strategy	0.247	0.257	0.010
Corporate Budgets	3.849	0.060	-3.789
Pensions	0.021	0.005	-0.016
Total Fees and Charges	53.574	50.868	-2.706

Chart 2**2026/27 Proposed Budget- Discretionary Income**

1.2 Enabling

Service	Discretionary Income 2025/26 £m	Discretionary Income 2026/27 £m	Discretionary Income £ change £m
Corporate Landlord	8.992	8.786	-0.206
Finance & Technology	1.121	1.145	0.024
HR and Occupational Health	0.537	0.497	-0.040
Property Services	0.415	0.429	0.014
Revenues and Benefits Team	0.602	0.623	0.021
Total Discretionary Income	11.667	11.479	-0.188

- 1.2.1 The discretionary income within Corporate Landlord mainly relates to rent income from property leases. Discretionary income has decreased by £0.206m as a result of no longer providing student accommodation.
- 1.2.2 The discretionary income within Finance & Technology includes income from external organisations for the provision of finance and ICT services which are covered by annual contracts.
- 1.2.3 The discretionary income within HR and Occupational health includes income from Town Councils, charities, academies and other external organisations for services such as payroll provision and human resources services which are covered by annual contracts and charges for First Aid and Occupational Health Services.

1.3 Infrastructure

Service	Discretionary Income 2025/26 £m	Discretionary Income 2026/27 £m	Discretionary Income £ change £m
Environment and Transport	7.036	7.036	-
Highways (Streetworks)	2.858	3.169	0.310
Outdoor Partnerships	0.502	0.444	-0.058
Other Infrastructure Income	0.026	0.026	-
Total Discretionary Income	10.422	10.675	0.253

- 1.3.1 The discretionary income within Environment and Transport mainly relates to car parking. New car parking charges were introduced 3rd November 2025. There are no proposals to increase car parking charges from 1st April 2026, but as part of the wider parking review, changes may be implemented during the 2026/27 year.
- 1.3.2 The discretionary income within Highways (Streetworks) has increased by £0.310m mainly due to an increased budget for Section 14 road closures.
- 1.3.3 The discretionary income within Other Infrastructure includes parental contributions to home to school transport, and day services travel income.
- 1.3.4 Further details on specific fees and charges can be found in appendix 3

1.4 Communities & Customer

Service	Discretionary Income 2025/26 £m	Discretionary Income 2026/27 £m	Discretionary Income £ change £m
Theatre Services	6.337	7.224	0.887
Help to Change	0.600	0.626	0.026
Museums & Archives	0.393	0.496	0.103
Business and Consumer Protection	0.391	0.399	0.009
Housing Options	0.164	0.186	0.022
Libraries	0.155	0.183	0.028
Other Communities & Customer income	0.145	0.157	0.012
Total Discretionary Income	8.184	9.271	1.088

- 1.4.1 The discretionary income within Theatre Services has increased by £0.887m which is mainly due to an increase in event income, admission charges and increased venue levy charge from 7% to 10%.
- 1.4.2 The discretionary income within Help to Change is from Social Prescribing Services provided to GP surgeries. This income is budgeted to be £0.626m for 2026/27.
- 1.4.3 The discretionary income within Museums & Archives has increased by £0.103m, which is mainly due to the increased income for the new Shrewsbury Museum & Art Gallery Café, which was officially opened in July 2025.
- 1.4.4 The discretionary income within Business and Consumer Protection relates to transaction management & licensing charges. These include licences such as animal licences, public health licences, scrap metal licences and vehicle licences. The increased discretionary income of £0.009m mainly relates to the increased income for vehicle licences, which are currently under consultation.
- 1.4.5 Further details on specific fees and charges can be found in appendix 3

1.5 Commissioning

Service	Discretionary Income 2025/26 £m	Discretionary Income 2026/27 £m	Discretionary Income £ change £m
Waste Management	5.901	4.991	-0.910
Leisure	0.623	0.440	-0.183
Bereavement Services	0.186	0.194	0.008
Adult Social Care Business Support	0.003	0.003	0.000
Total Discretionary Income	6.713	5.629	-1.085

- 1.5.1 The discretionary income within Waste Management has decreased by £0.910m, which is mainly due to a decrease in the projected income from domestic garden waste collection.
- 1.5.2 The discretionary income within Leisure has decreased due to the transfer of Much Wenlock Leisure centre to the school.

1.6 Care & Wellbeing

Service	Discretionary Income 2025/26 £m	Discretionary Income 2026/27 £m	Discretionary Income £ change £m
Enable	3.741	4.807	1.066
Internal Providers - Shared Lives and Day Services	0.253	0.279	0.027
Other Care & Wellbeing income	0.062	0.063	0.000
Total Discretionary Income	4.056	5.148	1.092

- 1.6.1 The discretionary income within Enable income relates to contracts with external clients. Enable is a traded service and therefore any movement in expenditure is reflected in a corresponding movement in income.

1.7 Corporate Budgets

The discretionary income within Corporate Budgets has decreased from £3.849m in 2025/26 to £0.060m in 2026/27. In 2025/26 a savings target of £3.849m relating to fees and charges across the council was included within corporate budgets. During the course of 2025/26, it was identified that this saving was not achievable and therefore has been removed from the budget in 2026/27. The remaining income within Corporate Budgets relates to a contribution for Unison costs.

1.8 Legal, Governance & Planning

Service	Discretionary Income 2025/26 £m	Discretionary Income 2026/27 £m	Discretionary Income £ change £m
Planning Services	1.466	1.512	0.046
Registrars and Coroners	1.052	1.104	0.051
Policy and Environment	0.142	0.152	0.009
Legal Services	0.052	0.054	0.002
Other Legal, Governance & Planning income	0.067	0.070	0.003
Total Discretionary Income	2.780	2.891	0.111

- 1.8.1 The discretionary income within Legal Services includes income from external organisations for services such as Audit and the provision of legal advice. Details of fees charged by Legal Services are provided in Appendix 3.
- 1.8.2 The Discretionary income within Planning Services mainly relates to Pre-planning advice, Planning Performance Agreements and Section 38 Inspection Fees. Details on specific fees and charges can be found in appendix 3.
- 1.8.3 Registrars and Coroners are planning a £0.051m increase in income during 2026/27, despite fees and charges largely remaining at the same level as 2025/26. This increase therefore reflects an anticipated increase in demand for the service.

1.9 Children & Young People

Service	Discretionary Income 2025/26 £m	Discretionary Income 2026/27 £m	Discretionary Income £ change £m
Shire Services	4.090	4.090	0.000
Shropshire Music & Library Service	1.035	0.722	-0.313
Education Support Services	0.510	0.639	0.129
Total Discretionary Income	5.635	5.452	-0.183

- 1.9.1 The Shires Services discretionary income of £4.090m (£3.028m Shire Catering and £1.062m Shire Cleaning) is for fees charged to Schools, Colleges and Academies outside of Shropshire Council's control. The fees shown for Shire Services are 2025/26 latest estimates. As in previous years, the level of charges for Shires Services will be set to ensure a break-even position for 2026/27.
- 1.9.2 The discretionary income within Education Support Services relate to services which are traded with academy schools and are subject to annual service level agreements (SLAs).

- 1.9.3 Shropshire Music Service income has discretion to determine the fees and charges schedule for services provided and sets these fees in relation to music tuition and instrument hire charges in order to recover the costs of the service. Fees and charges are set on an academic year basis.
- 1.9.4 The Schools Library Service is ceasing to be run by Shropshire Council at the end of the 2025/26 financial year. This has resulted in a decrease in income of £0.046m. The discretionary income of £0.722m in 2026/27 relates solely to the Shropshire Music Service.

1.10 Strategy

Service	Discretionary Income 2025/26 £m	Discretionary Income 2026/27 £m	Discretionary Income £ change £m
Business Development	0.131	0.136	0.005
Adult Social Care Training	0.116	0.121	0.005
Total Discretionary Income	0.247	0.257	0.010

- 1.10.1 The discretionary income within Business Development mainly relates to sponsorship income.
- 1.10.2 The discretionary income within Adult Social Care Training relates to joint training courses.

NON-DISCRETIONARY INCOME – SERVICE SUMMARIES

2.1 The table below provides a summary of the non-discretionary Fees and Charges income for the Council by Service Area.

Service Area	2025/26 Revised Budget			2026/27 Proposed Budget		
	Total Income	Non-Discretionary Income- Statutory	Non-Discretionary Income- other	Total Income	Non-Discretionary Income- Statutory	Non-Discretionary Income- other
	£m	£m	£m	£m	£m	£m
Care & Wellbeing	34.955	34.955	0.000	37.229	37.229	0.000
Legal, Governance & Planning	4.245	3.280	0.965	4.335	3.370	0.965
Shire Catering	3.666	3.666	0.000	3.666	3.666	0.000
Infrastructure	2.750	2.750	0.000	2.450	2.450	0.000
Corporate Budgets	2.645	0.000	2.645	2.945	0.000	2.945
Enabling	2.600	0.000	2.600	1.500	0.000	1.500
Communities & Customer	1.089	1.088	0.000	1.097	1.097	0.000
Children & Young People	0.645	0.055	0.590	0.700	0.110	0.590
Commissioning	0.190	0.000	0.190	0.190	0.000	0.190
Total	52.785	45.795	6.990	54.113	47.922	6.190

2.2 The non-discretionary statutory income figure in Care & Wellbeing mainly relates to charges to service users that are set by individual assessments and are governed by Department of Health and Social Care guidelines. The Council's policies for charging, the 'Adult Social Care Charging And Financial Assessment for non-residential care' and the 'Adult Social Care Charging And Financial Assessment for residential care', are updated annually and is contingent upon information from the Department of Health and Social Care, which has not yet been circulated.

2.3 The non-residential policy includes the Council's Minimum Income Guarantee, which is the amount that a recipient of Adult Social Care must be left with to pay for everyday living costs when a financial assessment for non-residential services is made. From April 2015 the minimum level of Minimum Income Guarantee has been determined by Government statute. The statutorily required Minimum Income Guarantee for 2026/27 is yet to be announced by the Department of Health and Social Care, but, historically it is usually published in late February or early March. The DHSC circular also determines the Personal Expenses Allowance for service users in a residential care setting, and the capital threshold that determines whether the Council is required to assist in funding a service user's care and support. Following its publication, the Council will be in a position to determine its Minimum Income Guarantee for 2026/27,

and the Adult Social Care Charging And Financial Assessment Policy will be updated accordingly.

- 2.4 The non-discretionary statutory income within Legal, Governance & Planning relates to Planning Services.
- 2.5 The non-discretionary statutory income within Shire Catering relates to free school meals income from Academies.
- 2.6 The non-discretionary statutory income within Infrastructure relates to Highways Streetworks Enforcement and Permits.
- 2.7 The non-discretionary income for Corporate Budgets is interest, including interest earned on the Council's investments and loans awarded to third parties.
- 2.8 Within Enabling non-discretionary Other Income relates to recovery of Housing Benefit overpayments.
- 2.9 The non-discretionary statutory income within Communities & Customer relates to Business and Consumer Protection (Licencing).

APPENDIX 3

2026/27 FEES AND CHARGES

Strategy Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Joint training courses Face to face delivery (Pricing varies according to length of course)	Group 1 (2hrs to 5hrs) - Shropshire Adult & Children's Care & Health Services, Shropshire Council non-ASC or CSC.	£29.3-£60.10	£27.38 - £64.88	-7%/8%	D	3	
	Group 1 Full Day - Shropshire Adult & Children's Care & Health Services, Shropshire Council non-ASC or CSC.	£77.00	£93.00	21%	D	3	
	Standard price (was Group 2) 2hrs - 5hrs	£36.80-£82.20	£41.50 - £94	13%/14%	D	3	
	Standard price (was Group 2) Full Day	£119.60	£124.00	4%	D	3	
Joint training courses Webinar Delivery (Pricing varies according to length of course)	Group 1 (2hrs - 5hrs) - Shropshire Adult & Children's Care & Health Services, Shropshire Council non-ASC or CSC.	£22.15-£53.20	£26.25 - £64.88	19%/22%	D	3	
	Group 1 Full day - Shropshire Adult & Children's Care & Health Services, Shropshire Council non-ASC or CSC.	£70.15	£87.75	25%	D	3	
	Standard price (was Group 2) 2hrs-5hrs	£33.65-£83.65	£35 - £86.50	4%/3%	D	3	
	Standard price (was Group 2) Full day - Other	£112.70	£117.00	4%	D	3	
Joint training courses Bespoke Training Face to Face & Webinar (Pricing varies according to length of course)	Group 1 (3hrs to 6hrs) Shropshire Adult & Children's Care & Health Services, Shropshire Council non-ASC or CSC.	£215-£543	£344.50 - £597.50	60%/10%	D	3	Minimum course time of 3 hours in 2026/27 compared to 2 hours in 2025/26
	Group 1 Training Full Day (Shropshire Adult & Children's Care & Health Services, Shropshire Council non-ASC or CSC)	£632.50	£695.00	10%	D	3	
	Bespoke Training - Standard price (was Group 2) 3hrs - 6hrs	£262-£668	£455.50 - £735	74%/10%	D	3	Minimum course time of 3 hours in 2026/27 compared to 2 hours in 2025/26
	Bespoke Training -Standard price (was Group 2) Full Day	£779.90	£858.00	10%	D	3	
Full breakdown of individual course fees can be found on the Joint Training Website Revised fees will be published on our website when courses from 1 April 2026 are advertised							

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Shropshire Museums Collections Centre							
Room Hire- Ludlow Education Room	Personal/Voluntary group/ Charity Group	£66.00	£68.00	3%	D	2	
	Business Use	£99.00	£102.00	3%	D	2	
	Conservation Lab	£66.00	£68.00	3%	D	2	
	Freezer (materials pre-packed)	£66.00	£68.00	3%	D	2	
	Freezer plus packing service	£99.00	£102.00	3%	D	2	
Store Tours	45 Minute Store Tour	£12.50	£13.00	4%	D	2	
	Group Tour and Talk	£120.00	£125.00	4%	D	2	
	Store Tour and Handling Session (per person)	£16.50	£17.50	6%	D	2	
Object Loans	Handling Specimens for self lead session	£44.00	£47.50	8%	D	2	
	Not for Profit Venue Assessment	£55.00	£57.00	4%	D	2	
	Not for Profit Loan Assessment, Packing & Administration	£11.00	£11.50	5%	D	2	
	Not for Profit (outside Shropshire) Venue Assessment	£88.00	£91.00	3%	D	2	
	Not for Profit (outside Shropshire) Loan Assessment, Packing & Administration	£55.00	£57.00	4%	D	2	
	Commercial Loan Assessment and Condition Check	POA	POA	N/A	D	2	
	Commercial Packing and Transportation	POA	POA	N/A	D	2	
	Commercial Administration fee	£121.00	£125.00	3%	D	2	
Archaeology Archive Deposition	Findspots: local authority area of Shropshire (Standard Finds Box)	£99.00	£102.00	3%	D	2	
	Findspots: local authority area of Shropshire (Standard Archive Box)	£66.00	£70.00	6%	D	2	
	Findspots: local authority area of Shropshire (Plan Tube)	£16.50	£20.00	21%	D	2	
	Findspots: local authority area of Telford & Wrekin (Standard Finds Box)	£132.00	£137.00	4%	D	2	
	Findspots: local authority area of Telford & Wrekin (Standard Archive Box)	£99.00	£102.00	3%	D	2	
	Findspots: local authority area of Telford & Wrekin (Plan Tube)	£22.00	£26.00	18%	D	2	
	Processing on non-compliant depositions	£88.00	£91.00	3%	D	2	
Consultancy	Commercial consultancy work (daily rate dependant on staff)	£187-£385	£187-£385	0%	D	2	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Image Use	Books, periodicals, magazines etc. (per image)	£55.00	£57.00	4%	D	2	
	Non-Profit Making Publications (per image)	£33.00	£34.00	3%	D	2	
	Use of Supplied Image in film and moving media (per image)	£88.00	£90.00	2%	D	2	
	Facility Filming Fee	POA	POA	N/A	D	2	
	High resolution images for educational websites (per image)	£33.00	£34.00	3%	D	2	
	High resolution images for commercial websites (per image)	£55.00	£57.00	4%	D	2	
	Temporary Not for Profit Exhibitions	£22.00	£25.00	14%	D	2	
	Temporary Commercial Exhibitions (per image)	£55.00	£57.00	4%	D	2	
	5 Years Plus Not for Profit Exhibitions (per image)	£50.00	£52.00	4%	D	2	
	5 Years Plus Commercial Exhibitions (per image)	£99.00	£102.00	3%	D	2	
	Advertising (per image)	£220.00	£225.00	2%	D	2	
	Gifts (per image)	£99.00	£102.00	3%	D	2	
	Design and Décor (per image)	£88.00	£90.00	2%	D	2	
	Non-Profit Making Public Presentations (Up to 5 Images)	£5.50	£6.00	9%	D	2	
	Commercial Public Presentations (Up to 5 Images)	£11.00	£12.00	9%	D	2	
	High Resolution images for personal study / Research (Up to 10 Images)	£11.00	£12.00	9%	D	2	
	High Resolution Images new digitisation	£16.50	£17.00	3%	D	2	
	On site photography permit- per day	£11.00	£12.00	9%	D	2	
	Archival Quality Print (A4) (per image)	£19.25	£20.00	4%	D	2	
	Archival Quality Print (A3) (per image)	£22.00	£22.00	0%	D	2	
Much Wenlock Museum							
Room Hire	Room Hire (Per Hour)	£20.00	£25.00	25%	D	2	
	Room Hire (Per Hour Partner Organisations)	£10.00	£15.00	50%	D	2	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Shrewsbury Castle							
Weddings/ Civil Partnership Ceremonies (Circular Room & Castle Grounds)	Per wedding/civil ceremony/naming ceremony May - Sept (2 hours - Saturdays, Sundays & Bank Holidays)	£1,400.00	£1,400.00	0%	D	2	
	Per wedding/civil ceremony/naming ceremony May - Sept (2 hours - Monday - Friday)	£1,200.00	£1,200.00	0%	D	2	
	Per wedding/civil ceremony/naming ceremony Oct-Apr (2 hours - Saturdays, Sundays & Bank Holidays)	£1,200.00	£1,200.00	0%	D	2	
	Per wedding/civil ceremony/naming ceremony Oct-Apr (2 hours - Monday - Friday)	£1,100.00	£1,100.00	0%	D	2	
Admissions Castle	Adult(18+)	£5.50	£8.00	45%	D	2	
	Concession Senior 60+)	£4.50	£6.00	33%	D	2	
	Child (5-17)	£3.00	£4.00	33%	D	2	
	Child (0-4)	FOC	FOC	N/A	D	2	
	Child Education Visit (5-17)	POA	POA	N/A	D	2	
Room hire	Room Hire (Circular Room per hr.)	£53.50	£55.00	3%	D	2	
	Castle Ground Event Hire per hour - guide price	£182.00	£190.00	4%	D	2	
	Castle Grounds Hire Per Day - guide Price	£600.00	£625.00	4%	D	2	
	Shropshire Regimental Trust Grounds Hire - per hour	£97.00	£97.00	0%	D	2	
	Shropshire Regimental Trust Hire per day	£303.00	£303.00	0%	D	2	
	Education Session (2 hr. Session)	POA	POA	N/A	D	2	
	Advertising (Per Week)	£75.00	£80.00	7%	D	2	
Shrewsbury Museum & Art Gallery							
Ticket Sales	Ticket Sales	no less than 10%	no less than 10%	0%	D	2	
	Arts and Crafts Cabinet commission	VARIOUS	VARIOUS	N/A	D	2	
	Guided Walks (public) Adult	£10.00	£15.00	50%	D	2	
	Guided Walks (public) Child	£4.50	£6.00	33%	D	2	
	Guided Walks (private)	£100.00	£150.00	50%	D	2	
	Guided Walks Themed (private)	£100.00	£150.00	50%	D	2	
	Language supplement	POA	POA	N/A	D	2	
	Talks	£100.00	£122.50	23%	D	2	
	Coach Tours full day	£250.00	£350.00	40%	D	2	
	Coach Tours half day	£175.00	£180.00	3%	D	2	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Admissions	Adult 18+	FOC	FOC	N/A	D	2	
	Senior Citizens	FOC	FOC	N/A	D	2	
	Children (5-17)	FOC	FOC	N/A	D	2	
	Children (0-4))	FOC	FOC	N/A	D	2	
	Essential Companion to a disabled person	FOC	FOC	N/A	D	2	
	Student	FOC	FOC	N/A	D	2	
	Family Day Ticket (2 Adults and up to 3 children)	FOC	FOC	N/A	D	2	
	Family Day Ticket (1 Adult and up to 3 children)	FOC	FOC	N/A	D	2	
Guided Tours	Museum Guided Tour (minimum 10)	£100.00	£150.00	50%	D	2	
Events	Themed Events - Various	VARIOUS	VARIOUS	N/A	D	2	
	Temporary Exhibitions	VARIOUS	VARIOUS	N/A	D	2	
Room Hire	Special Exhibitions Gallery (10.00 - 16.00 - Half Day Rate min 3 hours)	£225.00	£250.00	11%	D	2	
	Special Exhibitions Gallery (16.00 - 23.00 Minimum 3 hours -Hourly Rate)	POA	POA	N/A	D	2	
	Special Exhibitions Gallery Full Day (7 hours)	£435.00	£450.00	3%	D	2	
	Balcony (16.00- 23.00) (min 2 hrs) - Hourly Rate	POA	POA	N/A	D	2	
	Balcony Half Day Limited Availability (3 hours)	£197.00	£200.00	2%	D	2	
	Balcony Gallery Full Day Limited Availability (7 hours)	£395.00	£398.00	1%	D	2	
	Vaughans (16.00 - 23.00 Minimum 2 hours - Hourly Rate)	POA	POA	N/A	D	2	
	Vaughans Half Day (3 hours)	£99.00	£110.00	11%	D	2	
	Vaughans Gallery Full Day (7 hours)	£186.00	£205.00	10%	D	2	
	Walker (16.00 - 23.00 Minimum 2 hours - Hourly Rate)	POA	POA	N/A	D	2	
	Walker Half Day (3 hours)	£99.00	£110.00	11%	D	2	
	Walker Gallery Full Day (7 hours)	£186.00	£205.00	10%	D	2	
	Projector/Whiteboard	£16.50	£20.00	21%	D	2	
	Flip Chart	£10.00	£12.00	20%	D	2	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/Discretionary)	Charging Category	Notes
Venue fees	*Staffing charges may need to be applied for evening events or where multiple rooms/spaces are being hired	POA	POA	N/A	D	2	
	Per wedding/civil ceremony/naming ceremony May - Sept (2 hours - Saturdays, Sundays & Bank Holidays)	£1,400.00	£1,400.00	0%	D	2	
	Per wedding/civil ceremony/naming ceremony May - Sept (2 hours - Monday - Friday)	£1,200.00	£1,200.00	0%	D	2	
	Per wedding/civil ceremony/naming ceremony Oct-Apr (2 hours - Saturdays, Sundays & Bank Holidays)	£1,200.00	£1,200.00	0%	D	2	
	Per wedding/civil ceremony/naming ceremony Oct-Apr (2 hours - Monday - Friday)	£1,100.00	£1,100.00	0%	D	2	
	Special Exhibitions Gallery- Per Ceremony 2 hours - Saturdays	£1,500.00	£1,600.00	7%	D	2	
	Special Exhibitions Gallery- Per Ceremony 2 hours - exc. Saturdays	£1,200.00	£1,300.00	8%	D	2	
	Steward Service	POA	POA	N/A	D	2	
Postage Fees	Postage fees- Visit Shropshire Brochure	£2.00	£3.50	75%	D	2	
The Square							
Room Hire	Reg Charities (any day)	£66.50	£66.50	0%	D	2	
	Non Trading	£114.00	£120.00	5%	D	2	
	Trading	£282.00	£287.00	2%	D	2	
	Tech Support per Hour (min 4 Hours)	£34.00	£34.00	0%	D	2	
	Electricity (up to 4 hours)	£132.00	£135.00	2%	D	2	
Commercial Trading	Whole Square Trading (Per day)	£675.00	£685.00	1%	D	2	
	Whole Square Market Trading (Per day)	£460.00	£470.00	2%	D	2	
	Whole Square Non trading (Per day)	£338.00	£400.00	18%	D	2	
	Single Non Trading Pitch (Per day) - (local Business only) 12.5 m3	£135.00	£137.00	1%	D	2	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Archives and archaeology							
Consultancy/ conservation work	Consultancy, bespoke training, workshops, archives/archaeology (per half day)	£158.00	£175.00	11%	D	2	
Research services	Research/consultancy- Short search (one item)	£13.25	£16.25	23%	D	2	
	30 min research request private/non commercial	£26.00	£28.00	8%	D	2	
	Research/consultancy- Research/photography service (per hour)	£49.50	£50.00	1%	D	2	
	House history search	£110.00	£150.00	36%	D	2	
	Research/consultancy- Consultancy/commercial research/photography (per hour)	£79.00	£80.00	1%	D	2	
Photography permit	Photography permit-Daily	£11.00	£12.00	9%	D	2	
	Photography permit-Annual	£88.00	£100.00	14%	D	2	
	Photography permit-Group	£132.00	£140.00	6%	D	2	
Photocopying/scanning	Archives B&W photocopying/scanning A4	£1.10	£1.10	0%	D	2	
	Archives B & W photocopying/scanning A3	£2.20	£2.20	0%	D	2	
	Book B&W photocopying/scanning A4	£0.25	£0.25	0%	D	2	
	Microform printouts- Printed A4(self service)	£0.55	£0.55	0%	D	2	
	Internet printouts	£0.25	£0.25	0%	D	2	
Reprographics (new digitisation)	Digitisation (minimum fee – 15 minutes)	£16.25	£16.50	2%	D	2	
	Digitisation (30 minutes)	£26.00	£28.00	8%	D	2	
	Digitisation (1hour)	£49.50	£50.00	1%	D	2	
	Image services- Existing Digital file	£11.00	£12.00	9%	D	2	
Digital resources (existing and linked)	Digital file band 1 - B	£5.50	£6.00	9%	D	2	
	Digital file band 2 - C	£8	£10.00	25%	D	2	
	Digital file band 3 - D	£11	£12.00	9%	D	2	
	Digital file band 4 - E	£22	£25.00	14%	D	2	
	Digital file band 5 - F	£33	£35.00	6%	D	2	
	Digital file band 6 - G	£44	£45.00	2%	D	2	
	Digital file band 7 - H	£88	£90.00	2%	D	2	
Photoshop work	Photoshop (15 minutes)	£16.25	£16.25	0%	D	2	
	Photoshop (30 minutes)	£26.00	£28.00	8%	D	2	
	Photoshop (1 hour)	£49.50	£50.00	1%	D	2	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Archives quality prints	Archival quality print A4	£2.75	£10.00	264%	D	2	
	Archival quality print A3	£5.50	£15.00	173%	D	2	
Certified copies	Baptism certified copy	£13.25	£16.25	23%	D	2	
Handling and postage	2nd class letter UK only	£2.50	£2.50	0%	D	2	
	2nd class letter large UK only	£5.00	£5.00	0%	D	2	
Reproduction	Reproduction flat fee [very small scale local/charity publications, website and temporary exhibitions]	N/A	£6.00	NEW	D	2	
	Reproduction flat fee [non-commercial book, temporary or local exhibition]	N/A	£10.00	NEW	D	2	
	Reproduction flat fee [limited run book, small or temporary exhibition]	N/A	£25.00	NEW	D	2	
	Reproduction flat fee [local book cover, commercial book, commercial decor, large or permanent exhibition]	N/A	£50.00	NEW	D	2	
Room Hire	Reproduction flat fee [large scale or world-wide audience]	N/A	£100.00	NEW	D	2	
	Hire of Shropshire Archives for events	£30.00	POA	N/A	D	2	
	Voluntary groups per 2 hours	£30.00	£32.00	7%	D	2	
	Room hire (max 22).	£120.00	£130.00	8%	D	2	
Visits and talks	Class workshop (2 hours) - book via Museum Service	POA	£125-£225	N/A	D	2	
	Group visit – introduction. Monday/Tuesday up to 25 people – 2 hours	£90	£100.00	11%	D	2	
	Group visit - introduction. Monday/Tuesday up to 12 people – 2 hours	£66	£75.00	14%	D	2	
	Small group visit – Monday to Friday up to 10 people – 1.5 hours	£45	£50.00	11%	D	2	
Reproduction fees	Bespoke workshop	£158	£175.00	11%	D	2	
	All word, all media in perpetuity – single image	£350.00	£350.00	0%	D	2	
	TV and Film: local TV/educational – 5 years	£50.00	£50.00	0%	D	2	
	TV and Film: national UK – 5 years	£75.00	£75.00	0%	D	2	
	TV and Film: world – 5 years	£100.00	£100.00	0%	D	2	
	TV and Film: extension of rights	£50.00	£50.00	0%	D	2	
	Facility fee per half day	£100.00	£250.00	150%	D	2	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Modern Records Management							
Records Management	External customers, storage and retrieval service	£9.25	£9.70	5%	D	2	Per Box
Museum Learning							
Schools education sessions- Workshops are run from Shrewsbury Museum & Art Gallery, Shropshire Museums' Collections Centre (Ludlow), Shropshire Archives (Shrewsbury) and Soldiers of Shropshire Museum (Shrewsbury Castle).	Pre-school, Playgroup & Nursery Education Sessions	£125-£225	£135-£235	8%/4%	D	2	
	Primary Education Sessions- Various (1/2/Full Day and Specialist Sessions)	£125-£225	£135-£235	8%/4%	D	2	
	Secondary Education Admissions- Child (without session)	£125-£225	£135-£235	8%/4%	D	2	
	Secondary Education Sessions/Talks- per session	£125-£225	£135-£235	8%/4%	D	2	
	Secondary Education Sessions/Talks- per class	£125-£225	£135-£235	8%/4%	D	2	
Events	Themed Events - Various	VARIOUS	VARIOUS	N/A	D	2	
Theatre Misc Services							
Memberships	Friend- Annual	£29.00	£34.00	17%	D	1	
	Friend Plus- Annual	£49.00	£59.00	20%	D	1	
Venue levy/commission Not for Profit Organisations	Auditorium (All charges subject to a 10% commission on Box Office income or minimum £1 per ticket venue levy)	7.00%	10.00%	43%	D	1	
	Studio Theatre (All charges subject to a 10% commission on Box Office income or minimum £1 per ticket venue levy)	7.00%	10.00%	43%	D	1	
Venue levy/commission Commercial Organisations	Auditorium (All charges subject to 10% Box Office Commission)	10.00%	10.00%	0%	D	1	
	Studio Theatre (All charges subject to 10% Box Office Commission)	10.00%	10.00%	0%	D	1	
Other commission charges (Not for Profit & Commercial organisations)	Payment Processing Commission	3.50%	3.50%	0%	D	1	
	Merchandise Commission	15.00%	15.00%	0%	D	1	
	Programme Commission	15.00%	15.00%	0%	D	1	
	Merchandise / Programme Commission using Theatre Staff	25.00%	15% plus £50 per show	N/A	D	1	
Performing Rights Society Charges		POA	POA	N/A	D	1	
Ticket Exchange Fee		£3.00	£3.00	0%	D	1	
Postage & Recorded Delivery Fee		£3.00	£3.00	0%	D	1	
Ticket Protection Insurance Charge		£1.95	£1.95	0%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Staffing charges- Not for Profit Organisations	Extra Staff before midnight	£28.00	£29.00	4%	D	1	
	Extra Staff after midnight	£40.00	£41.50	4%	D	1	
	Extra Staff bank holidays	£55.00	£57.00	4%	D	1	
	Security Staff (at discretion of Theatre Management when security staff required)	POA	POA	N/A	D	1	
Staffing charges- Commercial Organisations	Extra Staff before midnight	£37.00	£38.50	4%	D	1	
	Extra Staff after midnight	£49.00	£51.00	4%	D	1	
	Extra staff bank holidays	£71.00	£74.00	4%	D	1	
	Security Staff (at discretion of Theatre Management when security staff required)	POA	POA	N/A	D	1	
Marketing (Not for Profit & Commercial organisations)		POA	POA	N/A	D	1	
Equipment Hire		POA	POA	N/A	D	1	
Cloak Room Fee Charges		£1.00	£1.00	0%	D	1	
Room hire- Auditorium							
Not for Profit Organisations							
Hire Per Day (Mon to Thur)	1 Performance Daily rate	£2,027.00	£2,108.00	4%	D	1	
	2 Performances (same day)	£2,624.00	£2,729.00	4%	D	1	
Hire Per Day (Fri to Sun)	1 Performance	£2,619.00	£2,724.00	4%	D	1	
	2 Performances	£3,507.00	£3,647.00	4%	D	1	
Setting Up/Rehearsal Charges	4 hours	£547.00	£568.00	4%	D	1	
	8 hours	£1,093.00	£1,136.00	4%	D	1	
	Per hour after midnight	£161.00	£167.50	4%	D	1	
Commercial Organisations							
Hire Per Day (Mon to Thur)	1 Performance	£3,759.00	£3,910.00	4%	D	1	
	2 Performances (same day)	£5,011.00	£5,210.00	4%	D	1	
Hire Per Day (Fri to Sun)	1 Performance	£4,385.00	£4,560.00	4%	D	1	
	2 Performances	£5,637.00	£5,860.00	4%	D	1	
Setting Up/Rehearsal Charges	4 hours	£850.00	£883.00	4%	D	1	
	8 hours	£1,698.00	£1,766.00	4%	D	1	
	Per hour after midnight	£243.00	£253.00	4%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Room hire- Studio Theatre							
Not for Profit Organisations							
Hire Per Day (Mon to Thur)	1 Performance	£978.00	£1,017.00	4%	D	1	
	2 Performances (same day)	£1,393.00	£1,448.00	4%	D	1	
Flat Floor	Daily rate :Mon- Thurs	£1,568.00	£1,630.00	4%	D	1	
	Daily rate : Fri-Sun	£1,656.00	£1,722.00	4%	D	1	
Hire Per Day (Fri to Sun)	1 Performance	£1,270.00	£1,320.00	4%	D	1	
	2 Performances	£1,674.00	£1,740.00	4%	D	1	
Flat Floor		£1,656.00	£1,722.00	4%	D	1	
Setting Up/Rehearsal Charges	4 hours	£275.00	£285.00	4%	D	1	
	8 hours	£549.00	£570.00	4%	D	1	
	Per hour after midnight	£93.00	£97.00	4%	D	1	
Commercial Organisations							
Hire Per Day (Mon to Thur)	1 Performance	£1,880.00	£1,955.00	4%	D	1	
	2 Performances (same day)	£2,506.00	£2,606.00	4%	D	1	
Flat Floor		£2,506.00	£2,606.00	4%	D	1	
Hire Per Day (Fri to Sun)	1 Performance	£2,194.00	£2,282.00	4%	D	1	
	2 Performances	£3,132.00	£3,257.00	4%	D	1	
Flat Floor		£3,132.00	£3,257.00	4%	D	1	
Setting Up/Rehearsal Charges	4 hours	£426.00	£443.00	4%	D	1	
	8 hours	£851.00	£886.00	4%	D	1	
	Per hour after midnight	£134.00	£140.00	4%	D	1	
Room hire- Dance Studio, Term Time Only							
Not for Profit Organisations							
Hire per hour	Hire Per Hour (with minimum hire being 1 hour)	£38.00	£36.00	-5%	D	1	
	Hire Per Hour for 10 sessions booked (with minimum hire being 3 hours per session)	£35.00	£31.50	-10%	D	1	
	10 or more hours per week (minimum 4 weeks booked)	£28.50	£28.80	1%	D	1	
Commercial Organisations							
Hire per hour	Hire Per Hour (with minimum hire being 1 hour)	£45.00	£36.00	-20%	D	1	
	Hire Per Hour for 10 sessions booked (with minimum hire being 3 hours per session)	£41.00	£31.50	-23%	D	1	
	10 or more hours per week (minimum 4 weeks booked)	£36.00	£28.80	-20%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
<u>Room hire- Haydn Smith Room</u>							
Not for Profit Organisations							
Hire charges	Per day (8 hours)	£304.00	£304.00	0%	D	1	
	Per Hour (Minimum 2 hours)	£47.00	£47.00	0%	D	1	
Commercial Organisations							
Hire charges	Per day (8 hours)	£510.00	£304.00	-40%	D	1	
	Per Hour (Minimum 2 hours)	£74.00	£47.00	-36%	D	1	
Hire of the whole building, longer lets and / or special events - charges by negotiation							
<u>Old market hall</u>							
Film Ticket Admission Fees		The OMH has the discretion to vary admission charges		N/A	D	1	
Venue levy fees		£1.00	£1.00	0%	D	1	
Live screening income		The Theatre has the discretion to vary admission charges		N/A	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Environmental Protection							
LAPPC (part B) charges							
Application Fee	Standard process (includes solvent emission activities)	£1,650.00	£1,650.00	0%	S	5	
	Additional fee for operating without a permit	£1,188.00	£1,188.00	0%	S	5	
	PVRI, SWOBs and Dry Cleaners	£155.00	£155.00	0%	S	5	
	PVR I & II combined	£257.00	£257.00	0%	S	5	
	VRs and other Reduced Fee Activities	£362.00	£362.00	0%	S	5	
	Reduced fee activities: Additional fee for operating without a permit	£71.00	£71.00	0%	S	5	
	Mobile plant, for first and second applications (not using simplified permits)	£1,650.00	£1,650.00	0%	S	5	
	for the third to seventh applications	£985.00	£985.00	0%	S	5	
	For the eighth and subsequent applications	£498.00	£498.00	0%	S	5	
	Additional charges- where an application for any of the above is for a combined Part B and waste application	£297.00	£297.00	0%	S	5	
Annual Subsistence Charge	Standard process Low	£772.00	£772.00	0%	S	5	
	Standard process Medium	£1,161.00	£1,161.00	0%	S	5	
	Standard process High	£1,747.00	£1,747.00	0%	S	5	
	Standard process Low- additional charge (where a permit is for a combined Part B and waste installation)	£104.00	£104.00	0%	S	5	
	Standard process Medium- additional charge (where a permit is for a combined Part B and waste installation)	£156.00	£156.00	0%	S	5	
	Standard process High- additional charge (where a permit is for a combined Part B and waste installation)	£207.00	£207.00	0%	S	5	
	PVRI, SWOBs and Dry Cleaners- Low	£79.00	£79.00	0%	S	5	
	PVRI, SWOBs and Dry Cleaners- Medium	£158.00	£158.00	0%	S	5	
	PVRI, SWOBs and Dry Cleaners- High	£237.00	£237.00	0%	S	5	
	PVR I & II combined- Low	£113.00	£113.00	0%	S	5	
	PVR I & II combined- Medium	£226.00	£226.00	0%	S	5	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	PVR I & II combined- High	£341.00	£341.00	0%	S	5	
	VRs and other Reduced Fees- Low	£228.00	£228.00	0%	S	5	
	VRs and other Reduced Fees- Medium	£365.00	£365.00	0%	S	5	
	VRs and other Reduced Fees- High	£548.00	£548.00	0%	S	5	
	Mobile plant, for first and second permits- Low (not using simplified permits)	£626.00	£626.00	0%	S	5	
	Mobile plant, for first and second permits- Medium (not using simplified permits)	£1,034.00	£1,034.00	0%	S	5	
	Mobile plant, for first and second permits- High (not using simplified permits)	£1,551.00	£1,551.00	0%	S	5	
	Mobile plant, for the third to seventh permits- Low	£385.00	£385.00	0%	S	5	
	Mobile plant, for the third to seventh permits- Medium	£617.00	£617.00	0%	S	5	
	Mobile plant, for the third to seventh permits- High	£924.00	£924.00	0%	S	5	
	Mobile plant, for the eighth and subsequent permits- Low	£198.00	£198.00	0%	S	5	
	Mobile plant, for the eighth and subsequent permits- Medium	£314.00	£314.00	0%	S	5	
	Mobile plant, for the eighth and subsequent permits- High	£473.00	£473.00	0%	S	5	
	Late payment Fee	£52.00	£52.00	0%	S	5	
	Additional charge- Where a Part B installation is subject to reporting under the E-PRTR Regulation	£99.00	£99.00	0%	S	5	
Transfer and Surrender	Standard process transfer	£169.00	£169.00	0%	S	5	
	Standard process partial transfer	£497.00	£497.00	0%	S	5	
	Surrender: all Part B activities	FOC	FOC	N/A	S	5	
	Reduced fee activities: transfer	FOC	FOC	N/A	S	5	
	Reduced fee activities: partial transfer	£47.00	£47.00	0%	S	5	
Temporary transfer for Mobiles	First transfer	£53.00	£53.00	0%	S	5	
	Repeat following enforcement or warning	£53.00	£53.00	0%	S	5	
Substantial Change	Standard process	£1,050.00	£1,050.00	0%	S	5	
	Standard process where the substantial change results in a new PPC activity	£1,650.00	£1,650.00	0%	S	5	
	Reduced fee activities	£102.00	£102.00	0%	S	5	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
LA-IPPC (part A2) charges							
NB – every subsistence charge in the table below includes the additional £99 charge to cover local authority extra costs in dealing with reporting under the E PRTR Regulation.							
Charges	Application	£3,363.00	£3,363.00	0%	S	5	
	Additional fee for operating without a permit	£1,188.00	£1,188.00	0%	S	5	
	Annual Subsistence LOW	£1,343.00	£1,343.00	0%	S	5	
	Annual Subsistence MEDIUM	£1,507.00	£1,507.00	0%	S	5	
	Annual Subsistence HIGH	£2,230.00	£2,230.00	0%	S	5	
	Late Payment Fee	£52.00	£52.00	0%	S	5	
	Substantial Variation	£3,363.00	£3,363.00	0%	S	5	
	Transfer	£235.00	£235.00	0%	S	5	
	Partial transfer	£698.00	£698.00	0%	S	5	
	Surrender	£698.00	£698.00	0%	S	5	
Subsistence charges can be paid in four equal quarterly instalments paid on 1st April, 1st July, 1st October and 1st January. Where paid quarterly the total amount payable to the local authority will be increased by £36.							
Reduced fee activities are listed in the Schedule to the Part B scheme							
Newspaper adverts may be required under EPR at the discretion of the LA as part of the consultation process when considering an application (see Chapter 9 of the General Guidance Manual). This will be undertaken and paid for by the LA and the charging scheme contains a provision for the LA to recoup its costs.							
Petroleum storage certificates	Storage certificate, where premises to be used to store petrol of a quantity— not exceeding 2,500 litres	£46.00	£48.00	4%	S	5	
	exceeding 2,500 litres but not exceeding 50,000 litres	£62.00	£65.00	5%	S	5	
	exceeding 50,000 litres	£131.00	£137.00	5%	S	5	
Environmental Information Regulations (pollution information)	- Information request (minimum charge for up to 1 hour)	£100.00	£100.00	0%	D	1	
	- Additional charge per hour for more than 1 hours work	£100.00	£100.00	0%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Natural Resources and Public Health							
Private water supply	Risk Assessment Reg 9 (each assessment) with an allowance for two samples - each additional sample will be charged at £25 (in addition to the Risk Assessment fee, laboratory fees will also be recharged at cost to the customer)	£500.00	£300.00	-40%	D	1	
	Risk Assessment Reg 9 Small (in addition to the Risk Assessment fee, laboratory fees will also be recharged at cost to the customer)	POR	£200.00	N/A	D	1	(small is classed as a home commercial businesses such as cake makers and landlords, where only one dwelling is on the supply)
	Risk Assessment Reg10 (non commercial) (each assessment) with an allowance for two samples - each additional sample will be charged at £25 (in addition to the Risk Assessment fee, laboratory fees will also be recharged at cost to the customer)	POR	£300.00	N/A	D	1	
	Risk Assessment Reg 8 (each assessment) with an allowance for two samples - each additional sample will be charged at £25 (in addition to the Risk Assessment fee, laboratory fees will also be recharged at cost to the customer)	POR	£300.00	N/A	D	1	
	Re Risk Assessment Reg 9 (each assessment) with an allowance for two samples - each additional sample will be charged at £25 (in addition to the Risk Assessment fee, laboratory fees will also be recharged at cost to the customer)	POR	£175.00	N/A	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Re Risk Assessment Reg 9 Small (each assessment) with an allowance for two samples - each additional sample will be charged at £25 (in addition to the Risk Assessment fee, laboratory fees will also be recharged at cost to the customer)	POR	£125.00	N/A	D	1	(small is classed as a home commercial businesses such as cake makers and landlords, where only one dwelling is on the supply)
	Re Risk Assessment Reg10 (non commercial) (each assessment) with an allowance for two samples - each additional sample will be charged at £25 (in addition to the Risk Assessment fee, laboratory fees will also be recharged at cost to the customer)	POR	£175.00	N/A	D	1	
	Re Risk Assessment Reg 8 (each assessment) with an allowance for two samples - each additional sample will be charged at £25 (in addition to the Risk Assessment fee, laboratory fees will also be recharged at cost to the customer)	POR	£175.00	N/A	D	1	
	Auditing risk assessments carried out by others	£160.00	£140.00	-13%	D	1	
	Auditing risk assessments carried out by others additional hours	£100.00	£100.00	0%	D	1	
	Sampling fee per visit - each additional property (postal address) sample fee will be charged at £25 (in addition to the sampling fee, laboratory fees will also be recharged at cost to the customer)	£140.00	£110.00	-21%	D	1	
	Investigation (each investigation)	£140.00	£120.00	-14%	D	1	
	Analysis for check and audit sampling of supplies	POR	POR	N/A	D	1	
	Analysis of samples taken during check monitoring	POR	POR	N/A	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Analysis for samples taken during auditing monitoring	POR	POR	N/A	D	1	
	Swimming pool sampling - (plus analysis costs at direct cost)	£130.00	£130.00	0%	D	1	
Biodiversity Net Gain	Very Small (0-2hectares) Low technical difficulty	POR	£4,504.57	N/A	D	1	(Monitoring costs secured via S106 agreement to ensure that development within the administrative boundary provides an increase in biodiversity post development)
	Very Small (0-2hectares) Moderate technical difficulty	POR	£8,221.90	N/A	D	1	
	Very Small (0-2hectares) High technical difficulty	POR	£14,986.17	N/A	D	1	
	Small (2+ to 10 hectares) Low technical difficulty	POR	£7,834.76	N/A	D	1	
	Small (2+ to 10 hectares) Moderate technical difficulty	POR	£13,275.27	N/A	D	1	
	Small (2+ to 10 hectares) High technical difficulty	POR	£20,613.77	N/A	D	1	
	Medium (10+ to 20 hectares) Low technical difficulty	POR	£13,057.94	N/A	D	1	
	Medium (10+ to 20 hectares) Moderate technical difficulty	POR	£18,281.11	N/A	D	1	
	Medium (10+ to 20 hectares) High technical difficulty	POR	£29,448.25	N/A	D	1	
	Large (20+ to 40 hectares) Low technical difficulty	POR	£26,115.87	N/A	D	1	
	Large (20+ to 40 hectares) Medium technical difficulty	POR	£31,339.04	N/A	D	1	
	Large (20+ to 40 hectares) High technical difficulty	POR	£41,227.55	N/A	D	1	
	40+ hectares	POA	POA	N/A	D	1	
	Biodiversity Gain Plan Discharge of Condition fee (nationally set)	POR	£298.00	N/A	S	5	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Health Protection							
Pollution Prevention & Control Act/Environment	Register Copy per entry	Price on request	£17.50	N/A	D	1	
	Copy documents relating to permit (per hour, plus the cost of any materials)	Price on request	£95.00	N/A	D	1	
Factual Statements	Civil Proceedings re accidents in Retail Premises (plus the cost of any materials). Fee includes up to 3 hours work.	£275.00	£285.00	4%	D	1	
Food Safety Act 1990 (register copies)	Copy of total register (based on hourly rate) per hour	POR	POR	N/A	D	1	Access to the register is free of charge, but if printed copies required these will be at cost
	Copy of individual entry	POR	POR	N/A	D	1	
Health Certificates	Export Health Certificate	£120.00	£125.00	4%	D	1	
	Voluntary Surrender Certificate (does not include other charges such as disposal)	£120.00	£125.00	4%	D	1	
	Safety at sports grounds	£120.00	£125.00	4%	D	1	
Inspections	NFHS Re-rating Inspection	£310.00	£310.00	0%	D	1	
Libraries							
Talking books/ courses	Up to 2 tapes	£1.35	£1.35	0%	D	1	
	CD & larger tape packs	£3.05	£3.05	0%	D	1	
Computer charges	Charge for non members	£1.60	£1.65	3%	D	1	
	Members	FOC	FOC	N/A	D	1	
Printing & Photocopying	Printing & Photocopying - A4 sheet	£0.25	£0.30	20%	D	1	
	Printing & Photocopying - A4 sheet colour	£0.75	£0.85	13%	D	1	
	Printing & Photocopying - A3 sheet black & white	£0.35	£0.40	14%	D	1	
	Printing & Photocopying - A3 sheet colour	£0.95	£1.10	16%	D	1	
Laminating	Laminating copies - A4 sheet	£1.85	£1.85	0%	D	1	
	Laminating copies - A3 sheet	£3.00	£3.00	0%	D	1	
Fines	Adult items per item per day	£0.25	£0.25	0%	D	1	
	Children's items per item per day	FOC	FOC	N/A	D	1	
	Music/drama sets returned late or incomplete	£25.50	£26.50	4%	D	1	
Cards	New library membership card	FOC	FOC	N/A	D	1	
	Replacement library membership card	£1.80	£1.85	3%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Requests	per item	£1.10	£1.20	9%	D	1	
	per item through inter-lending scheme	£28.50	£32.00	12%	D	1	
	Sets of vocal scores through inter-lending scheme - per copy	£1.30	£1.35	4%	D	1	
	Orchestral sets through inter-lending scheme	£28.00	£29.00	4%	D	1	
	Drama sets through inter-lending scheme - per copy	£1.30	£1.35	4%	D	1	
Shrewsbury Library room hire per session (Morning or Afternoon)	Personal/Voluntary group/ Charity Group	£42.00	£45.00	7%	D	1	
	Business Use	£84.00	£90.00	7%	D	1	
Oswestry Library Room Hire per session (Morning or Afternoon) - without projector	Personal/Voluntary group/ Charity Group	£37.50	£39.00	4%	D	1	
	Business Use	£75.00	£78.00	4%	D	1	
Hire of gallery hanging space at Oswestry Library per month	Personal/Voluntary group/ Charity Group	£29.50	£31.00	5%	D	1	
	Business Use	£59.00	£62.00	5%	D	1	
Room Hire - Bridgnorth Library per session (Morning or Afternoon)	Personal/Voluntary group/ Charity Group	£37.50	£39.00	4%	D	1	
	Business Use	£75.00	£78.00	4%	D	1	
Interview Room Hire - Bridgnorth Library per Hour	Personal/Voluntary group/ Charity Group	£9.50	£10.50	11%	D	1	
	Business Use	£19.00	£21.00	11%	D	1	
Hire of window display space at Bridgnorth Library per month	Personal/Voluntary group/ Charity Group	£29.50	£31.00	5%	D	1	
	Business Use	£59.00	£62.00	5%	D	1	
Room Hire - Church Stretton Library interview room per hour	Business Use	£15.00	£15.00	0%	D	1	
	Personal/Voluntary group/ Charity Group	£7.50	£7.50	0%	D	1	
Room Hire - Church Stretton Library table space in library	Fee per session	N/A	£10.00	NEW	D	1	
Room Hire - Gobowen Library per session (Morning or Afternoon)	Personal/Voluntary group/ Charity Group	£13.50	£14.00	4%	D	1	
	Business Use	£27.00	£28.00	4%	D	1	
Room Hire - Wem Library per session (Morning or Afternoon)	Personal/Voluntary group/ Charity Group	£16.50	£17.50	6%	D	1	
	Business Use	£33.00	£35.00	6%	D	1	
Room Hire - Ludlow Weyman Room per session (Morning or Afternoon)	Personal/Voluntary group/ Charity Group	£29.00	£30.00	3%	D	1	
	Business Use	£14.50	£15.00	3%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Room Hire - 2-person pods (Various libraries)	Fee per hour	£13.00	£14.00	8%	D	1	
	Fee per half-day	£40.00	£43.00	8%	D	1	
Hire of gallery hanging space at Market Drayton Library per month	Personal/Voluntary group/ Charity Group	£30.00	£32.00	7%	D	1	
Reading group fees	Business Use	£60.00	£64.00	7%	D	1	
	Reading Group admin fee:	£66.00	£72.00	9%	D	1	
Commission	Ludlow Library and Museum Resource Centre Gallery Commission	£0.25	£0.25	0%	D	1	
Events	Dependent on costs of event, audience, venue, partner arrangements etc.	POA	POA	N/A	D	1	
Housing Solutions Team							
Advertising Income	Advertising charges to Housing Associations for vacant properties on the Homepoint website	£85.00	£90.00	6%	D	2	
Independent Living Team							
DFG Fee	DFG fee - total work costs up to, and including £20,000 (pre VAT)	15% of works before VAT	15% of works before VAT	0%	D	2	
	DFG fee - total work costs above £20,000 (pre VAT), for those without Planning requirements	10% of works before VAT	10% of works before VAT	0%	D	2	
	DFG fee - total work costs above £20,000 (pre VAT), for those with Planning requirements	12% of works before VAT	12% of works before VAT	0%	D	2	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Temporary Accommodation for Homelessness							
Temporary Accommodation (52 week basis)	Shared accommodation or most single aged under 35	£109.32	£109.32	0%	S	5	
	1 bedroom	£111.50	£111.50	0%	S	5	
	2 bedrooms	£136.93	£136.93	0%	S	5	
	3 bedrooms	£166.85	£166.85	0%	S	5	
	4 bedrooms	£224.38	£224.38	0%	S	5	
Kennelling for homeless clients	Weekly charge	£12.00	£14.00	17%	D	2	
Storage for homeless clients	Weekly charge	£12.00	£14.00	17%	D	2	
Hostel accommodation (Service charge per week)		£12.00	£14.00	17%	D	2	
Intensive Housing Management - Temporary Accommodation (dispersed units) per week (52 week basis)		£62.22	TBC	N/A	D		
Intensive Housing Management - Service Charge Temporary Accommodation (dispersed units) per week (52 week basis)		£44.96	TBC	N/A	D		
Tannery Rent per week		£301.34	£309.01	3%	S	5	
Tannery Service Charge per week		£12.00	£14.00	17%	D	4	
CHH Rent per week		£374.48	£377.48	1%	S	5	
CHH Service charge per week		£15.00	£18.00	20%	D	4	
Parish Rooms Rent per week		£374.19	£376.19	1%	S	5	
Parish Rooms Service Charge per week		£12.00	£14.00	17%	D	4	
70 CF Rent per week		£374.94	£376.94	1%	S	5	
70 CF Service charge per week		£12.00	£14.00	17%	D	4	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Transactional Management & Licensing							
Licensed Premises							
Personal licences, temporary events and other fees	Application for a grant or renewal of personal licence	£37.00	£37.00	0%	S	5	
	Temporary event notice	£21.00	£21.00	0%	S	5	
	Theft, loss etc. of premises licence or summary	£10.50	£10.50	0%	S	5	
	Application for a provisional statement where premises being built etc.	£315.00	£315.00	0%	S	5	
	Notification of change of name or address	£10.50	£10.50	0%	S	5	
	Application to vary licence to specify individual as premises supervisor	£23.00	£23.00	0%	S	5	
	Application for transfer of premises licence	£23.00	£23.00	0%	S	5	
	Interim authority notice following death etc. of licence holder	£23.00	£23.00	0%	S	5	
	Theft, loss etc. of certificate of summary	£10.50	£10.50	0%	S	5	
	Notification of change of name or alteration of rules of club	£10.50	£10.50	0%	S	5	
	Change of relevant registered address of club	£10.50	£10.50	0%	S	5	
	Theft, loss etc. of temporary event notice	£10.50	£10.50	0%	S	5	
	Theft, loss etc. of personal licence	£10.50	£10.50	0%	S	5	
	Duty to notify change of name or address	£10.50	£10.50	0%	S	5	
	Right of freeholder etc. to be notified of licensing matters	£21.00	£21.00	0%	S	5	
	Minor Variation	£89.00	£89.00	0%	S	5	
	Removal of DPS at Community Premises	£23.00	£23.00	0%	S	5	
	Copy of public register entry (per individual entry)	£41.00	£41.00	0%	D	1	
Licensing Exceptionally Large Events	Additional Application Fee (5,000 - 9,999)	£1,000.00	£1,000.00	0%	S	5	
	Additional Annual Fee (5,000 - 9,999)	£500.00	£500.00	0%	S	5	
	Additional Application Fee (10,000 - 14,999)	£2,000.00	£2,000.00	0%	S	5	
	Additional Annual Fee (10,000 - 14,999)	£1,000.00	£1,000.00	0%	S	5	
	Additional Application Fee (15,000 - 19,999)	£4,000.00	£4,000.00	0%	S	5	
	Additional Annual Fee (15,000 - 19,999)	£2,000.00	£2,000.00	0%	S	5	
	Additional Application Fee (20,000 - 29,999)	£8,000.00	£8,000.00	0%	S	5	
	Additional Annual Fee (20,000 - 29,999)	£4,000.00	£4,000.00	0%	S	5	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Additional Application Fee (30,000 - 39,999)	£16,000.00	£16,000.00	0%	S	5	
	Additional Annual Fee (30,000 - 39,999)	£8,000.00	£8,000.00	0%	S	5	
	Additional Application Fee (40,000 - 49,999)	£24,000.00	£24,000.00	0%	S	5	
	Additional Annual Fee (40,000 - 49,999)	£12,000.00	£12,000.00	0%	S	5	
	Additional Application Fee (50,000 - 59,999)	£32,000.00	£32,000.00	0%	S	5	
	Additional Annual Fee (50,000 - 59,999)	£16,000.00	£16,000.00	0%	S	5	
	Additional Application Fee (60,000 - 69,999)	£40,000.00	£40,000.00	0%	S	5	
	Additional Annual Fee (60,000 - 69,999)	£20,000.00	£20,000.00	0%	S	5	
	Additional Application Fee (70,000 - 79,999)	£48,000.00	£48,000.00	0%	S	5	
	Additional Annual Fee (70,000 - 79,999)	£24,000.00	£24,000.00	0%	S	5	
	Additional Application Fee (80,000 - 89,999)	£56,000.00	£56,000.00	0%	S	5	
	Additional Annual Fee (80,000 - 89,999)	£28,000.00	£28,000.00	0%	S	5	
	Additional Application Fee (90,000 and over)	£64,000.00	£64,000.00	0%	S	5	
	Additional Annual Fee (90,000 and over)	£32,000.00	£32,000.00	0%	S	5	
Premises Licenses and Club Premises Certificates							
No rateable value to £4,300 (Band A)	Application Fee (Initial/Variation)	£100.00	£100.00	0%	S	5	
	Annual Fee	£70.00	£70.00	0%	S	5	
Rateable value £4,301 - £33,000 (Band B)	Application Fee (Initial/Variation)	£190.00	£190.00	0%	S	5	
	Annual Fee	£180.00	£180.00	0%	S	5	
Rateable value £33,001 - £87,000 (Band C)	Application Fee (Initial/Variation)	£315.00	£315.00	0%	S	5	
	Annual Fee	£295.00	£295.00	0%	S	5	
Rateable value £87,001 - £125,000 (Band D) - All premises other than where primary business is the sale of alcohol	Application Fee (Initial/Variation)	£450.00	£450.00	0%	S	5	
	Annual Fee	£320.00	£320.00	0%	S	5	
Rateable value £125,001 and above (Band E) - All premises other than where primary business is the sale of alcohol	Application Fee (Initial/Variation)	£635.00	£635.00	0%	S	5	
	Annual Fee	£350.00	£350.00	0%	S	5	
Rateable value £87,001 - £125,000 (Band D) - where primary business is the sale of alcohol	Application Fee (Initial/Variation)	£900.00	£900.00	0%	S	5	
	Annual Fee	£640.00	£640.00	0%	S	5	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Rateable value £125,001 and above (Band E) - where primary business is the sale of alcohol	Application Fee (Initial/Variation)	£1,905.00	£1,905.00	0%	S	5	
	Annual Fee	£1,050.00	£1,050.00	0%	S	5	
Licences- Gambling							
<i>For all casino premises licences refer to the Gambling Act 2005 Policy Statement 2016 to 2019 paragraphs 36.1 and 36.2.</i>							
<u>GAMBLING ACT 2005 POLICY STATEMENT 2016 TO 2019 PARAGRAPHS 36.1 AND 36.2</u>							
<i>36.1 The Council has not passed a resolution not to issue casino premises licences under Section 166 (1) of the Act. Should the Council decide to do so in the future details of the resolution will be included in this Policy,</i>							
<i>including the date on which such a resolution will take effect.</i>							
<i>36.2 Despite the fact that the Council has not passed such a resolution, the Council is currently not enabled by the Secretary of State (in accordance with regulations made under Section 175 of the Act) to grant a premises licence for a small or large casino. In practice, this means that the Council cannot grant such a licence.</i>							
Regional Casino Premises Licence	Fee in respect of other premises	POA	POA	N/A	S	5	
	Annual Fee	POA	POA	N/A	S	5	
	Fee for application to vary licence	POA	POA	N/A	S	5	
	Fee for application to transfer a licence	POA	POA	N/A	S	5	
	Fee for application to reinstate a licence	POA	POA	N/A	S	5	
	Fee for application for provisional statement	POA	POA	N/A	S	5	
Large Casino Premises	Fee in respect of other premises	POA	POA	N/A	S	5	
	Annual Fee	POA	POA	N/A	S	5	
	Fee for application to vary licence	POA	POA	N/A	S	5	
	Fee for application to transfer a licence	POA	POA	N/A	S	5	
	Fee for application to reinstate a licence	POA	POA	N/A	S	5	
	Fee for application for provisional statement	POA	POA	N/A	S	5	
Small casino premises	Fee in respect of other premises	POA	POA	N/A	S	5	
	Annual Fee	POA	POA	N/A	S	5	
	Fee for application to vary licence	POA	POA	N/A	S	5	
	Fee for application to transfer a licence	POA	POA	N/A	S	5	
	Fee for application to reinstate a licence	POA	POA	N/A	S	5	
	Fee for application for provisional statement	POA	POA	N/A	S	5	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Bingo Licences							
<i>Bingo Licences- Bingo is equal chance gaming and is commonly either cash bingo or prize bingo. The Commission has published its view of what bingo is and how it differs from other forms of gambling. This can be found in the Commission's advice note 'What Constitutes Bingo'.</i>							
<i>Fees are set at a discretionary rate but have a statutory maximum.</i>							
Bingo premises licence	Fee in respect of other premises	£2,020.00	£2,020.00	0%	S	5	
	Annual Fee	£1,000.00	£1,000.00	0%	S	5	
	Fee for application to vary licence	£1,750.00	£1,750.00	0%	S	5	
	Fee for application to transfer a licence	£1,200.00	£1,200.00	0%	S	5	
	Fee for application to reinstate a licence	£1,200.00	£1,200.00	0%	S	5	
	Fee for application for provisional statement	£2,007.00	£2,007.00	0%	S	5	
Gaming and entertainment premises licences							
<i>Fees are set at a discretionary rate but have a statutory maximum.</i>							
Adult Gaming Centre Premises Licence	Fee in respect of other premises	£2,000.00	£2,000.00	0%	S	5	
	Annual Fee	£1,000.00	£1,000.00	0%	S	5	
	Fee for application to vary licence	£1,000.00	£1,000.00	0%	S	5	
	Fee for application to transfer a licence	£1,200.00	£1,200.00	0%	S	5	
	Fee for application to reinstate a licence	£1,200.00	£1,200.00	0%	S	5	
	Fee for application for provisional statement	£2,000.00	£2,000.00	0%	S	5	
Betting Premises (track) licence	Fee in respect of other premises	£2,020.00	£2,020.00	0%	S	5	
	Annual Fee	£1,000.00	£1,000.00	0%	S	5	
	Fee for application to vary licence	£1,250.00	£1,250.00	0%	S	5	
	Fee for application to transfer a licence	£950.00	£950.00	0%	S	5	
	Fee for application to reinstate a licence	£950.00	£950.00	0%	S	5	
	Fee for application for provisional statement	£2,007.00	£2,007.00	0%	S	5	
Family Entertainment Centre Premises Licence	Fee in respect of other premises	£2,000.00	£2,000.00	0%	S	5	
	Annual Fee	£750.00	£750.00	0%	S	5	
	Fee for application to vary licence	£1,000.00	£1,000.00	0%	S	5	
	Fee for application to transfer a licence	£950.00	£950.00	0%	S	5	
	Fee for application to reinstate a licence	£950.00	£950.00	0%	S	5	
	Fee for application for provisional statement	£2,000.00	£2,000.00	0%	S	5	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Betting Premises (other) licence	Fee in respect of other premises	£2,020.00	£2,020.00	0%	S	5	
	Annual Fee	£600.00	£600.00	0%	S	5	
	Fee for application to vary licence	£1,500.00	£1,500.00	0%	S	5	
	Fee for application to transfer a licence	£1,200.00	£1,200.00	0%	S	5	
	Fee for application to reinstate a licence	£1,200.00	£1,200.00	0%	S	5	
	Fee for application for provisional statement	£2,007.00	£2,007.00	0%	S	5	
Other gambling licences							
Applicable for all gaming licences	Change of circumstances fee - for all gaming licences	£50.00	£50.00	0%	S	5	
	Fee for copy licence - for all gaming licences	£25.00	£25.00	0%	S	5	
Temporary Use of Premises	Temporary Use Notice	£500.00	£500.00	0%	S	5	
	Replacement of an endorsed copy of a Temporary Use Notice	£25.00	£25.00	0%	S	5	
	Occasional Use Notice	FOC	FOC	N/A	S	5	
Licensed premises gaming machine permits	Gaming Machine - Up to 2 Machines	£50.00	£50.00	0%	S	5	
	Gaming Machine Permits - New	£150.00	£150.00	0%	S	5	
	Gaming Machine Permits - Variation	£100.00	£100.00	0%	S	5	
	Gaming Machine Permits - Change of name	£25.00	£25.00	0%	S	5	
	Gaming Machine Permits - Transfer of permit	£25.00	£25.00	0%	S	5	
	Gaming Machine Permits - Copy (lost, stolen, damaged)	£15.00	£15.00	0%	S	5	
Club gaming/ club machine permits	Gaming Machine Permits - annual fee	£50.00	£50.00	0%	S	5	
	Club Gaming / Club Machine Permits - New or Renew	£200.00	£200.00	0%	S	5	
	Club Gaming / Club Machine Permits for holders of club premises certificates - New or Renew	£100.00	£100.00	0%	S	5	
	Club Gaming / Club Machine Permits - Annual Fee	£50.00	£50.00	0%	S	5	
	Club Gaming / Club Machine Permits - Variation	£100.00	£100.00	0%	S	5	
	Club Gaming / Club Machine Permits - Copy (lost, stolen, damaged)	£15.00	£15.00	0%	S	5	
Prize gaming permits	Prize Gaming Permits - New or Renewal	£300.00	£300.00	0%	S	5	
	Prize Gaming Permits - Change of Name	£25.00	£25.00	0%	S	5	
	Prize Gaming Permits - Copy (lost, stolen or damaged)	£15.00	£15.00	0%	S	5	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Unlicensed family entertainment gaming centre gaming machine permits	Family Entertainment Gaming Centre Gaming Machine Permits - New or Renewal	£300.00	£300.00	0%	S	5	
	Family Entertainment Gaming Centre Gaming Machine Permits - Change of Name	£25.00	£25.00	0%	S	5	
	Family Entertainment Gaming Centre Gaming Machine Permits - Copy (lost, stolen, damaged)	£15.00	£15.00	0%	S	5	
	Copy of public register entry (per individual entry)	£41.00	£41.00	0%	D	1	
Gambling Licence - Small Lottery							
Lotteries	Lottery - new registration	£40.00	£40.00	0%	S	5	
	Lottery - renewal of existing registration	£20.00	£20.00	0%	S	5	
Animal Licences							
Zoo Licences- New (plus vet fees)	Zoo Licences- New (plus vet fees). Total payable- please see breakdown of payment amounts below.	£981.00	£981.00	0%	D	1	
	<i>Initial application</i>	£196.10	£196.20	0%	D	1	
	<i>Fee due after licence granted</i>	£784.90	£784.80	0%	D	1	
Zoo Licences- Renewal (plus vet fees)	Zoo Licences- Renewal (plus vet fees). Total payable- please see breakdown of payment amounts below.	£921.00	£921.00	0%	D	1	
	<i>Initial application</i>	£206.02	£202.62	-2%	D	1	
	<i>Fee due after licence granted</i>	£714.98	£718.38	0%	D	1	
Zoo Licences- Transfer (plus vet fees)	Zoo Licences- Transfer (plus vet fees). Total payable- please see breakdown of payment amounts below.	£392.00	£392.00	0%	D	1	
	<i>Initial application</i>	£102.19	£101.92	0%	D	1	
	<i>Fee due after licence granted</i>	£289.81	£290.08	0%	D	1	
Zoo Licences- Alteration (plus vet fees)	Zoo Licences- Alteration (plus vet fees). Total payable- please see breakdown of payment amounts below.	£221.00	£222.00	0%	D	1	
	<i>Initial application</i>	£143.56	£144.30	1%	D	1	
	<i>Fee due after licence granted</i>	£77.44	£77.70	0%	D	1	
Dog day care- New (<10 dogs)	Dog day care- New (<10 dogs). Total payable- please see breakdown of payment amounts below.	£562.00	£562.00	0%	D	1	
	<i>Initial application</i>	£357.54	£354.06	-1%	D	1	
	<i>Fee due after licence granted</i>	£204.46	£207.94	2%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Dog day care- Renewal (<10 dogs)	Dog day care- Renewal (<10 dogs). Total payable- please see breakdown of payment amounts below.	£487.00	£487.00	0%	D	1	
	<i>Initial application</i>	£322.88	£321.42	0%	D	1	
	<i>Fee due after licence granted</i>	£164.12	£165.58	1%	D	1	
Dog day care- Additional activity (<10 dogs)	Dog day care- Additional activity (<10 dogs)	£182.00	£182.00	0%	D	1	
Dog day care- New (>10 dogs)	Dog day care- New (>10 dogs). Total payable- please see breakdown of payment amounts below.	£634.00	£634.00	0%	D	1	
	<i>Initial application</i>	£406.01	£405.76	0%	D	1	
	<i>Fee due after licence granted</i>	£227.99	£228.24	0%	D	1	
Dog day care- Renewal (>10 dogs)	Dog day care- Renewal (>10 dogs). Total payable- please see breakdown of payment amounts below.	£537.00	£537.00	0%	D	1	
	<i>Initial application</i>	£356.73	£354.42	-1%	D	1	
	<i>Fee due after licence granted</i>	£180.27	£182.58	1%	D	1	
Dog day care- Additional activity (>10 dogs)	Dog day care- Additional activity (>10 dogs)	£242.00	£242.00	0%	D	1	
Breeding for dogs- New (<10 dogs)	Breeding for dogs- New (<10 dogs). Total payable- please see breakdown of payment amounts below.	£597.00	£597.00	0%	D	1	
	<i>Initial application</i>	£365.48	£364.17	0%	D	1	
	<i>Fee due after licence granted</i>	£231.52	£232.83	1%	D	1	
Breeding for dogs- Renewal (<10 dogs)	Breeding for dogs- Renewal (<10 dogs). Total payable- please see breakdown of payment amounts below.	£489.00	£489.00	0%	D	1	
	<i>Initial application</i>	£295.60	£293.40	-1%	D	1	
	<i>Fee due after licence granted</i>	£193.40	£195.60	1%	D	1	
Breeding for dogs- Additional activity (<10 dogs)	Breeding for dogs- Additional activity (<10 dogs)	£233.00	£233.00	0%	D	1	
Breeding for dogs- New (>10 dogs)	Breeding for dogs- New (>10 dogs). Total payable- please see breakdown of payment amounts below.	£674.00	£674.00	0%	D	1	
	<i>Initial application</i>	£417.07	£417.88	0%	D	1	
	<i>Fee due after licence granted</i>	£256.93	£256.12	0%	D	1	
Breeding for dogs- Renewal (>10 dogs)	Breeding for dogs- Renewal (>10 dogs). Total payable- please see breakdown of payment amounts below.	£513.00	£513.00	0%	D	1	
	<i>Initial application</i>	£313.96	£312.93	0%	D	1	
	<i>Fee due after licence granted</i>	£199.04	£200.07	1%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Breeding for dogs- Additional activity (>10 dogs)	Breeding for dogs- Additional activity (>10 dogs)	£284.00	£284.00	0%	D	1	
Boarding for cats- New (<10 cats)	Boarding for cats- New (<10 cats). Total payable- please see breakdown of payment amounts below.	£562.00	£562.00	0%	D	1	
	<i>Initial application</i>	£357.54	£354.06	-1%	D	1	
	<i>Fee due after licence granted</i>	£204.46	£207.94	2%	D	1	
Boarding for cats- Renewal (<10 cats)	Boarding for cats- Renewal (<10 cats). Total payable- please see breakdown of payment amounts below.	£487.00	£487.00	0%	D	1	
	<i>Initial application</i>	£322.88	£321.42	0%	D	1	
	<i>Fee due after licence granted</i>	£164.12	£165.58	1%	D	1	
Boarding for cats- Additional activity (<10 cats)	Boarding for cats- Additional activity (<10 cats)	£182.00	£182.00	0%	D	1	
Boarding for cats- New (>10 cats)	Boarding for cats- New (>10 cats). Total payable- please see breakdown of payment amounts below.	£634.00	£634.00	0%	D	1	
	<i>Initial application</i>	£406.01	£405.76	0%	D	1	
	<i>Fee due after licence granted</i>	£227.99	£228.24	0%	D	1	
Boarding for cats- Renewal (>10 cats)	Boarding for cats- Renewal (>10 cats). Total payable- please see breakdown of payment amounts below.	£537.00	£537.00	0%	D	1	
	<i>Initial application</i>	£356.73	£354.42	-1%	D	1	
	<i>Fee due after licence granted</i>	£180.27	£182.58	1%	D	1	
Boarding for cats- Additional activity (>10 cats)	Boarding for cats- Additional activity (>10 cats)	£242.00	£242.00	0%	D	1	
Kennel Boarding- New (<10 animals)	Kennel Boarding- New (<10 animals). Total payable- please see breakdown of payment amounts below.	£563.00	£563.00	0%	D	1	
	<i>Initial application</i>	£362.23	£360.32	-1%	D	1	
	<i>Fee due after licence granted</i>	£200.77	£202.68	1%	D	1	
Kennel Boarding- Renewal (<10 animals)	Kennel Boarding- Renewal (<10 animals). Total payable- please see breakdown of payment amounts below.	£483.00	£483.00	0%	D	1	
	<i>Initial application</i>	£320.23	£318.78	0%	D	1	
	<i>Fee due after licence granted</i>	£162.77	£164.22	1%	D	1	
Kennel Boarding- Additional activity (<10 animals)	Kennel Boarding- Additional activity (<10 animals)	£182.00	£182.00	0%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Kennel Boarding- New (>10 animals)	Kennel Boarding- New (>10 animals). Total payable- please see breakdown of payment amounts below.	£636.00	£636.00	0%	D	1	
	<i>Initial application</i>	£407.29	£407.04	0%	D	1	
	<i>Fee due after licence granted</i>	£228.71	£228.96	0%	D	1	
Kennel Boarding- Renewal (>10 animals)	Kennel Boarding- Renewal (>10 animals). Total payable- please see breakdown of payment amounts below.	£530.00	£530.00	0%	D	1	
	<i>Initial application</i>	£352.08	£349.80	-1%	D	1	
	<i>Fee due after licence granted</i>	£177.92	£180.20	1%	D	1	
Kennel Boarding- Additional activity (>10 animals)	Kennel Boarding- Additional activity (>10 animals)	£243.00	£243.00	0%	D	1	
Home Boarding- New (<10 animals)	Home Boarding- New (<10 animals). Total payable- please see breakdown of payment amounts below.	£562.00	£562.00	0%	D	1	
	<i>Initial application</i>	£372.61	£370.92	0%	D	1	
	<i>Fee due after licence granted</i>	£189.39	£191.08	1%	D	1	
Home Boarding- Renewal (<10 animals)	Home Boarding- Renewal (<10 animals). Total payable- please see breakdown of payment amounts below.	£487.00	£487.00	0%	D	1	
	<i>Initial application</i>	£329.85	£326.29	-1%	D	1	
	<i>Fee due after licence granted</i>	£157.15	£160.71	2%	D	1	
Home Boarding- Additional activity (<10 animals)	Home Boarding- Additional activity (<10 animals)	£182.00	£182.00	0%	D	1	
Home Boarding- New (>10 animals)	Home Boarding- New (>10 animals). Total payable- please see breakdown of payment amounts below.	£634.00	£634.00	0%	D	1	
	<i>Initial application</i>	£421.17	£418.44	-1%	D	1	
	<i>Fee due after licence granted</i>	£212.83	£215.56	1%	D	1	
Home Boarding- Renewal (>10 animals)	Home Boarding- Renewal (>10 animals). Total payable- please see breakdown of payment amounts below.	£537.00	£537.00	0%	D	1	
	<i>Initial application</i>	£370.53	£370.53	0%	D	1	
	<i>Fee due after licence granted</i>	£166.47	£166.47	0%	D	1	
Home Boarding- Additional activity (>10 animals)	Home Boarding- Additional activity (>10 animals)	£245.00	£245.00	0%	D	1	
Selling animals as pets- New (<10 animals)	Selling animals as pets- New (<10 animals). Total payable- please see breakdown of payment amounts below.	£564.00	£564.00	0%	D	1	
	<i>Initial application</i>	£349.06	£349.68	0%	D	1	
	<i>Fee due after licence granted</i>	£214.94	£214.32	0%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Selling animals as pets- Renewal (<10 animals)	Selling animals as pets- Renewal (<10 animals). Total payable- please see breakdown of payment amounts below.	£490.00	£490.00	0%	D	1	
	<i>Initial application</i>	£315.27	£313.60	-1%	D	1	
	<i>Fee due after licence granted</i>	£174.73	£176.40	1%	D	1	
Selling animals as pets- Additional activity (<10 animals)	Selling animals as pets- Additional activity (<10 animals)	£208.00	£208.00	0%	D	1	
Selling animals as pets- New (>10 animals)	Selling animals as pets- New (>10 animals). Total payable- please see breakdown of payment amounts below.	£638.00	£638.00	0%	D	1	
	<i>Initial application</i>	£398.56	£395.56	-1%	D	1	
	<i>Fee due after licence granted</i>	£239.44	£242.44	1%	D	1	
Selling animals as pets- Renewal (>10 animals)	Selling animals as pets- Renewal (>10 animals). Total payable- please see breakdown of payment amounts below.	£540.00	£540.00	0%	D	1	
	<i>Initial application</i>	£349.27	£345.60	-1%	D	1	
	<i>Fee due after licence granted</i>	£190.73	£194.40	2%	D	1	
Selling animals as pets- Additional activity (>10 animals)	Selling animals as pets- Additional activity (>10 animals)	£246.00	£246.00	0%	D	1	
Keeping or training animals for exhibition- New (<10 animals)	Keeping or training animals for exhibition- New (<10 animals). Total payable- please see breakdown of payment amounts below.	£564.00	£564.00	0%	D	1	
	<i>Initial application</i>	£349.06	£349.68	0%	D	1	
	<i>Fee due after licence granted</i>	£214.94	£214.32	0%	D	1	
Keeping or training animals for exhibition- Renewal (<10 animals)	Keeping or training animals for exhibition- Renewal (<10 animals). Total payable- please see breakdown of payment amounts below.	£561.00	£561.00	0%	D	1	
	<i>Initial application</i>	£360.95	£359.04	-1%	D	1	
	<i>Fee due after licence granted</i>	£200.05	£201.96	1%	D	1	
Keeping or training animals for exhibition- Additional activity (<10 animals)	Keeping or training animals for exhibition- Additional activity (<10 animals)	£191.00	£191.00	0%	D	1	
Keeping or training animals for exhibition- New (>10 animals)	Keeping or training animals for exhibition- New (>10 animals). Total payable- please see breakdown of payment amounts below.	£638.00	£638.00	0%	D	1	
	<i>Initial application</i>	£398.56	£395.56	-1%	D	1	
	<i>Fee due after licence granted</i>	£239.44	£242.44	1%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Keeping or training animals for exhibition- Renewal (>10 animals)	Keeping or training animals for exhibition- Renewal (>10 animals). Total payable- please see breakdown of payment amounts below.	£634.00	£634.00	0%	D	1	
	<i>Initial application</i>	£410.07	£405.76	-1%	D	1	
	<i>Fee due after licence granted</i>	£223.93	£228.24	2%	D	1	
Keeping or training animals for exhibition- Additional activity (>10 animals)	Keeping or training animals for exhibition- Additional activity (>10 animals)	£252.00	£252.00	0%	D	1	
Hiring out horses- New (<10)	Hiring out horses- New (<10). Total payable- please see breakdown of payment amounts below.	£602.00	£602.00	0%	D	1	
	<i>Initial application</i>	£368.54	£367.22	0%	D	1	
	<i>Fee due after licence granted</i>	£233.46	£234.78	1%	D	1	
Hiring out horses- Renewal (<10)	Hiring out horses- Renewal (<10). Total payable- please see breakdown of payment amounts below.	£529.00	£529.00	0%	D	1	
	<i>Initial application</i>	£319.78	£317.40	-1%	D	1	
	<i>Fee due after licence granted</i>	£209.22	£211.60	1%	D	1	
Hiring out horses- Additional activity (<10)	Hiring out horses- Additional activity (<10)	£301.00	£301.00	0%	D	1	
Hiring out horses- New (>10)	Hiring out horses- New (>10). Total payable- please see breakdown of payment amounts below.	£675.00	£675.00	0%	D	1	
	<i>Initial application</i>	£417.69	£418.50	0%	D	1	
	<i>Fee due after licence granted</i>	£257.31	£256.50	0%	D	1	
Hiring out horses- Renewal (>10)	Hiring out horses- Renewal (>10). Total payable- please see breakdown of payment amounts below.	£578.00	£578.00	0%	D	1	
	<i>Initial application</i>	£353.74	£352.58	0%	D	1	
	<i>Fee due after licence granted</i>	£224.26	£225.42	1%	D	1	
Hiring out horses- Additional activity (>10)	Hiring out horses- Additional activity (>10)	£328.00	£328.00	0%	D	1	
Other licences	Horses annual inspection (plus Veterinary Surgeon's fee)	£85.00	£85.00	0%	D	1	
	Variation of the licence with inspection	£85.00	£85.00	0%	D	1	
	Licence variation with no inspection	£64.00	£65.00	2%	D	1	
	Licence variation with inspection <10	£203.00	£203.00	0%	D	1	
	Licence variation with inspection >10	£220.00	£220.00	0%	D	1	
	Re-inspection request < 10 no vet	£199.00	£199.00	0%	D	1	
	Re-inspection request > 10 no vet	£233.00	£233.00	0%	D	1	
	Re-inspection request < 10 with a vet	£233.00	£233.00	0%	D	1	
	Re-inspection request > 10 with a vet	£265.00	£265.00	0%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Dangerous Animals	Dangerous Wild Animals (plus Veterinary Surgeon's fee) - where total licensing procedure takes up to 9 hrs	£295.00	£295.00	0%	D	1	
	Dangerous Wild Animals (plus Veterinary Surgeon's fee) - charge per hour where total licensing procedure exceeds 9 hrs	£25.00	£25.00	0%	D	1	
	Dangerous Wild Animals (plus Veterinary Surgeon's Fee) (renewal) - where total licensing procedure takes up to 3.75 hrs	£273.00	£273.00	0%	D	1	
	Dangerous Wild Animals (plus Veterinary Surgeon's Fee) (renewal) - charge per hour when licensing procedure exceeds 3.75 hours	£25.00	£25.00	0%	D	1	
	Dangerous Wild Animals (plus Veterinary Surgeon's Fee) (variation) - where total licensing procedure takes up to 3.75 hrs	£233.00	£233.00	0%	D	1	
	Dangerous Wild Animals (plus Veterinary Surgeon's Fee) (variation) - charge per hour when licensing procedure exceeds 3.75 hours	£25.00	£25.00	0%	D	1	
Primates	Keeping Primates (New)	N/A	£510.00	NEW	D	1	
	<i>Initial application</i>	N/A	£306.00	NEW	D	1	
	<i>Fee due after licence granted</i>	N/A	£204.00	NEW	D	1	
	Keeping Primates (Renewal)	N/A	£476.00	NEW	D	1	
	<i>Initial application</i>	N/A	£318.06	NEW	D	1	
	<i>Fee due after licence granted</i>	N/A	£157.94	NEW	D	1	
	Keeping Primates (Premises variation)	N/A	£379.00	NEW	D	1	
	<i>Initial application</i>	N/A	£280.84	NEW	D	1	
	<i>Fee due after licence granted</i>	N/A	£98.16	NEW	D	1	
	Keeping Primates (Animal variation)	N/A	£312.00	NEW	D	1	
	<i>Initial application</i>	N/A	£249.32	NEW	D	1	
	<i>Fee due after licence granted</i>	N/A	£62.68	NEW	D	1	
	Keeping Primates (Variation without inspection)	N/A	£71.00	NEW	D	1	
	Keeping Primates (Surrender)	N/A	£71.00	NEW	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Public Health Licences							
Acupuncture	Acupuncture - Each Person submitted separately (not including premises)	£160.00	£160.00	0%	D	1	
	Acupuncture Premises - Premises including one person	£333.00	£333.00	0%	D	1	
	Additional persons included on same application	£30.00	£30.00	0%	D	1	
Electrolysis	Electrolysis- Each Person submitted separately (not including premises)	£160.00	£160.00	0%	D	1	
	Electrolysis Premises - Premises including one person	£333.00	£333.00	0%	D	1	
	Additional persons included on same application	£30.00	£30.00	0%	D	1	
Cosmetic piercing	Cosmetic piercing techniques - Each Person submitted separately (not including premises)	£160.00	£160.00	0%	D	1	
	Cosmetic piercing techniques - Premises including one person	£333.00	£333.00	0%	D	1	
	Additional persons included on same application	£30.00	£30.00	0%	D	1	
Tattooing	Tattooing - Each Person (not including premises) - submitted separately	£160.00	£160.00	0%	D	1	
	Tattooing Premises - Premises including one person	£333.00	£333.00	0%	D	1	
	Additional persons included on same application	£30.00	£30.00	0%	D	1	
Scrap metal licences							
Scrap metal dealers- site licences (new)	Scrap Metal Dealers - Site (New). Total payable- please see breakdown of payment amounts below.	£785.00	£785.00	0%	D	1	
	<i>Initial application</i>	£273.81	£274.75	0%	D	1	
	<i>Fee due after licence granted</i>	£511.19	£510.25	0%	D	1	
Scrap metal dealers- site licences (renewal)	Scrap Metal Dealers - Site (Renewal). Total payable- please see breakdown of payment amounts below.	£3,063.00	£3,063.00	0%	D	1	
	<i>Initial application</i>	£1,068.37	£1,072.05	0%	D	1	
	<i>Fee due after licence granted</i>	£1,994.63	£1,990.95	0%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Scrap metal dealers- collectors licences (new)	Scrap Metal Dealers - Collectors (New). Total payable- please see breakdown of payment amounts below.	£263.00	£263.00	0%	D	1	
	<i>Initial application</i>	£164.64	£165.69	1%	D	1	
	<i>Fee due after licence granted</i>	£98.36	£97.31	-1%	D	1	
Scrap metal dealers- collectors licences (renewal)	Scrap Metal Dealers - Collectors (Renewal). Total payable- please see breakdown of payment amounts below.	£496.00	£496.00	0%	D	1	
	<i>Initial application</i>	£311.64	£312.48	0%	D	1	
	<i>Fee due after licence granted</i>	£184.36	£183.52	0%	D	1	
Scrap metal dealers- collectors licences (variation)	Scrap Metal Dealer - collector to site variation. Total payable- please see breakdown of payment amounts below.	£532.00	£532.00	0%	D	1	
	<i>Initial application</i>	£272.22	£271.32	0%	D	1	
	<i>Fee due after licence granted</i>	£259.78	£260.68	0%	D	1	
Other scrap metal licences	Scrap Metal Dealer Site Manager Variation	£155.00	£155.00	0%	D	1	
	Scrap Metal Dealer - Site/Collector Licensee Name - Variation (not transfer of licensee)	£58.00	£58.00	0%	D	1	
	Scrap Metal Dealer - site to collector variation	£241.00	£241.00	0%	D	1	
Vehicle Licences							
Vehicle Hire- Hackney	Hackney Carriage Vehicle - New	£203.00	£213.00	5%	D	1	Fees subject to further consultation
	Hackney Carriage Vehicle - Renewal	£206.00	£231.00	12%	D	1	Fees subject to further consultation
	Hackney Carriage Licence Transfer (Transfer of existing licence to a new vehicle)	£205.00	£228.00	11%	D	1	Fees subject to further consultation
Vehicle Hire- Private	Private Hire Vehicle - New	£213.00	£224.00	5%	D	1	Fees subject to further consultation
	Private Hire Vehicle - Renewal	£219.00	£230.00	5%	D	1	Fees subject to further consultation
	Private Hire Vehicle Licence Transfer (Transfer of existing licence to a new vehicle)	£213.00	£224.00	5%	D	1	Fees subject to further consultation

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Vehicle Hire- Novelty	Novelty Vehicle - New	£200.00	£210.00	5%	D	1	Fees subject to further consultation
	Novelty Vehicle - Renewal	£215.00	£245.00	14%	D	1	Fees subject to further consultation
	Novelty Vehicle Licence Transfer (Transfer of existing licence to a new vehicle)	£196.00	£217.00	11%	D	1	Fees subject to further consultation
Vehicle Hire- Executive	Executive Vehicle - New	£206.00	£230.00	12%	D	1	Fees subject to further consultation
	Executive Vehicle - Renewal	£230.00	£266.00	16%	D	1	Fees subject to further consultation
	Executive Vehicle Licence Transfer (Transfer of existing licence to a new vehicle)	£206.00	£230.00	12%	D	1	Fees subject to further consultation
Other Vehicle	Exterior Plate replacement following damage or loss	£47.00	£50.00	6%	D	1	Fees subject to further consultation
	Internal Plate replacement following damage or loss	£47.00	£50.00	6%	D	1	Fees subject to further consultation
	Fare Card replacement following damage or lost	£3.00	£3.00	0%	D	1	Fees subject to further consultation
	Private hire door signs replacement (pair)	£47.00	£50.00	6%	D	1	Fees subject to further consultation
	Vehicle Licence holder (Licensee) transfer	£103.00	£108.00	5%	D	1	Fees subject to further consultation
	Licence Holder Change of Details	£31.00	£54.00	74%	D	1	Fees subject to further consultation
Drivers Joint Badge- New	Driver's Joint Badge New - 3 year (inc. DVLA, DBS Check, first knowledge test and first driver training assessment) including Safeguarding	£339.00	£341.00	1%	D	1	Fees subject to further consultation
	Driver's Joint Badge New - 3 year (inc. DVLA, DBS Check, first knowledge test and first driver training assessment) excluding Safeguarding	£275.00	£304.00	11%	D	1	Fees subject to further consultation
Drivers Joint Badge- Renewal	Driver's Badge Renewal - 3 Years (including DVLA and DBS check). including safeguarding	£291.00	£323.00	11%	D	1	Fees subject to further consultation
	Driver's Badge Renewal - 3 Years (including DVLA and DBS check). excluding safeguarding	£236.00	£274.00	16%	D	1	Fees subject to further consultation

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Drivers Joint Badge- other	Driver Training Assessment	£82.00	£89.00	9%	D	1	Fees subject to further consultation
	Driver's Knowledge Test	£68.00	£86.00	26%	D	1	Fees subject to further consultation
	Driver's Knowledge Test Resit	£56.00	£57.00	2%	D	1	Fees subject to further consultation
	Additional DBS	£97.00	£99.00	2%	D	1	Fees subject to further consultation
	Driver's Badge Replacement following damage or loss	£48.00	£50.00	4%	D	1	Fees subject to further consultation
	Licence Holder Change of Details	£31.00	£54.00	74%	D	1	Fees subject to further consultation
	Safeguarding Training	£50.00	£51.00	2%	D	1	Fees subject to further consultation
Private Hire Operators - 5 Years (Formerly 3 years) - New	Private Hire Operator - up to and including 30 vehicles and one base	£375.00	£479.00	28%	D	1	Fees subject to further consultation
	Private Hire Operator - 31 vehicles and more and/or more than one base	£985.00	£1,034.00	5%	D	1	Fees subject to further consultation
Private Hire Operators - 5 Years (Formerly 3 years) - Renewal	Private Hire Operator - up to and including 30 vehicles and one base	£417.00	£522.00	25%	D	1	Fees subject to further consultation
	Private Hire Operator - 31 vehicles and more and/or more than one base	£956.00	£1,186.00	24%	D	1	Fees subject to further consultation
Private Hire Operators - 5 Years (Formerly 3 years) - other	Licence Holder Change of Details	£31.00	£54.00	74%	D	1	Fees subject to further consultation
Other licences							
Street trading	Street Trading Consent/ Licence- minimum charge for up to 7 days(the 7 days may be used at any time within a 12 month period commencing from the date the consent is issued, but the dates must be confirmed on the application)	£425.00	£425.00	0%	D	1	
	Street Trading Consent/Licence- each additional day or part thereof (the dates must be confirmed on application)	£4.00	£4.00	0%	D	1	
	Street Trading Consent/Licence- Annual	£1,144.00	£1,144.00	0%	D	1	
	Street Trading Consent/Licence- Annual-Renewal	£1,147.00	£1,147.00	0%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Street Trading Event - Daily. Minimum charge for up to 7 days (the 7 days may be used at any time within a 12 month period commencing from the date the consent is issued, but the dates must be confirmed on application)	£243.00	£243.00	0%	D	1	
	Street Trading Event - Each additional day or part thereof (the dates must be confirmed on application)	£4.00	£4.00	0%	D	1	
	Street Trading Event - Annual	£862.00	£862.00	0%	D	1	
Sex establishment licences	Sex establishments (application) New	£2,838.00	£2,838.00	0%	D	1	
	Sex establishments Renewal	£2,015.00	£2,015.00	0%	D	1	
	Sex establishments Transfer	£2,013.00	£2,013.00	0%	D	1	
	Sex establishments Variation	£946.00	£946.00	0%	D	1	
Pleasure boats and vessels	Per Annum (plus Marine Inspector's fees)	£241.00	£241.00	0%	D	1	
Distribution of free printed matter	Weekly permit	£87.00	£87.00	0%	D	1	
	Monthly	£124.00	£124.00	0%	D	1	
	Annual permit	£162.00	£162.00	0%	D	1	
Blue badge permits		£10.00	£10.00	0%	S	5	
Fit and Proper Person Relevant Protected Site	Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) 2014 New Application	£666.00	£666.00	0%	D	1	
	Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) 2014 Renewal	£666.00	£666.00	0%	D	1	
	Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) 2014 Annual fee up to 5 conditions	£136.00	£136.00	0%	D	1	
	Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) 2014 Annual fee 6-10 conditions	£206.00	£206.00	0%	D	1	
	Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) 2014 Annual fee > 10 conditions	£288.00	£288.00	0%	D	1	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Relevant Protected Sites	New Relevant Protected Site 1- 20	£792.00	£792.00	0%	D	1	
	New Relevant Protected Site 21- 50	£869.00	£869.00	0%	D	1	
	New Relevant Protected Site 51- 100	£918.00	£918.00	0%	D	1	
	New Relevant Protected Site >100	£969.00	£969.00	0%	D	1	
	Relevant Protected Site - Alteration of conditions	£874.00	£874.00	0%	D	1	
	Relevant Protected Site - Transfer	£773.00	£773.00	0%	D	1	
	Relevant Protected Site - Deposit of site rules or deletion notice	£52.00	£52.00	0%	D	1	
Fireworks and explosives (Explosives Regulations 2014) https://www.legislation.gov.uk/ukxi/2024/322/made							
Licence to store explosives where, by virtue of regulation 27 of, and Schedule 5 to, the 2014 Regulations, a minimum separation distance of greater than 0 metres is prescribed	1 year	£202.00	£202.00	0%	S	5	
	2 years	£266.00	£266.00	0%	S	5	
	3 years	£333.00	£333.00	0%	S	5	
	4 years	£409.00	£409.00	0%	S	5	
	5 years	£463.00	£463.00	0%	S	5	
Renewal of licence to store explosives where a minimum separation distance of greater than 0 metres is prescribed	1 year	£94.00	£94.00	0%	S	5	
	2 years	£161.00	£161.00	0%	S	5	
	3 years	£226.00	£226.00	0%	S	5	
	4 years	£291.00	£291.00	0%	S	5	
	5 years	£357.00	£357.00	0%	S	5	
Licence to store explosives where no minimum separation distance or a 0 metres minimum separation distance is prescribed	1 year	£119.00	£119.00	0%	S	5	
	2 years	£154.00	£154.00	0%	S	5	
	3 years	£190.00	£190.00	0%	S	5	
	4 years	£226.00	£226.00	0%	S	5	
	5 years	£260.00	£260.00	0%	S	5	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Renewal of licence to store explosives where no minimum separation distance or a 0 metres minimum separation distance is prescribed	1 year	£59.00	£59.00	0%	S	5	
	2 years	£94.00	£94.00	0%	S	5	
	3 years	£132.00	£132.00	0%	S	5	
	4 years	£166.00	£166.00	0%	S	5	
	5 years	£202.00	£202.00	0%	S	5	
Other	Varying the name of licensee or address of site	£40.00	£40.00	0%	S	5	
	Transfer of licence	£40.00	£40.00	0%	S	5	
	Replacement of licence if lost	£40.00	£40.00	0%	S	5	
	Licensing of Firework Suppliers - one years duration	£500.00	£500.00	0%	S	5	
	Any other kind of variation (Not varying name of licensee or address of site)	£743.00	£743.00	0%	D	1	
	Explosives Assent Procedure	£470.00	£470.00	0%	D	1	
	Copy of public register entry (per individual entry)	£55.00	£55.00	0%	D	1	
Trading Standards and Parking Enforcement							
Civil parking enforcement fines	Higher Level	£70.00	£70.00	0%	S	5	
	Lower Level	£50.00	£50.00	0%	S	5	
Financial penalties relating to letting agents etc	Penalty for breach of duty to publicise fees (maximum amount)	£5,000.00	£5,000.00	0%	S	5	
	Penalty for failing to comply with transparency requirements pertaining to a client money protection scheme (maximum amount)	£5,000.00	£5,000.00	0%	S	5	
	Penalty for breach of requirement to belong to a Client Money Protection scheme (maximum amount)	£30,000.00	£30,000.00	0%	S	5	
	Penalty for breach of requirement to belong to a redress scheme (maximum amount)	£5,000.00	£5,000.00	0%	S	5	
Pavement permits	New Application	£245.00	£245.00	0%	D	1	
	Renewal	£162.00	£162.00	0%	D	1	
Pavement licences	New Pavement Licence (maximum 24 months duration)	£500.00	£500.00	0%	S	5	
	Renewal Pavement Licence (maximum 12 months duration)	£350.00	£350.00	0%	S	5	

Communities & Customer- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Weights & measures: testing weighing equipment (additional costs will be incurred for hire of specialised weighing and measuring equipment on a case-by-case basis and will be recharged at direct cost)	Up to 15kg	POA	POA	N/A	D	1	
	Over 15kg and up to 60kg	POA	POA	N/A	D	1	
	Over 60kg and up to 500 kg	POA	POA	N/A	D	1	
	Over 500kg and up to 1 tonne	POA	POA	N/A	D	1	
	Over 1 tonne and up to 2 tonne	POA	POA	N/A	D	1	
	Over 2 tonne and up to 50 tonne	POA	POA	N/A	D	1	
	Over 50 tonne and up to 60 tonnes	POA	POA	N/A	D	1	
Weights & measures: testing liquid fuel	Containers Un-subdivided	POA	POA	N/A	D	1	
	Single and multi-outlets - First Nozzle	POA	POA	N/A	D	1	
	Each additional nozzle	POA	POA	N/A	D	1	
	Peripheral equipment and credit card acceptor	POA	POA	N/A	D	1	
	Bulk Fuel Meter Systems	POA	POA	N/A	D	1	
	Certificate of errors	POA	POA	N/A	D	1	
<i>Will be a minimum hourly charge of £92.00 for a W&M Inspector and £79.00 for a Technical/Support Officer; and each job priced individually to ensure full cost recovery. Fees for statutory verification purposes do not incur VAT. These hourly fees will also apply for cost recovery purposes in respect to any investigation and proceedings (including legal proceedings) undertaken by officers of the Trading Standards Service.</i>							
<i>Fees for "request tests" will incur VAT on top of the hourly fees referred to above.</i>							
Housing Enforcement and Service Support							
Private sector housing	Mandatory HMO Licence (Homes in Multiple Occupancy) up to 5 units	£1,019.00	£1,055.00	4%	D	1	
	Mandatory HMO Licence (Homes in Multiple Occupancy) compliance and monitoring fee if licence granted	£389.00	£403.00	4%	D	1	
	Additional per unit	£170.00	£176.00	4%	D	1	
	Inspection of dwellings for immigration	£275.00	£300.00	9%	D	1	
Housing Act 2004 Certain Notice recovery of expenses	Demand for Recovery of Expenses incurred by the Local Housing Authority for the service of certain notices under Housing Act 2004 Sections 49 and 50.	£350.00	£363.00	4%	D	1	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Development Management							
Fees for Processing Planning Applications	Please see website for current charges				S	5	
	https://next.shropshire.gov.uk/planning-and-development/planning/applications/submit-an-application/						
Fees for Processing Planning Mineral & Waste Applications	Please see website for current charges				S	5	
	https://next.shropshire.gov.uk/planning-and-development/planning/applications/submit-an-application/						
Planning performance agreement fees		POA	POA	N/A		1	
Other planning charges	Informal enquiry- per hour	£65.00	£68.00	5%		1	
	Administrative fee for invalid applications that are returned- per hour	£40.00	£42.00	5%		1	
	Compliance Checking Service- per hour	£85.00	£90.00	6%		1	
Photocopying Planning Permissions (and other documents requiring research and/or extraction of info)	Copies of documents per hour (plus cost of copying)	£78.00	£82.00	5%		1	
	Hourly rate for requests for information	£122.00	£128.00	5%		1	
Pre planning application advice	Category A (Largescale Major)	£5,200.00	£5,460.00	5%		1	
	Category A1 (Follow-up)	£2,600.00	£2,730.00	5%		1	
	Category A2 (Discharge of Condition)	£530.00	£557.00	5%		1	
	Category B (Smallscale Major 50-199)	£3,700.00	£3,885.00	5%		1	
	Category B1 (Follow-up)	£2,100.00	£2,205.00	5%		1	
	Category B2 (Discharge of Condition)	£370.00	£389.00	5%		1	
	Category B3 (Smallscale Major 25 - 49 units)	£2,600.00	£2,730.00	5%		1	
	Category B4 (Follow-up)	£1,300.00	£1,365.00	5%		1	
	Category B5 (Discharge of Condition)	£370.00	£389.00	5%		1	
	Category B6 (Smallscale Major 10-24 units)	£1,600.00	£1,680.00	5%		1	
	Category B7 (Follow-up)	£800.00	£840.00	5%		1	
	Category B8 (Discharge of Condition)	£370.00	£389.00	5%		1	
	Category C (Minor)	£1,060.00	£1,113.00	5%		1	
	Category C1 (Follow-up)	£530.00	£557.00	5%		1	
	Category C2 (Discharge of Condition)	£270.00	£284.00	5%		1	
	Category D (Other proposals)	£160.00	£168.00	5%		1	
	Category D1 (Site Visit)	£530.00	£557.00	5%		1	
	Category D2 (Discharge of Condition)	£107.00	£113.00	6%		1	
	Minerals proposals EIA Proposals	£5,200.00	£5,460.00	5%		1	
	Minerals proposals EIA Proposals - Follow-up	£2,600.00	£2,730.00	5%		1	

Fees are set in accordance with CIPFA accounting guidelines

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Minerals proposals EIA Proposals - Discharge of Condition	£530.00	£557.00	5%		1	
	Minerals proposalsMajor Non EIA Proposals exceeding 1ha	£3,200.00	£3,360.00	5%		1	
	Minerals proposalsMajor Non EIA Proposals exceeding 1ha - Follow-up	£1,600.00	£1,680.00	5%		1	
	Minerals proposalsMajor Non EIA Proposals exceeding 1ha - Discharge of conditions	£530.00	£557.00	5%		1	
	Minerals proposals all other proposals	£1,060.00	£1,113.00	5%		1	
	Minerals proposals all other proposals - Follow-up (large)	£530.00	£557.00	5%		1	
	Minerals proposals all other proposals - Follow-up (small)	£265.00	£280.00	6%		1	
	Change of use / Single dwelling	£530.00	£557.00	5%		1	
	Change of use / Single dwelling - Follow-up	£265.00	£279.00	5%		1	
	Change of use / Single dwelling - Discharge of Condition	£160.00	£168.00	5%		1	
Building control							
	https://www.shropshire.gov.uk/building-control/applications/						
Building Regulations Plan Fee		POA	POA	N/A	Fees are set in accordance with CIPFA accounting guidelines	1	
Building Regulations Inspection Fee		POA	POA	N/A		1	
Demolition Notice (issue section 81 Notice, neighbour letters and site inspection)- Minimum fee	- minimum fee	£254.00	£266.00	5%	D	1	
This is the minimum fee to cover admin, issue of Section 81 Notice and inspection. This may be increased depending on the size and scale of the project to allow full recovery of all reasonable costs incurred by the authority.							
Building Regulations Regularisation		POA	POA	N/A		1	
Building Regulations Reversions		£294.00	£310.00	5%		1	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Dangerous Buildings and Structures hourly rates (Office Hours 08:00 to 17:00):-	Business support (administration)- per hour	£100.00	£110.00	10%	Fees are set in accordance with CIPFA accounting guidelines	1	
	Business support (specialist)- per hour	£124.00	£130.00	5%		1	
	Building Control Surveyor- per hour	£124.00	£130.00	5%		1	
Dangerous Buildings and Structures hourly rates (Out of Office Hours):-	Building Control Surveyor- per hour	£250.00	£263.00	5%		1	
	Completion Inspection (projects completed and occupied over 3 years). Inspection of outstanding items and issuing of completion certificate.	£295.00	£310.00	5%		1	
	Completion Inspection (projects completed and occupied over 3 years, incomplete inspections records or application exceeds 10 years old).	£590.00	£620.00	5%		1	
	Certificate of Lawfulness (enquiries which request advice confirming if works are exempt).	£118.00	£124.00	5%		1	
Energy Ratings & water Calculations		POA	POA	N/A	D	1	
Search and copy fee.	Copying	£37.00	£40.00	8%	D	1	
	Certificates (per copy)	£31.50	£33.00	5%	D	1	
	Certificate of exemption	£64.00	£68.00	6%	D	1	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Land Charges							
https://www.shropshire.gov.uk/land-charges/land-charges-fees/							
Official search (Consisting of LLC1 and CON29R)							
Residential	LLC1 - search of the local land charges register (including issue of official certificate of search)	£72.00	£76.00	6%	D	1	
	CON29R - standard conveyancing form (price if ordered with LLC1)	£42.50	£45.00	6%	D	1	
Commercial	LLC1 - search of the local land charges register (including issue of official certificate of search)	£77.00	£81.00	5%	D	1	
	CON29R - standard conveyancing form (price if ordered with LLC1)	£62.50	£65.00	4%	D	1	
Fees for individual searches						1	
LLC1 - search of the local land charges register (including issue of official certificate of search)	Residential	£72.00	£76.00	6%	D	1	
	Commercial	£77.00	£81.00	5%	D	1	
CON29R - standard conveyancing form (price if ordered without LLC1)	Residential	£62.50	£65.00	4%	D	1	
	Commercial	£70.00	£73.50	5%	D	1	
Individual CON29R questions 1 to 3.13	Residential	£4.20	£4.50	7%	D	1	
	Commercial	£4.50	£4.75	6%	D	1	
	An admin charge is payable when individual questions are asked from the Con29R. This amount is payable regardless of how many questions are asked.	£7.00	£7.35	5%	D	1	
CON290 - optional enquiries		£21.50	£22.75	6%	D	1	
Fee per additional enquiry		£37.50	£39.50	5%	D	1	
Each additional parcel of land		£43.00	£45.15	5%	D	1	
Copy documents		£26.00	£30.00	15%	D	1	
Personal search fee		FOC	FOC	N/A		N/A	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Street Naming/Numbering/Local Land and Property Gazetteer (LLPG)							
Fees for Processing Applications for the creation and amendment of addresses	Creation of a new individual address	£65.00	£69.00	6%	D	1	
	Creation of new addresses on developments on new sites -per site (plus additional charges per plot(s)	£200.00	£210.00	5%	D	1	
	Creation of new addresses on developments up to 25 plots (per plot)	£55.00	£69.00	25%	D	1	
	Creation of new addresses on developments up to 50 plots (per plot), plots 26 to 50	£50.00	£52.50	5%	D	1	
	Creation of new addresses on developments over 50 plots (per plot), plots 51 and above	£42.00	£44.00	5%	D	1	
	Individual property renaming or renumbering	£65.00	£69.00	6%	D	1	
	Addition of a name to a numbered property	£62.00	£69.00	11%	D	1	
	Alterations to development after initial notification - per site	N/A	£200.00	NEW	D	1	Fee per site plus additional charge per plot
	Alterations to development after initial notification - per plot	£60.00	£69.00	15%	D	1	Fee per site plus additional charge per plot
	Confirmation of postal addresses for solicitors or conveyancers and all consultees	£55.00	£60.00	9%	D	1	
Highways Development Control							
Developing highways	Extent of Highway search	£140.00	£160.00	14%	D	1	
	Extent of Highway search (extensive searches, charge per hour)	£70.00	£80.00	14%	D	1	
	Copy of Section 38/278 legal agreement and associated highway advice	£70.00	£80.00	14%	D	1	
	Copy of Section 38/278 legal agreement Deed of variation/novation	£70.00	£80.00	14%	D	1	
	Copy of Section 38/278 legal agreement bond	£70.00	£80.00	14%	D	1	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Section 38/278 Fees	Section 38/278 Checking and Inspection fees	10% of bond value	10% of bond value	0%	D	1	
	Section 38/278 application fee	£5,000.00	£5,000.00	0%	D	1	
	Section 278 Pre-Application advice minor Application – Up to 24 Housing units equivalent (covers 1 pre-application review and 1 number 1 hour meeting)	£1,500.00	£1,600.00	7%	D	1	
	Section 278 Additional Pre-Application advice meetings if required (1 hour meeting) Charge Per Meeting Hour	£750.00	£800.00	7%	D	1	
	Section 38/278 Application Pack Check Fee (covers 1 pre-application pack check for completeness and a second review only – subsequent submissions attract an additional repeat charge. Technical Reviews are not included at this stage)	£250.00	£275.00	10%	D	1	
	Section 38 Agreement Deed of Variation (Developing Highways only)	£500.00	£550.00	10%	D	1	
Natural & Historic Environment							
Trees/hedges	Tree Preservation Orders - Copy of TPO (electronic)	£30.00	£35.00	17%	D	1	
	Tree and hedgerow decision notices - Copy of tree and hedgerow decision notices:	£30.00	£35.00	17%	D	1	
	High Hedge Complaints	£850.00	£900.00	6%	D	1	
HER	Officer time for Historic Environment Record (HER) single site searches (commercial clients)- per hour	£70.00	£75.00	7%	D	1	
	Officer time for Historic Environment Record (HER) searches (commercial clients)- per hour	£140.00	£145.00	4%	D	1	
	Officer time for Historic Environment Record (HER) priority searches (commercial clients)- per hour	£270.00	£275.00	2%	D	1	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
HER (searches for woodland planting grants, including for HER searches and advice on Woodland Management Plans)	Local historic environment declines to comment	£0.00	£0.00	N/A	S	5	Rates are agreed as part of a national fee schedule advised by the Forestry Commission
	Proposal area 0-4.99ha (Fee for Information)	£100.00	£100.00	0%	S	5	
	Proposal area 0-4.99ha (Fee for advice)	£95.00	£95.00	0%	S	5	
	Proposal area 5ha-50ha (Fee for Information)	£130.00	£130.00	0%	S	5	
	Proposal area 5ha-50ha (Fee for advice)	£130.00	£130.00	0%	S	5	
	Proposal area 50ha+ (Fee for Information)	£130.00	£130.00	0%	S	5	
	Proposal area 50ha+ (Fee for advice)	£195.00	£195.00	0%	S	5	
Provision of Countryside Stewardship consultation advice - middle tier responses	Band 1 Application area 0 - 30 ha	£35.00	See note	N/A	S	5	Rates are agreed as part of a national Service Standard agreed by Natural England, Historic England and ALGAO (Rate for 2026/27 to be agreed)
	Band 2 Application area 31 - 75 ha	£70.00	See note	N/A	S	5	
	Band 3 Application area 76 - 150 ha	£140.00	See note	N/A	S	5	
	Band 4 Application area 150 ha upwards	£280.00	See note	N/A	S	5	
Provision of Countryside Stewardship consultation advice - higher tier responses	Band 1 Application area 0 - 30 ha	£52.00	See note	N/A	S	5	
	Band 2 Application area 31 - 75 ha	£105.00	See note	N/A	S	5	
	Band 3 Application area 76 - 150 ha	£210.00	See note	N/A	S	5	
	Band 4 Application area 150 ha upwards	£420.00	See note	N/A	S	5	
HER consultation for Natural England Conservation Enhancement Schemes (CES)	Officer time for Historic Environment Record (HER) information and advice - per hour	£140.00	£145.00	4%	D	1	
Environmental Screening Report consultation for EIA Agriculture Regulations	Officer time for Historic Environment Record (HER) information and advice - per hour	£140.00	£145.00	4%	D	1	
Provision of Pre-Purchase advice on Listed Buildings (hourly rates)	Copy of LBC Decision Notices or associated documents (electronic)	£27.00	£35.00	30%	D	1	
	Officer time for provision of pre-purchase advice	£140.00	£160.00	14%	D	1	
	Officer time and expenses for pre-purchase site visit	£280.00	£325.00	16%	D	1	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Planning Policy							
Shropshire CIL - Levy Rates per Square Metre- Urban (Shrewsbury, the market towns and other key Centres)	Residential Developments (use class C3) excluding affordable housing	£69.82	£71.43	2%	S	5	Charge applicable to calendar year index linked
Shropshire CIL - Levy Rates per Square Metre- Rural (Rest of Shropshire)	Residential Developments (use class C3) excluding affordable housing	£139.64	£142.86	2%	S	5	Charge applicable to calendar year index linked
Local plan related fees	Core Strategy	£52.00	£52.00	0%	D	1	
	Site Allocations and Management of Development (SAMDev Plan)	£191.50	£191.50	0%	D	1	
	Annual Monitoring report	£39.00	£39.00	0%	D	1	
	Objectively Assessed Need for Housing	£121.00	£121.00	0%	D	1	
	Supplementary Planning Documents	£25.50	£25.50	0%	D	1	
	Statement of Community Involvement	£13.00	£13.00	0%	D	1	
Developer Obligations (S106)	Section 106 Registration Fee (1 dwelling)	£150.00	£150.00	0%	D	1	
	Section 106 Registration Fee (2-9 dwellings)	£300.00	£300.00	0%	D	1	
	Section 106 Registration Fee (10-100 dwellings)	£500.00	£500.00	0%	D	1	
	Section 106 Registration Fee (101-250 dwellings)	£750.00	£750.00	0%	D	1	
	Section 106 Registration Fee (251-500 dwellings)	£750.00	£750.00	0%	D	1	
	Section 106 Registration Fee (500 or more dwellings)	£1,000.00	£1,000.00	0%	D	1	
	Section 106 Registration Fee (Commercial Development - no residential)	£500.00	£500.00	0%	D	1	
	Section 106 Monitoring Fee (1 dwelling)	£200.00	£200.00	0%	D	1	
	Section 106 Monitoring Fee (2-9 dwellings)	£500.00	£500.00	0%	D	1	
	Section 106 Monitoring Fee (10-100 dwellings)	£1,500.00	£1,500.00	0%	D	1	
	Section 106 Monitoring Fee (101 - 250 dwellings)	£3,500.00	£3,500.00	0%	D	1	
	Section 106 Monitoring Fee (251 - 500 dwellings)	£5,000.00	£5,000.00	0%	D	1	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Section 106 Monitoring Fee (501 + dwellings)	POA	POA	N/A	D	1	Fee will be negotiated dependent upon the scale of the development
	Section 106 Monitoring Fee (Commercial Development - no residential)	POA	POA	N/A	D	1	Fee will be negotiated dependent upon the scale of the development
	Section 106 Deeds of Variation	£300.00	£300.00	0%	D	1	
	Section 106 Upfront Payments	£300.00	£300.00	0%	D	1	
	Compliance Enquiries (per enquiry)	£120.00	£120.00	0%	D	1	
	Compliance Enquiries (for all additional enquiries relating to the same site)	£30.00	£30.00	0%	D	1	
Housing Enabling	Eligibility letters for re sales (Complex)	£150.00	£150.00	0%	D	1	
	Mortgage consents (Complex)	£100.00	£100.00	0%	D	1	
	Consents for transfers/ sales (Complex)	£150.00	£150.00	0%	D	1	
	Amendments to Title information (Complex)	£150.00	£150.00	0%	D	1	
	Land registry forms (Complex)	£150.00	£150.00	0%	D	1	
Registrars							
Venue fees	Civil Weddings/Civil Partnerships at Council Ceremony Room	£250.00	£250.00	0%	D	1	
	Civil Weddings/Civil Partnerships at Licenced Venue	£400.00	£400.00	0%	D	1	
	Additional charge for use of Ceremony room for photographs only	£50.00	£50.00	0%	D	1	
	Reaffirmation of vows & Civil naming ceremonies	£125.00	£125.00	0%	D	1	
Customised Ceremony additions:	Basic statutory 2+2- '(registrars office in Shrewsbury on a Wednesday)	£81.00	£81.00	0%	D	5	
	Traditional- at Castle View or in The Paul Ainscough Room, Shirehall	£500.00	£500.00	0%	D	1	
	Traditional- at an approved venue	£650.00	£650.00	0%	D	1	
	Enhanced- at Castle View or in The Paul Ainscough Room, Shirehall	£700.00	£700.00	0%	D	1	
	Enhanced- at an approved venue	£850.00	£850.00	0%	D	1	
	Enhanced bespoke- at Castle View or in The Paul Ainscough Room, Shirehall	£900.00	£900.00	0%	D	1	
	Enhanced Bespoke Ceremony	£1,050.00	£1,050.00	0%	D	1	
	Blended Ceremony	£2,000.00	£2,000.00	0%	D	1	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Rehearsals	Rehearsals at any Registration Office Mon-Fri normal office hours	£50.00	£50.00	0%	D	1	
	Rehearsals at any Registration Office Sat pre 12.30	£100.00	£100.00	0%	D	1	
Other venue fees	Completion of PD2	£25.00	£25.00	0%	D	1	
	Notice of marriage - additional charge for late appointment 16:30-18:30	£20.00	£20.00	0%	D	1	
Non refundable ceremony deposit	Deposit for a ceremony booking (All Civil Ceremonies, Reaffirmations and Naming Ceremonies)- Non refundable	£250.00	£250.00	0%	D	1	
Admin fee	Administration fee for changes to dates or venues	£50.00	£50.00	0%	D	1	
Funeral services	Reservation Fee	£100.00	£100.00	0%	D	1	
	Final Fee	£125.00	£125.00	0%	D	1	
Private Citizenship ceremonies	At the Shropshire Register Office, Mon - Fri	£180.00	£180.00	0%	D	1	
	Group Citizenship ceremonies	FOC	FOC	N/A	S	5	
Approved Venue Licences	First time applications (up to 2 rooms) - 3 year duration	£1,700.00	£1,785.00	5%	D	1	
	Renewals (up to 2 rooms) - 3 year duration	£1,700.00	£1,785.00	5%	D	1	
	Renewals (up to 2 rooms) - 5 year duration	£2,550.00	£2,677.00	5%	D	1	
	Renewals (up to 2 rooms) - 7 year duration	£3,400.00	£3,570.00	5%	D	1	
	Renewals (up to 2 rooms) - 10 year duration	£4,600.00	£4,830.00	5%	D	1	
	Addition of extra room	£250.00	£263.00	5%	D	1	
	Appeals against revocation or refusal to issue approval (non-refundable charge)	£1,300.00	£1,365.00	5%	D	1	
Cerificates	Standard birth certificates	£12.50	£12.50	0%	S	5	
	Death certificates	£12.50	£12.50	0%	S	5	
	Marriage certificates	£12.50	£12.50	0%	S	5	
	Extract from civil partnership register	£12.50	£12.50	0%	S	5	
	Standard certificate from civil partnership register	£12.50	£12.50	0%	S	5	
	Marriage Certificates following Conversion from a Civil Partnership. Issued on the day	£12.50	£12.50	0%	S	5	
Gold - priority service	Expediated service charge - next day delivery (including certificate fee)	£38.50	£38.50	0%	S	5	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Bronze - standard service	Bronze Service Handling and postage (including certificate fee)	£14.00	£14.00	0%	S	5	
Notice of Marriage	Notice of marriage (per person)	£42.00	£42.00	0%	S	5	
	Home Office Referral (if necessary)	£30.00	£30.00	0%	S	5	
	Fee payable for a statutory basic marriage ceremony in a registrar's office	£56.00	£56.00	0%	S	5	
Civil Partnership Registrations	Notice of civil partnership registration (per person)	£42.00	£42.00	0%	S	5	
	Fee payable for a statutory basic civil partnership formation in a registrar's office	£56.00	£56.00	0%	S	5	
Conversion of Civil Partnership to Marriage	Conversion of Civil Partnership to Marriage (BASIC)	£50.00	£50.00	0%	S	5	
	Conversion of Civil Partnership to Marriage (First stage of 2)	£30.00	£30.00	0%	S	5	
	Conversion of Civil Partnership to Marriage (Second stage of 2)	£101.00	£101.00	0%	S	5	
Local Register Office Fees	Space 17- Insertion/ Removal of Forenames within 12 months of registration	£44.00	£44.00	0%	S	5	
	Consideration by Registrar of Divorce/dissolution/nullity outside the British Isles	£55.00	£55.00	0%	S	5	
	Consideration by Registrar General of Divorce/dissolution/nullity outside the British Isles	£83.00	£83.00	0%	S	5	
	Applications to waiver 28 days waiting period	£66.00	£66.00	0%	S	5	
Corrections:	Consideration by registrar of a correction application	£83.00	£83.00	0%	S	5	
	Consideration by Registrar General of a correction application	£99.00	£99.00	0%	S	5	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Fees payable for registrars to attend at a church or other place	SR's attendance at a building registered for the marriage of same sex couples, or at a conversion at according to the usages of the Jews or Society of Friends, or at a military, naval or air force chapel registered for the marriage of same sex couples.	£104.00	£104.00	0%	S	5	
	Superintendent Registrar or Deputy Attending outside his/her office to be given notice of marriage of a house-bound person	£57.00	£57.00	0%	S	5	
	Superintendent Registrar or Deputy Attending outside his/her office to be given notice of marriage of a detained person	£82.00	£82.00	0%	S	5	
	Total cost for Registrar and Superintendent Registrar to attend a marriage at the residence of a house-bound person	£199.00	£199.00	0%	S	5	
	Total cost for Registrar and Superintendent Registrar to attend a marriage at the residence of a detained person	£219.00	£219.00	0%	S	5	
	Conversion of civil partnership in accordance with the procedure for housebound persons	£109.00	£109.00	0%	S	5	
	Conversion of civil partnership in accordance with the procedure for detained persons	£129.00	£129.00	0%	S	5	
	Emergency Marriage/Civil Partnerships by Registrar Generals Licence/Special Procedure	£47.00	£47.00	0%	S	5	
Fees payable for churches							
Certification of a place of meeting for religious worship	Certification of a place of meeting for religious worship	£32.00	£32.00	0%	S	5	
Application for registration of a building for the solemnisation of marriages between a man and a woman:	a) where the building is already registered under S43A Mge Act 1949	£71.00	£71.00	0%	S	5	
	b) where the building is not already registered under S43A Mge Act 1949	£136.00	£136.00	0%	S	5	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Application for registration of a building for the solemnisation of marriages of same sex couples:	a) where the building is already registered under S41 Mge Act 1949	£71.00	£71.00	0%	S	5	
	b) where the building is not already registered under S41 Mge Act 1949	£136.00	£136.00	0%	S	5	
	Joint application for the registration of a building for the solemnisation of marriages between a man and a woman and of same sex couples	£136.00	£136.00	0%	S	5	
Committee Services							
Admissions Appeals	If the Chairman of the Appeals Panel considers that further legal advice is necessary then the Appeals Clerk will seek advice from the Council's legal services (charge per hour) (pro rata)	£132.00	£136.00	3%	D	1	
Exclusion Appeals	Recharge school at cost separately for any legal services, if required, which will be charged per hour depending upon the solicitor instructed. (NB: It is highly likely that a Solicitor will be required to attend for the entire Panel hearing.)	£132.00	£136.00	3%	D	1	
Education Appeals - Academy Schools	First appeal held per day	£302.00	£312.00	3%	D	1	Recharge school at cost separately for any interpreter services, if required. Recharge school at cost separately should Council's Admissions Team be requested to present.
	Second and every other appeal held per day	£209.00	£216.00	3%	D	1	
	Per appeal lodged but subsequently withdrawn before hearing	£66.00	£68.00	3%	D	1	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Recharge school at cost separately for an legal services, if required, which will be charged per hour depending upon the solicitor instructed (NB: It is highly likely that a Solicitor will be required to attend for the entire Panel hearing).	£132.00	£136.00	3%	D	1	
Permanent Exclusion Appeals - Academy Schools	Per permanent exclusion appeal	£341.00	£352.00	3%	D	1	Recharge school at cost separately for any interpreter services, if required. Recharge school at cost separately for any SEN expert services, if required by parent.
	Per hour of the actual panel sitting	£26.00	£27.00	4%	D	1	
	Per permanent exclusion appeal lodged but subsequently withdrawn before hearing	£92.00	£95.00	3%	D	1	
	Recharge school at cost separately for any legal services, if required, which will be charged per hour depending upon the solicitor instructed. (NB: It is highly likely that a Solicitor will be required to attend for the entire Panel hearing.)	£132.00	£136.00	3%	D	1	
Commons Register Amendments		£1,311.00	£1,353.00	3%	D	1	
Elections Team							
Sale of Full or Edited Register of Electors	In Data Form	£20.00	£20.00	0%	S	5	
		£1.50	£1.50	0%	S	5	Additional £1.50 per 1000 entries (or part)
	In Printed Form	£10.00	£10.00	0%	S	5	
		£5.00	£5.00	0%	S	5	Additional £5.00 per 1000 entries (or part)
Sale of Full list of Overseas Electors	In Data Form	£20.00	£20.00	0%	S	5	
		£1.50	£1.50	0%	S	5	Additional £1.50 per 1000 entries (or part)
	In Printed Form	£10.00	£10.00	0%	S	5	
		£5.00	£5.00	0%	S	5	Additional £5.00 per 1000 entries (or part)
Supply of the marked register and marked absent voting lists	In Data Form	£10.00	£10.00	0%	S	5	

Legal and Governance- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
		£1.00	£1.00	0%	S	5	Additional £1.00 per 1000 entries (or part)
	In Printed Form	£10.00	£10.00	0%	S	5	
		£2.00	£2.00	0%	S	5	Additional £2.00 per 1000 entries (or part)
Parish Council Elections							
Elections Charges to Parish and Town Councils	Uncontested Elections	£125.00	£129.00	3%	D	1	Per election (if warded or grouped, the charge is for each ward or parish as they are classed as separate elections)
	Contested Elections	Actual cost of election.	Actual cost of election.	N/A	D	1	
Legal fees							
	All legal advice and transactions (excluding disbursements) - level of charge dependent on charge out rate of respective fee earner. (charge per hour)	£107-£155	£128- £186	20%	D	1	
	S106 Agreements Generally (per hour)	£107-£155	£128- £186	20%	D	1	
	S106 Agreement - Single Plot	£1,002.00	£1,168.00	17%	D	1	
	S106 Agreement - For Off-site Affordable Housing Contributions	£573.00	£667.00	16%	D	1	
	S 38 Agreements- per hour	£107-£155	£128- £186 plus disbursements	20%	D	1	
	S 278 Agreements- per hour	£107-£155	£128- £186 plus disbursements	20%	D	1	
	Deed of Grant for surface water drainage (per hour plus disbursements)	£107-£155	£128- £186 plus disbursements	20%	D	1	
	Consents for sublease / charge on Battlefield/Oxon business park	£57.00	£59.00	4%	D	1	
	Deeds of covenant for assignments on Battlefield/ Oxon	£250.00	£258.00	3%	D	1	
	Deeds of covenant for assignments on former smallholdings	£500.00	£515.00	3%	D	1	
	Deferred Payment Agreement	N/A	£240.00	NEW	D	1	
	Termination of Deferred Payment Agreement	N/A	£100.00	NEW	D	1	
	Letter of Undertaking- Deferred Payment Agreement	N/A	£100.00	NEW	D	1	

Care & Wellbeing- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Internal Providers - Day Services							
Day services- Transport Daily Charges	5 mile radius (up to 10 miles per day)	£6.60	£7.26	10%	D	3	
	10 mile radius (up to 20 miles per day)	£9.90	£10.89	10%	D	3	
	Over 10 miles radius (over 20 miles per day)	£13.30	£14.63	10%	D	3	
Helena Lane- Day centre charges- Older People	1/2 day	£37.50	£66.00	76%	D	1	
	Sessional rate (2 hours)	£20.40	£33.00	62%	D	1	
Day Centre Attendance Charge- Abbotswood	Per day	£71.90	£75.00	4%	D	1	
	1/2 day	£36.00	£37.50	4%	D	1	
	Sessional rate (2 hours)	£19.50	£18.75	-4%	D	1	
Day Centre Attendance Charge- Greenacres	Per day	£59.20	£68.00	15%	D	1	
	1/2 day	£29.60	£34.00	15%	D	1	
	Sessional rate (2 hours)	£16.00	£17.00	6%	D	1	
Day Centre Attendance Charge- Albert Road	Per day	£65.70	£77.00	17%	D	1	
	1/2 day	£32.90	£38.50	17%	D	1	
	Sessional rate (2 hours)	£17.70	£19.25	9%	D	1	
Day Centre Attendance Charge- Wayfarers	Per day	£62.60	£80.00	28%	D	1	
	1/2 day	£31.40	£40.00	27%	D	1	
	Sessional rate (2 hours)	£16.90	£20.00	18%	D	1	
Day Centre Attendance Charge- Avalon	Per day	£89.90	£96.00	7%	D	1	
	1/2 day	£45.00	£48.00	7%	D	1	
	Sessional rate (2 hours)	£24.30	£24.00	-1%	D	1	
Day Centre Attendance Charge- Maesbury Metals	Per day	£86.70	£99.00	14%	D	1	
	1/2 day	£43.30	£49.50	14%	D	1	
	Sessional rate (2 hours)	£23.40	£24.75	6%	D	1	
Day Centre Attendance Charge- Aquamira	Per day	£136.10	£168.00	23%	D	1	
	1/2 day	£68.10	£84.00	23%	D	1	
	Sessional rate (2 hours)	£36.90	£42.00	14%	D	1	
Aquamira- Hydrotherapy charges	30 minute Hydro session using Hirer's staff	£22.20	£24.42	10%	D	1	
	30 minute Hydro session weekday (using Aquamira supervision)	£33.80	£37.18	10%	D	1	
	30 minute Hydro session evening (using Aquamira supervision)	£36.70	£40.37	10%	D	1	
	30 minute Hydro session weekend (using Aquamira supervision)	£39.50	£43.45	10%	D	1	
	1 hour pool hire	£44.60	£49.06	10%	D	1	
	1 hour Hydro session weekday (using Aquamira supervision)	£64.80	£71.28	10%	D	1	
	1 hour Hydro session evening (using Aquamira supervision)	£69.90	£76.89	10%	D	1	
	1 hour Hydro session weekend (using Aquamira supervision)	£74.80	£82.28	10%	D	1	

Care & Wellbeing- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Aquamira- Multi-sensory room with new equipment and staff induction	Multi-sensory room Aquamira (for a half hour session)	£18.90	£20.79	10%	D	1	
	Multi-sensory room Aquamira (for a half hour session) EVENING	£21.90	£24.09	10%	D	1	
	Multi-sensory room Aquamira (for a half hour session) WEEKEND	£24.80	£27.28	10%	D	1	
	Multi-sensory room Aquamira (for one hour session)	£35.00	£38.50	10%	D	1	
	Multi-sensory room Aquamira (for one hour session) EVENING	£40.20	£44.22	10%	D	1	
	Multi-sensory room Aquamira (for one hour session) WEEKEND	£45.10	£49.61	10%	D	1	
Four Rivers Nursing Home							
Residential Nursing Related Charges for Older people	Four Rivers existing residents (excluding FNC)	It is recommended that fees for clients be increased by 12.5% from 1st April 2025	It is recommended that fees for clients be increased by 3.6% from 1st April 2026	3.6%	D	1	The 3.6% increase to be charged will be confirmed once agreed
	Four Rivers new residents (excluding FNC)	It is recommended that fees for clients be increased by 12.5% from 1st April 2025	It is recommended that fees for clients be increased by 3.6% from 1st April 2026	3.6%	D	1	The 3.6% increase to be charged will be confirmed once agreed
Telecare - Set up and monitoring							
Where applicable through assessment a contract will be entered to provide an individual with a telecare device, a set up fee and a weekly monitoring charge would be applicable							
Telecare	Set up Fee for equipment	£35.00	£35.00			3	
	Weekly monitoring charge	£3.45	£3.45			3	
Deferred Payment Agreement - Adult Social Care							
A proposal to increase current charges and implement new charges for clients entering a Deferred Payment Agreement with Shropshire Council - Annual and One-Off fees apply							
DPA	Set-Up Fee: payable at the commencement of the DPA or upon redemption	£610.00	TBC			3	Charges are subject to the agreement of the report 'Adult Social Care Deferred Payment Policy', which is being considered at Council 26th February 2026.
	Interest: 0.15% above the market gilt rate, adjusted annually on January 1st and July 1 st	0.15%	TBC			3	
	Annual Administration Fee: Charged annually on the deferred balance and is payable on redemption	N/A	TBC			3	

Enabling- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Ludlow Youth Centre							
Small Room	Commercial Rate (per hour)	£45.90	£48.20	5%	D	1	
	Charity / Community Rate (per hour)	£31.00	£32.55	5%	D	2	
Hall/Kitchen/Computers	Commercial Rate (per hour)	£75.60	£79.38	5%	D	1	
	Charity / Community Rate (per hour)	£31.00	£32.55	5%	D	2	
Whole Building	Commercial Rate (per hour)	£96.10	£100.91	5%	D	1	
	Charity / Community Rate (per hour)	£59.10	£62.06	5%	D	2	
Castle View - Oswestry							
Monday - Friday	Council Chamber - Full day	£150.90	£158.45	5%	D	1	
	Council Chamber - Full day (concessionary)	£75.60	£79.38	5%	D	2	
	Council Chamber - Half day	£75.60	£79.38	5%	D	1	
	Council Chamber - Half day (concessionary)	£37.50	£39.38	5%	D	2	
	Council Chamber - Evening	£75.10	£78.86	5%	D	1	
	Council Chamber - Evening (concessionary)	£37.50	£39.38	5%	D	2	
	Meeting Rooms - Full day	£75.10	£78.86	5%	D	1	
	Meeting Rooms - Full day (concessionary)	£37.50	£39.38	5%	D	2	
	Meeting Rooms - Half day	£60.10	£63.11	5%	D	1	
	Meeting Rooms - Half day (concessionary)	£30.20	£31.71	5%	D	2	
	Meeting Rooms - Evening	£60.10	£63.11	5%	D	1	
	Meeting Rooms - Evening (concessionary)	£30.20	£31.71	5%	D	2	
The Lantern							
The Lantern- All charges are per hour	Monday to Friday Day Rate - Community Hall 1 (concessionary)	£11.50	£13.26	15%	D	2	8:30 am to 6:00 pm
	Evening & Weekend Rate - Community Hall 1 (concessionary)	£17.30	£26.53	53%	D	2	Evenings & Weekends
	Commercial Monday to Friday Day Rate - Community Hall 1	£25.20	£26.53	5%	D	1	8:30 am to 6:00 pm Mon - Fri
	Commercial Evenings & Weekends Rate - Community Hall 1	£47.30	£53.05	12%	D	1	Evenings & Weekends
	Monday to Friday Day Rate - Community Hall 2 (concessionary)	£11.50	£13.26	15%	D	2	8:30 am to 6:00 pm Mon - Fri
	Evenings & Weekends Rate - Community Hall 2 (concessionary)	£25.20	£26.53	5%	D	2	Evenings & Weekends
	Commercial Monday to Friday Day Rate - Community Hall 2	£25.20	£26.53	5%	D	1	8:30 am to 6:00 pm
	Commercial Rate Evenings & Weekends Rate - Community Hall 2	£69.60	£53.05	-24%	D	1	Evenings & Weekends
	Rate Monday to Friday - Community Hall 1 & 2 (concessionary)	£21.00	£21.95	5%	D	2	8:30 am to 6:00 pm
	Evenings & Weekends - Community Hall 1 & 2 (concessionary)	£41.70	£43.89	5%	D	2	Evenings & Weekends
	Commercial Monday to Friday Day Rate - Community Hall 1 & 2	£41.70	£43.89	5%	D	1	8:30 am to 6:00 pm
	Commercial Rate Evenings & Weekends - Community Hall 1 & 2	£125.20	£87.79	-30%	D	1	Evenings & Weekends
	Monday to Friday Day Rate - IT Suite (concessionary)	£11.50	£12.10	5%	D	2	8:30 am to 6:00 pm
	Evenings & Weekends Rate - IT Suite (concessionary)	£23.60	£24.21	3%	D	2	Evenings & Weekends
	Commercial Monday to Friday Day Rate - IT Suite	£23.60	£24.21	3%	D	1	8:30 am to 6:00 pm
	Commercial Rate Evenings & Weekends - IT Suite	£68.30	£48.42	-29%	D	1	Evenings & Weekends
	Monday to Friday Day Rate - Interview/Meeting Room (concessionary)	£11.50	£11.05	-4%	D	2	8:30 am to 6:00 pm
	Evenings & Weekend Rate - Interview/Meeting Room (concessionary)	£21.00	£22.10	5%	D	2	Evenings & Weekends
	Commercial Monday to Friday Day Rate - Interview/Meeting Room	£21.00	£22.10	5%	D	1	8:30 am to 6:00 pm
	Commercial Rate Evenings & Weekends - Interview/Meeting Room	£65.10	£44.21	-32%	D	1	Evenings & Weekends
	Monday to Friday Day Rate - Ground Floor Meeting Room (concessionary)	£11.50	£11.74	2%	D	2	8:30 am to 6:00 pm
	Evening & Weekend Rate - Ground Floor Meeting Room (concessionary)	£22.30	£23.47	5%	D	2	Evenings & Weekends

Enabling- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Commercial Monday to Friday Day Rate - Ground Floor Meeting Room	£22.30	£23.47	5%	D	1	8:30 am to 6:00 pm
	Commercial Rate Saturday & Sunday - Ground Floor Meeting Room	£66.90	£46.95	-30%	D	1	Evenings & Weekends
	Monday to Friday Day Rate - Large Meeting Room (concessionary)	£11.50	£11.74	2%	D	2	8:30 am to 6:00 pm
	Evenings & Weekend Rate - Large Meeting Room (concessionary)	£22.30	£23.47	5%	D	2	Evenings & Weekends
	Commercial Rate Monday to Friday - Large Meeting Room	£22.30	£23.47	5%	D	1	8:30 am to 6:00 pm
	Commercial Rate Evenings & Weekends - Large Meeting Room	£66.90	£46.95	-30%	D	1	Evenings & Weekends
	Monday to Friday Day Rate - Small Meeting Room (concessionary)	£11.50	£11.74	2%	D	2	8:30 am to 6:00 pm
	Evening & Weekend Rate - Small Meeting Room (concessionary)	£22.30	£23.47	5%	D	2	Evenings & Weekends
	Commercial Rate Monday to Friday - Small Meeting Room	£22.30	£23.47	5%	D	1	8:30 am to 6:00 pm
	Commercial Rate Evenings & Weekends - Small Meeting Room	£66.90	£46.95	-30%	D	1	Evenings & Weekends
	Monday to Friday Day Rate - Community Kitchen (concessionary)	£7.40	£7.21	-3%	D	2	8:30 am to 6:00 pm
	Evening & Weekend Rate - Community Kitchen (concessionary)	£8.80	£10.82	23%	D	2	Evenings & Weekends
	Commercial Monday to Friday Day - Community Kitchen	£13.70	£14.42	5%	D	1	8:30 am to 6:00 pm
	Commercial Evenings & Weekend Rate - Community Kitchen	£20.20	£21.63	7%	D	1	Evenings & Weekends
Louise House							
Meeting Rooms 1 & 2	Charity / Community Rate (per hour)	£7.40	£7.77	5%	D	2	
	Commercial Rate (per hour)	£14.20	£14.91	5%	D	1	
Reception Interview Room	Charity / Community Rate (per hour)	£7.40	£7.77	5%	D	2	
	Commercial Rate (per hour)	£14.20	£14.91	5%	D	1	
IT Suite	Charity / Community Rate (per hour)	£7.40	£7.77	5%	D	2	
	Commercial Rate (per hour)	£14.20	£14.91	5%	D	1	
Physio Suite	Charity / Community Rate (per hour)	£7.40	£7.77	5%	D	2	
	Commercial Rate (per hour)	£14.20	£14.91	5%	D	1	
Helena Lane							
Café / Seating Area	Commercial Rate (Per Hour)	£25.27	£26.53	5%	D	1	
Café / Seating Area	Charity / Community Rate (per hour)	£12.63	£13.26	5%	D	2	
Kitchen	Commercial Rate (Per Hour)	£75.60	£79.38	5%	D	1	
Kitchen	Charity / Community Rate (per hour)	£37.80	£39.69	5%	D	2	
Quiet Room	Commercial Rate (Per Hour)	£14.20	£14.91	5%	D	1	
Quiet Room	Charity / Community Rate (per hour)	£7.40	£7.77	5%	D	2	
Lounge	Commercial Rate (Per Hour)	£14.20	£14.91	5%	D	1	
Lounge	Charity / Community Rate (per hour)	£7.40	£7.77	5%	D	2	
Treatment Room	Commercial Rate (Per Hour)	£14.20	£14.91	5%	D	1	
Treatment Room	Charity / Community Rate (per hour)	£7.40	£7.77	5%	D	2	
Physiotherapy Room	Commercial Rate (Per Hour)	£14.20	£14.91	5%	D	1	
Physiotherapy Room	Charity / Community Rate (per hour)	£7.40	£7.77	5%	D	2	
Meeting Room	Commercial Rate (Per Hour)	£14.20	£14.91	5%	D	1	
Meeting Room	Charity / Community Rate (per hour)	£7.40	£7.77	5%	D	2	
Bus Fees							
Operator fee per departure from Bus Station	-Shrewsbury	£0.72	£0.76	6%	D	1	
	-Oswestry	£0.72	£0.76	6%	D	1	
	-Market Drayton	£0.50	£0.53	6%	D	1	

Children & Young People- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Music Service (Charges Based on Academic Year). Fees are subject to change subject to grant confirmation.							
Parent Billed- lessons, Remissions and Instrument Hire							
Lessons	Billed Lessons	£53.00	TBC	N/A	D	1	Charges are subject to confirmation of grant funding
	School of Music - Orchestra/Ensembles/Choirs	FOC	TBC	N/A	D	1	Charges are subject to confirmation of grant funding
Remissions	Income Support (Free School Meals) (Refund per term)- Fee plus free instrument	50% per term (max. £50) + free instrument	50% per term (max. £50) + free instrument	0%	D	1	
	Child Tax Credit & Working Tax Credit (contact Service for criteria) (Refund per term)- Fee plus 25% off instrument hire	25% per term (max £25) + free instrument	25% per term (max £25) + reduced instrument hire	0%	D	1	
Instrument Hire (Category 1 - SMS Pupils) (per term)	Violin, ukulele for SMS pupils	£8.50	£8.83	4%	D	1	
Instrument Hire (Category 2- SMS pupils) (per term)	Viola, bassoon, double bass	£15.00	£15.60	4%	D	1	
Instrument Hire (Category 3 - SMS pupils) (per term)	Trumpet, clarinet, all saxophones, cornet, trombone, all horns, snare drum, flute, cello, euphonium, tuba, oboe	£20.00	£20.76	4%	D	1	
Instrument Hire (Category 1 - Non-SMS Pupils) (per term)	Ukulele	£20.00	£20.00	0%	D	1	
Instrument Hire (Category 2 - Non-SMS Pupils) (per term)	Violin, viola	£30.00	£30.00	0%	D	1	
Instrument Hire (Category 3 - Non-SMS Pupils) (per term)	Trumpet, clarinet, all saxophones, cornet, trombone, all horns, snare drum, flute	£40.00	£40.00	0%	D	1	
Instrument Hire (Category 4 - Non-SMS Pupils) (per term)	Cello, euphonium	£50.00	£50.00	0%	D	1	
Instrument Hire (Category 5 - Non-SMS Pupils) (per term)	Tuba, oboe, bassoon, double bass	£60.00	£60.00	0%	D	1	
School Billed- lessons, Remissions and Instrument Hire							
Music lessons	Instrumental Lessons (per hour)	£53.00	TBC	N/A	D	1	Charges are subject to confirmation of grant funding
	Whole Class Tuition (per hour)	£54.00	TBC	N/A	D	1	
	Curriculum Support (per hour)	£58.00	TBC	N/A	D	1	
	School Ensembles	£58.00	TBC	N/A	D	1	
Remissions & Billed lessons	Income Support (Free School Meals) (Refund per term)- Fee plus free instrument	50% per term (max. £50) + free instrument	50% per term (max. £50) + free instrument	0%	D	1	
	Child Tax Credit & Working Tax Credit (contact Service for criteria) (Refund per term)- Fee plus 25% off instrument hire	25% per term (max £25) + reduced instrument hire	25% per term (max £25) + reduced instrument hire	0%	D	1	
Instrument Hire (Category 1 - State schools) (per term)	Violin, ukulele for SMS pupils	£8.50	£8.83	4%	D	1	
Instrument Hire (Category 2- State schools) (per term)	Viola, bassoon, double bass	£15.00	£15.60	4%	D	1	
Instrument Hire (Category 3 - State schools) (per term)	Trumpet, clarinet, all saxophones, cornet, trombone, all horns, snare drum, flute, cello, euphonium, tuba, oboe	£20.00	£20.76	4%	D	1	
Instrument Hire (Category 1 - Independent schools) (per term)	Ukulele	£20.00	£20.00	0%	D	1	
Instrument Hire (Category 2 - Independent schools) (per term)	Violin, viola	£30.00	£30.00	0%	D	1	
Instrument Hire (Category 3 - Independent schools) (per term)	Trumpet, clarinet, all saxophones, cornet, trombone, all horns, snare drum, flute	£40.00	£40.00	0%	D	1	
Instrument Hire (Category 4 - Independent schools) (per term)	Cello, euphonium	£50.00	£50.00	0%	D	1	
Instrument Hire (Category 5 - Independent schools) (per term)	Tuba, oboe, bassoon, double bass	£60.00	£60.00	0%	D	1	
Festivals and Workshops - Charges to Schools	Area Festivals (per pupil)	FOC	FOC	N/A	D	1	
	Instrumental Workshop (per hour)	£60.00	TBC	N/A	D	1	Charges are subject to confirmation of grant funding

Shire Services- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
<u>Shire services</u>							
Cleaning	Average charge per hour	£22.05	£24.73	12%	D	1	
Catering	Primary (Reception to Year 2) - average per meal	£2.53	£2.61	3%	D	1	
	Primary (Year 3 onwards) - average per meal	£2.48	To be determined in 2026/27 to ensure a break- even level.		D	1	
	Secondary - average per meal	£2.63			D	1	
	Worcester schools Primary- average per meal	£2.59			D	1	
	Worcester schools Secondary - average per meal	£2.54			D	1	

Commissioning- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Court of protection client property charges							
Client Property Team- fixed costs	Work up to court decision appointing a deputy	£944.00	£944.00	0%	S	5	
	Annual management fee -first year	£982.00	£982.00	0%	S	5	
	Annual management fee -after 1st year	£824.00	£824.00	0%	S	5	
	Annual property management fee	£380.00	£380.00	0%	S	5	
	Completing Annual Report	£274.00	£274.00	0%	S	5	
	Completion of Tax Return	£89.00	£89.00	0%	S	5	
	Fixed travel costs	£51.00	£51.00	0%	S	5	
We also charge 3.5% of P's Assets below £16K, as instructed by the COP - Practice Direction B - Fixed Costs							
https://www.gov.uk/government/publications/fixed-costs-and-remuneration-of-professional-deputies/fixed-costs-and-remuneration-of-professional-and-public-authority-court-appointed-deputies							
Client Property Team- Discretionary charges	Finalising of Accounts for Deceased Clients (Appointeeship and Deputyships)	£325.00	£325.00	0%	D		
	Property Protection Charges (Officers' time and mileage)	£350.00	£350.00	0%	D		
Meole Brace Golf Course							
Green Fees 18 Holes	Official Meole Brace Golf Club comps	£15.00	£15.50	3%	D	2	
Green Fees 9/12 Holes	Adults - Weekdays, Mon-Fri	£10.00	£10.50	5%	D	2	
	Junior & Concessionary - Weekdays, Mon-Fri	£8.00	£8.50	6%	D	2	
	Adults - Weekend	£11.00	£11.50	5%	D	2	
	Junior & Concessionary - Weekend	£9.00	£9.50	6%	D	2	
	Non pre-booked supplement	£12.00	£12.50	4%	D	2	
Adult membership	Annual Ticket	£580.00	£580.00	0%	D	2	
	Annual Ticket - Direct Debit £50/month - 12-month contract	£600.00	£600.00	0%	D	2	
Church Stretton							
Court hire	Netball Court	£21.50	£22.50	5%	D	2	
	Tennis Court - Adult	£12.20	£12.80	5%	D	2	
	Tennis Court - Junior	£6.10	£6.40	5%	D	2	
Main sports hall	Whole Main Sports Hall	£58.40	£61.30	5%	D	2	
	Half Main Sports Hall	£32.40	£34.00	5%	D	2	
	Badminton Court	£14.60	£15.30	5%	D	2	
	Cricket - 1 hr	£58.80	£61.70	5%	D	2	
	Cricket - 2 hrs	£116.80	£123.00	5%	D	2	
Children parties	Inflatable Fun Pool Party	£132.00	£140.00	6%	D	2	
	Pool Party	£85.00	£90.00	6%	D	2	
Fitness suite Passes	Adult Session	£6.90	£6.90	0%	D	2	
	Junior Session	£3.70	£3.70	0%	D	2	
	60+ Concessionary	£6.20	£6.20	0%	D	2	
	GP Consultation	£30.40	£32.00	5%	D	2	
	GP Session	£5.60	£5.90	5%	D	2	
	GP Pass x 12 sessions	£54.60	£59.00	8%	D	2	
	GP Package (consultation + 3 months membership)	£90.90	£96.00	6%	D	2	
Personal Training	Single session	£39.20	£41.20	5%	D	2	
	Induction	£19.60	£20.60	5%	D	2	
Exercise Class	Class charge	£7.30	£7.70	5%	D	2	
Room hire	Dance Studio (per hour)	£36.40	£38.20	5%	D	2	
	Meeting Room (per hour)	£18.20	£19.10	5%	D	2	

Commissioning- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Public Swimming	Adult	£5.60	£5.90	5%	D	2	
	Junior Swim (U16)	£3.90	£4.10	5%	D	2	
	60+ Concessionary	£4.40	£4.70	7%	D	2	
	Student	£4.30	£4.50	5%	D	2	
	U3's	FOC	FOC	N/A	D	2	
	Inflataplay - Adult	£7.30	£7.30	0%	D	2	
	inflataplay - Junior	£4.60	£5.00	9%	D	2	
	Junior Fun Splash	£4.30	£4.50	5%	D	2	
	Adult - 12 x sessions	£55.10	£59.00	7%	D	2	
	Junior - 12 x sessions	£38.60	£41.00	6%	D	2	
Swim badges	60+ Concessionary - 12 x sessions	£44.10	£47.00	7%	D	2	
	Badges	£4.30	£4.50	5%	D	2	
Pool Hire	Pool hire	£70.60	£75.00	6%	D	2	
Learn to Swim Programme	Junior Lessons - (30 mins)	£6.70	£7.00	4%	D	2	
	Junior Lessons - (45 mins)	£8.00	£8.40	5%	D	2	
	Junior Lessons - (1hr)	£9.70	£10.20	5%	D	2	
	Adult Lessons	£6.20	£6.50	5%	D	2	
	Private Lessons - 1 to 1 - 30 mins	£23.10	£24.30	5%	D	2	
Memberships	Individual Monthly DD	£36.40	£38.50	6%	D	2	
	Individual Monthly DD (Corporate)	£27.30	£29.00	6%	D	2	
	Annual Individual Fee	£382.00	£400.00	5%	D	2	
	Joint Monthly D/D	£66.70	£72.00	8%	D	2	
	Annual Joint Fee	£697.30	£735.00	5%	D	2	
	Concession Monthly D/D	£33.10	£35.00	6%	D	2	
	Annual Concession Fee	£354.20	£375.00	6%	D	2	
	Joint Concession Monthly D/D	£60.90	£65.00	7%	D	2	
	Annual Joint Concession Fee	£656.30	£690.00	5%	D	2	
	Swim annual	£242.60	£255.00	5%	D	2	
	Swim Annual Concession Fee	£200.80	£212.00	6%	D	2	
	Swim 6 Months	£145.50	£155.00	7%	D	2	
	Swim 6 Months Concession Fee	£117.60	£125.00	6%	D	2	
	Adult 1 Month Membership	£54.60	£57.50	5%	D	2	
	Adult 1 Month Membership Concession Fee	£42.40	£44.50	5%	D	2	
	Adult 2 Month Membership	£90.90	£95.50	5%	D	2	
	Adult 2 Month Membership Concession Fee	£72.80	£76.50	5%	D	2	
	Adult 3 Month Membership	£127.40	£134.00	5%	D	2	
	Adult 3 Month Membership Concession Fee	£103.20	£109.00	6%	D	2	
	Junior Gym & Swim monthly (13-17 years)	£19.30	£20.50	6%	D	2	
Waste PFI Contract							
Bulky waste charges	Up to 3 items of bulky household waste	£50.50	£52.50	4%	D	1	
	4-6 items of bulky household waste	£75.00	£77.50	3%	D	1	
	7-9 items of bulky household waste	£100.00	£103.50	3%	D	1	
	10-12 items of bulky household waste	£120.00	£124.00	3%	D	1	
	13-15 items of bulky household waste	£145.00	£150.00	3%	D	1	
Garden Waste Charges	up to 10 sacks of residual waste	£77.00	£79.50	3%	D	1	
		£56.00	£58.00	4%	D	1	

Commissioning- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Schedule 2 contract rates per fortnightly collection (based on waste type and container size)							
Schedule 2 waste collection	Admin Fee	£59.85	£62.00	4%	D	1	
No Disposal (excludes admin fee)	Residual Sack (cost per sack)	£57.00	£59.00	4%	D	1	
	Residual 240	£131.00	£135.50	3%	D	1	
	Residual 360	£181.00	£187.50	4%	D	1	
	Residual 660	£310.00	£321.00	4%	D	1	
	Residual 750	£325.00	£336.50	4%	D	1	
	Residual 1100	£445.00	£460.50	3%	D	1	
With Disposal (excludes admin fee)	Residual Sack (cost per sack)	£77.00	£79.50	3%	D	1	
	Residual 240	£215.00	£222.50	3%	D	1	
	Residual 360	£305.00	£315.50	3%	D	1	
	Residual 660	£535.00	£553.50	3%	D	1	
	Residual 750	£590.00	£610.50	3%	D	1	
	Residual 1100	£825.00	£854.00	4%	D	1	
With or without Disposal (excludes admin fee)	Recycling 240	£100.00	£103.50	3%	D	1	
	Recycling 360	£140.00	£145.00	4%	D	1	
	Recycling 660	£230.00	£238.00	3%	D	1	
	Recycling 750	£245.00	£253.50	3%	D	1	
	Recycling 1100	£310.00	£321.00	4%	D		
Annual Schedule 4 collection contract rates (based on waste type and container size)							
With Disposal (excludes admin fee)	Residual Sack (cost per sack)	£175.00	£181.00	3%	D	1	
	Residual 240	£520.00	£538.00	3%	D	1	
	Residual 360	£575.00	£595.00	3%	D	1	
	Residual 660	£790.00	£817.50	3%	D	1	
	Residual 1100	£1,060.00	£1,097.00	3%	D	1	
Cemeteries							
Burial Fees		£2,709.00	£2,790.00	3%	D	1	

Infrastructure- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Home to School / College Transport Charges (Charges Based on Academic Year)							
Parental contributions- Post 16 (Mainstream & SEND)	Annual	£1,140.00	£1,140.00	0%	D	1	
	Benefits (Admin Fee)	£330.00	£330.00	0%	D	1	
Parental contributions- In Catchment Pupils (Full Term)	Post 16	£380.00	£400.00	5%	D	1	
	Primary & Secondary	£212.00	£380.00	79%	D	1	
	Free School Meals	£20.00	£21.00	5%	D	1	
Parental contributions- Out of Catchment Pupils (Full Term)	Post 16	£380.00	£400.00	5%	D	1	
	Primary / Secondary	£293.00	£380.00	30%	D	1	
	Free School Meals	£20.00	£21.00	5%	D	1	
Countryside Access							
Events	Children's school holiday events	£4.50	£4.70	4%	D	1	
	Wild Toddlers	£5.50	£5.80	5%	D	1	
Car parking	Car parking charges countryside sites (all day)	£2.50	£2.60	4%	D	1	
Hire charges	Individual Canoe Membership at The Mere per year	£33.00	£34.70	5%	D	1	
	Child (16) Canoe Membership at The Mere per year	£16.50	£17.30	5%	D	1	
	Family Canoe Membership at The Mere per year	£83.00	£87.20	5%	D	1	
	Group Canoe charges per boat per day	£6.75	£7.10	5%	D	1	
School visits	School Visits 1 activity	£4.50	£4.70	4%	D	1	
	School Visits 2 activities	£7.75	£8.10	5%	D	1	
Other charges	Memorial bench softwood SVCP	£575.00	£603.80	5%	D	1	
	Memorial bench softwood (North)	£575.00	£603.80	5%	D	1	
	Adopt a bench	£100.00	£105.00	5%	D	1	
	Use of Countryside Sites for commercial filming (1 day)	£335.00	£351.80	5%	D	1	
	Use of Countryside Sites for commercial filming (per hour)	£100.00	£105.00	5%	D	1	
	Memorial tree at the Mere including plaque	£150.00	£157.50	5%	D	1	
	Orchard memorial tree at SVCP	£85.00	£89.30	5%	D	1	
	Hire of Countryside Sites for commercial events per day (not incl facilities)	£335.00	£351.80	5%	D	1	
	Hire of Countryside Sites for community events per day (not incl facilities)	£100.00	£105.00	5%	D	1	
Rights Of Way (Mapping & Enforcement)							
Diversions- Pre-publication	Initial investigative work	£212.32	£223.00	5%	D	1	
	Site visit	£282.98	£297.00	5%	D	1	
	Formal consultation letter	£325.51	£342.00	5%	D	1	
	Officer time	£500.20	£525.00	5%	D	1	
	Assessment of legal implications	£106.04	£111.00	5%	D	1	
	Research into history and Status (Increase, Decrease, New, Unchanged) of right of way	£99.01	£104.00	5%	D	1	
	Preparation of committee reports / delegated powers report	£353.69	£371.00	5%	D	1	
Diversions- Publication	Drawing up map / legal notice	£261.76	£275.00	5%	D	1	
	Letters to consultees	£304.12	£319.00	5%	D	1	
	Consideration and response to statutory consultation	£353.69	£371.00	5%	D	1	
	Drawing up statement of reasons for order	£106.04	£111.00	5%	D	1	
	Site visit	£212.32	£223.00	5%	D	1	
	Admin cost for advert	£56.59	£59.00	4%	D	1	

Infrastructure- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Diversions- Confirmation of Order	Negotiations of objections	£219.34	£230.00	5%	D	1	
	Forward order to DEFRA	£176.78	£186.00	5%	D	1	
	Final site visit	£212.32	£223.00	5%	D	1	
	Confirmation of order	£304.12	£319.00	5%	D	1	
	Admin costs for advertisement	£56.59	£59.00	4%	D	1	
	Site visit	£212.32	£223.00	5%	D	1	
	Officer time including extra time at site visits (per hour). Varies depending on staff time required (see below contracting labour rates).	Variable	Variable	N/A	D	1	
Diversions- Additional Charges	Additional Letters not covered by above (per letter)	£99.01	£104.00	5%	D	1	
	Additional Visits for first hour.	£212.32	£223.00	5%	D	1	
	Temporary & Permanent Closures	£1,416.15	£1,962.40	39%	D	1	
	5 day emergency closure	N/A	£854.75	NEW	D	1	
	21 day emergency closure	N/A	£1,117.00	NEW	D	1	
	Extension to Temporary Closure (excluded advertising)	£710.23	£746.00	5%	D	1	
	Motor Rallies	£216.86	£228.00	5%	D	1	
Additional Charges	Landowner declaration	N/A	£118.23	NEW	D	1	
	Landowner Statements (Including Village Green) notices required	£484.72	£509.00	5%	D	1	
	Landowner Statements (only) -no notices required	£338.04	£355.00	5%	D	1	
	Landowner Statements - additional notices/site visits (per additional location)	£213.02	£224.00	5%	D	1	
	ROW Search	£79.04	£83.00	5%	D	1	
	Copies of legal orders	£8.70	£9.00	3%	D	1	
	A4 Map	£12.02	£13.00	8%	D	1	
Mapping Services (per copy)	A3 Map	£13.04	£14.00	7%	D	1	
	A1 Plotter	£71.09	£75.00	6%	D	1	
	A0 Plotter	£95.13	£100.00	5%	D	1	
	Copies of ROW documents requiring research/extraction	£47.56	£50.00	5%	D	1	
Rights Of Way (Maintenance)							
Contracting labour rates (per hour)	Countryside Maintenance Manager	£50.72	£52.35	3%	D	1	
	Contract & Depot Manager	£45.36	£46.81	3%	D	1	
	Area Officer	£37.43	£38.62	3%	D	1	
	Countryside Maintenance Supervisor	£34.68	£35.79	3%	D	1	
	Countryside Maintenance Officer	£28.96	£29.89	3%	D	1	

Infrastructure- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Streetworks Charges							
Section 14 Road Closures	Road Closure by Temporary Notice	£1,430.00	£1,490.00	4%	D	1	
	Extension to Temporary Notice Road Closure	£960.00	£1,000.00	4%	D	1	
	Road Closure by Temporary Order	£2,050.00	£2,140.00	4%	D	1	
	Extension to Temporary Order Road Closure	£960.00	£1,000.00	4%	D	1	
Section 50 Street Licences- Apparatus	New apparatus	£560.00	£580.00	4%	D	1	
	Existing apparatus	£560.00	£580.00	4%	D	1	
	Remedial Works	£340.00	£350.00	3%	D	1	
Skips	Skip permit	£155.00	£160.00	3%	D	1	
	Extension to skip permit	£145.00	£150.00	3%	D	1	
	Illegal Skip permit	£350.00	£360.00	3%	D	1	
	Skip bags	£155.00	£160.00	3%	D	1	
Scaffold	Scaffold permit	£195.00	£200.00	3%	D	1	
	Scaffold permit	£145.00	£150.00	3%	D	1	
	Illegal Scaffold Permit	£385.00	£400.00	4%	D	1	
Signs	Temporary signage	£260.00	£270.00	4%	D	1	
	Temporary signage extension	£125.00	£130.00	4%	D	1	
Other streetwork permits	Temporary excavations	£560.00	£580.00	4%	D	1	
	Building materials	£155.00	£160.00	3%	D	1	
S184 - Vehicular Access							
The S184 application fees are set to reflect the location, size, layout and vehicular use of the access, taking into account the assessment and supervision required by the Highway Authority. The Authority reserves the right to assess "special situations", i.e. where the level of resource required from the Highway Authority differs greatly from the norm. In these instances applications will be assessed on an individual basis, and the fee will be adjusted accordingly. Any illegal VA's may incur a fine of £500, plus have to undertake a retrospective application and appropriate payment as above.							
	Conveyancing queries / Notice of conformity	£145.00	£180.00	24%	D	1	
	Single Residential Access	£230.00	£470.00	104%	D	1	
	Commercial or Agricultural Access	£590.00	£600.00	2%	D	1	
	Commercial bell-mouth access (U or C Road)	£1,530.00	£1,600.00	5%	D	1	
	Commercial bell-mouth access (A or B Road or Traffic Sensitive)	£2,060.00	£2,200.00	7%	D	1	
	Residential dropped kerb access up to 3 properties (or equivalent traffic use)	£950.00	£1,000.00	5%	D	1	
	Residential dropped kerb access 4-10 properties (or equivalent traffic use)	£1,280.00	£1,430.00	12%	D	1	
	Residential bell-mouth access up to 3 properties (or equivalent traffic use)	£1,560.00	£1,600.00	3%	D	1	
	Residential bell-mouth access 4-10 properties (or equivalent traffic use)	£1,760.00	£1,850.00	5%	D	1	
	Residential bell-mouth access >10 properties (or equivalent traffic use)	£2,060.00	£2,200.00	7%	D	1	
	Housing development (>10 properties U or C Road)	£2,060.00	£2,200.00	7%	D	1	
	Commercial bell-mouth access (in lieu of S278)	£2,420.00	£2,580.00	7%	D	1	
	Housing development (>10 properties A or B Road)	£2,620.00	£2,700.00	3%	D	1	
	Construction Access to facilitate the start of development sites with a S278 or S38 agreed in principle	£2,740.00	£2,860.00	4%	D	1	
Crane, Cherry Picker/MEWP or Over Sail licence	Original/initial application	£180.00	£190.00	6%	D	1	
	Extension	£130.00	£130.00	0%	D	1	
	Illegal / unlicensed	£320.00	£340.00	6%	D	1	
Road Space Booking application (RSBF)		£60.00	£70.00	17%	D	1	
NRSWA sample inspections	Sample inspection defects	£50.00	£50.00	0%	S	5	

Infrastructure- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Streetworks Permits							
Streetworks Permits		POA	POA	N/A	S	5	
Streetworks Enforcement							
New Roads and Street Works Act - Inspection Defects		£120.00	£120.00	0%	S	5	
New Roads and Street Works Act - Coring Defects	Standard core charge	£370.00	£380.00	3%	D	1	
	Core charge with air void test	£520.00	£510.00	-2%	D	1	
	Core charge with TM	£1,290.00	£1,380.00	7%	D	1	
	Core charge with TM and air void test	£1,380.00	£1,510.00	9%	D	1	
Section 74 contractor overrun charges	As per Statutory Guidance	As per Statutory Guidance	As per Statutory Guidance	N/A	S	5	
Utility Fixed penalty Notices	As per Statutory Guidance	As per Statutory Guidance	As per Statutory Guidance	N/A	S	5	
Public transport							
Railcards	Sale of railcards (each)	£13.00	£13.70	5%	D	1	
Bus Passes	Replacement Bus pass	£12.00	£12.60	5%	D	1	
Street Cleansing & Grounds Maintenance							
Dog Control	Release Fee	£53.00	£55.70	5%	D	1	
	Re-Offending Penalty Charge- No.2	£21.00	£22.10	5%	D	1	
	Re-Offending Penalty Charge- No.3	£37.00	£38.90	5%	D	1	
	Re-Offending Penalty Charge- No.4	£54.00	£56.70	5%	D	1	
Fixed penalty notices	£50 if paid within ten days of issue, £75 if not.	£50 or £75	£50 or £75	N/A	S	5	
Abandoned Vehicles- Set by Department for Transport							
On road, upright, not damaged	- Removal of Vehicle-On road (less than 3.5 tonnes)	£150.00	£150.00	0%	S	5	
	- Removal of Vehicle-On road (3.5 to 7.5 tonnes)	£200.00	£200.00	0%	S	5	
	- Removal of Vehicle-On road (7.5 to 18 tonnes)	£350.00	£350.00	0%	S	5	
	- Removal of Vehicle-On road (more than 18 tonnes)	£350.00	£350.00	0%	S	5	
On road, damaged or not upright	- Removal of Vehicle-On road, damaged (less than 3.5 tonnes)	£250.00	£250.00	0%	S	5	
	- Removal of Vehicle-On road, damaged (3.5 to 7.5 tonnes)	£650.00	£650.00	0%	S	5	
	- Removal of Vehicle-On road, damaged (7.5 to 18 tonnes)	Unladen £2,000 Laden £3,000	Unladen £2,000 Laden £3,000	N/A	S	5	
	- Removal of Vehicle-On road, damaged (more than 18 tonnes)	Unladen £3,000 Laden £4,500	Unladen £3,000 Laden £4,500	N/A	S	5	
Off road, upright not damaged	- Removal of Vehicle-off road (less than 3.5 tonnes)	£200.00	£200.00	0%	S	5	
	- Removal of Vehicle-off road (3.5 to 7.5 tonnes)	£400.00	£400.00	0%	S	5	
	- Removal of Vehicle-off road (7.5 to 18 tonnes)	Unladen £1,000 Laden £1,500	Unladen £1,000 Laden £1,500	N/A	S	5	
	- Removal of Vehicle-off road (more than 18 tonnes)	Unladen £1,500 Laden £2,000	Unladen £1,500 Laden £2,000	N/A	S	5	

Infrastructure- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Off road, damaged or not upright	- Removal of Vehicle-off road, damaged (less than 3.5 tonnes)	£300.00	£300.00	0%	S	5	
	- Removal of Vehicle-off road, damaged (3.5 to 7.5 tonnes)	£850.00	£850.00	0%	S	5	
	- Removal of Vehicle-off road, damaged (7.5 to 18 tonnes)	Unladen £3,000, Laden £4,500	Unladen £3,000, Laden £4,500	N/A	S	5	
	- Removal of Vehicle-off road, damaged (more than 18 tonnes)	Unladen £4500, Laden £6000	Unladen £4500, Laden £6000	N/A	S	5	
Storage	Storage of Vehicle (per day) two wheeled	£10.00	£10.00	0%	S	5	
	Storage of Vehicle (per day) less than 3.5 tonnes	£20.00	£20.00	0%	S	5	
	Storage of Vehicle (per day) 3.5 to 7.5 tonnes	£25.00	£25.00	0%	S	5	
	Storage of Vehicle (per day) 7.5 to 18 tonnes	£30.00	£30.00	0%	S	5	
	Storage of Vehicle (per day) more than 18 tonnes	£35.00	£35.00	0%	S	5	
Disposal	Disposal of Vehicle - two wheeled	£50.00	£50.00	0%	S	5	
	Disposal of Vehicle - less than 3.5 tonnes	£75.00	£75.00	0%	S	5	
	Disposal of Vehicle - 3.5 to 7.5 tonnes	£100.00	£100.00	0%	S	5	
	Disposal of Vehicle - 7.5 to 18 tonnes	£125.00	£125.00	0%	S	5	
	Disposal of Vehicle - more than 18 tonnes	£150.00	£150.00	0%	S	5	
Street Lighting							
Fees to relocate a street lighting column (net of vat)	Advance Quotation fee (net of vat)	£250.00	£262.50	5%	D	1	
	Up to 2.0m from existing location Approximately	£2500 to £3000	POA	N/A	D	1	
	From 2.0m to 4.0m from existing location	£3000 to £4000	POA	N/A	D	1	
	To move a column 4.0m plus from existing location	POA	POA	N/A	D	1	
https://next.shropshire.gov.uk/street-care-and-cleaning/streetlights/column-relocation/							
Traffic Engineering							
Alterations to the Highway	Advisory disabled bay	£275.00	£442.00	61%	D	1	
	H bar markings	£345.00	£515.00	49%	D	1	
	Double H bar markings	£345.00	£515.00	49%	D	1	
	Mirrors	£630.00	£1,357.00	115%	D	1	
	Brown tourism signs	£440-£2000	£770 - £2392	75%/20%	D	1	
	Advertising Banners (Shrewsbury approaches)	POA	POA	N/A	D	1	
	Application- non-refundable fee	£75.00	£75.00	0%	D	1	
	Traffic data - historic data on record	£216.00	£303.00	40%	D	1	
Traffic Data	Automatic traffic count data	£912.00	£1,026.00	13%	D	1	
	Highway accident data	£215.00	£302.00	40%	D	1	
Drainage & Flood Risk							
Highways	Ordinary Watercourse Consents	£50.00	£50.00	0%	S	5	

Infrastructure- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Car Parking Charges							
Car parking 2026-27- New car parking charges were introduced 3rd November 2025							
Monday to Saturday (per hour) - 24 Hours	Ravens Meadow (evening charges capped at 2 hours at £2.40per hour)	£2.40	£2.40	0%	D	1	
Monday to Saturday (per hour) - 8am to 6pm	Shrewsbury						
	Shrewsbury On Street	£3.60	£3.60	0%	D	1	
	Bridge Street	£2.80	£2.80	0%	D	1	
	The Gap	£2.80	£2.80	0%	D	1	
	St Austins Street	£2.80	£2.80	0%	D	1	
	Quarry Fitness Centre	£2.80	£2.80	0%	D	1	
	St Julians Friars	£1.40	£1.40	0%	D	1	
	Frankwell, Quay, Riverside (Frankwell Riverside 3hr max stay)	£1.20	£1.20	0%	D	1	
	Abbey Foregate	£0.70	£0.70	0%	D	1	
	Shirehall Overflow	£0.70	£0.70	0%	D	1	
	Ludlow						
	Ludlow On Street (Red Zone	£2.80	£2.80	0%	D	1	
	Castle Street	£1.40	£1.40	0%	D	1	
	Ludlow On Street (Blue Zone	£1.20	£1.20	0%	D	1	
	Galdeford A	£0.70	£0.70	0%	D	1	
	Galdeford B	£0.40	£0.40	0%	D	1	
	Smithfield Ludlow	£0.40	£0.40	0%	D	1	
	Church Stretton						
	Easthope Road 1- 4	£0.70	£0.70	0%	D	1	
	Crossways	£0.40	£0.40	0%	D	1	
	Bridgnorth						
	Sainsburys	£1.40	£1.40	0%	D	1	
	Listley Street North & So	£1.40	£1.40	0%	D	1	
	Riverside	£1.20	£1.20	0%	D	1	
	Innage Lane	£0.40	£0.40	0%	D	1	
	Severn Street	£0.40	£0.40	0%	D	1	
	Much Wenlock						
	Back Lane	£1.20	£1.20	0%	D	1	
	St Marys Lane	£0.70	£0.70	0%	D	1	
	Falcons Court	£0.40	£0.40	0%	D	1	
	New Road	£0.40	£0.40	0%	D	1	
	Oswestry						
	Festival Square	£1.40	£1.40	0%	D	1	
	Oswald Road	£0.40	£0.40	0%	D	1	
	Oak Street	£0.40	£0.40	0%	D	1	

Infrastructure- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Ellesmere						
	Mereside On Street	£1.40	£1.40	0%	D	1	
	Talbot St, Cross St, Sparbridge	£0.40	£0.40	0%	D	1	
	Wem						
	High, Leek Street	£0.40	£0.40	0%	D	1	
	Mill Street	£0.40	£0.40	0%	D	1	
	Whitchurch						
	Castle Hill	£0.70	£0.70	0%	D	1	
	Pepper Street	£0.70	£0.70	0%	D	1	
	Newtown	£0.40	£0.40	0%	D	1	
	St Johns Street	£0.40	£0.40	0%	D	1	
	Brownlow Street	£0.40	£0.40	0%	D	1	
	Prees						
	Prees	£0.40	£0.40	0%	D	1	
	Market Drayton						
	Frogmore Road	£0.70	£0.70	0%	D	1	
	Queen Street	£0.70	£0.70	0%	D	1	
	Towers Lawn 1 & 2	£0.40	£0.40	0%	D	1	
Sunday and Bank Holidays (Fixed Fee)	Ravens Meadow MSCP	£2.40	£2.40	0%	D	1	
Sunday and Bank Holidays (per hour) - 8am to 6pm	Shrewsbury						
	Shrewsbury On Street (30 mins @ £1.80 can be purchased at the machine)	£3.60	£3.60	0%	D	1	
	Bridge Street	£1.40	£1.40	0%	D	1	
	The Gap	£1.40	£1.40	0%	D	1	
	St Austins Street	£1.40	£1.40	0%	D	1	
	Quarry Fitness Centre	£1.40	£1.40	0%	D	1	
	St Julians Friars	£0.70	£0.70	0%	D	1	
	Frankwell Main, Quay, Riverside*	Free	Free	N/A	D	1	
	Abbey Foregate	Free	Free	N/A	D	1	
	Shirehall Overflow	Free	Free	N/A	D	1	
	Ludlow						
	Ludlow On Street (Red Zone)	£2.80	£2.80	0%	D	1	
	Castle Street	£1.40	£1.40	0%	D	1	
	Ludlow On Street (Blue Zone)	£1.20	£1.20	0%	D	1	
	Galdeford A	£0.70	£0.70	0%	D	1	
	Galdeford B	£0.40	£0.40	0%	D	1	
	Smithfield	£0.40	£0.40	0%	D	1	
	Church Stretton						
	Easthope Road 1- 4	Free	Free	N/A	D	1	
	Crossways	Free	Free	N/A	D	1	

Infrastructure- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Bridgnorth						
	Sainsburys	£0.70	£0.70	0%	D	1	
	Listley Street North & South	£0.70	£0.70	0%	D	1	
	Riverside	Free	Free	N/A	D	1	
	Innage Lane	Free	Free	N/A	D	1	
	Severn Street	Free	Free	N/A	D	1	
	Much Wenlock						
	Back Lane	Free	Free	N/A	D	1	
	St Marys Lane	Free	Free	N/A	D	1	
	Falcons Court	Free	Free	N/A	D	1	
	New Road	Free	Free	N/A	D	1	
	Oswestry						
	Festival Square	£0.70	£0.70	0%	D	1	
	Oswald Road	Free	Free	N/A	D	1	
	Oak Street	Free	Free	N/A	D	1	
	Ellesmere						
	Mereside On Street	£1.40	£1.40	0%	D	1	
	Talbot St, Cross St, Sparbridge	Free	Free	N/A	D	1	
	Wem						
	High Street and Leek Street	£0.40	£0.40	0%	D	1	
	Mill Street	Free	Free	N/A	D	1	
	Whitchurch						
	Castle Hill	Free	Free	N/A	D	1	
	Pepper Street	Free	Free	N/A	D	1	
	Newtown	Free	Free	N/A	D	1	
	St Johns Street	Free	Free	N/A	D	1	
	Brownlow Street	Free	Free	N/A	D	1	
	Prees						
	Prees	Free	Free	N/A	D	1	
	Market Drayton						
	Frogmore Road	Free	Free	N/A	D	1	
	Queen Street	Free	Free	N/A	D	1	
	Towers Lawn 1 & 2	Free	Free	N/A	D	1	
Off Street Season Ticket (per annum)							
Band 4	Frankwell Main, Riverside Bridgnorth, Back Lane Much Wenlock - 12 months	£960.00	£960.00	0%	D	1	
	Off Street Weekly Ticket - 7 days	£40.00	£40.00	0%	D	1	
	Off Street Season Ticket - 1 month	£140.00	£140.00	0%	D	1	
	Off Street Season Ticket - 3 months	£360.00	£360.00	0%	D	1	
	Off Street Season Ticket - 6 months	£600.00	£600.00	0%	D	1	

Infrastructure- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Band 5	Abbey Foregate HGV, Coach & Car, Shirehall Overflow, Shrewsbury, Castle Hill, Pepper Street Whitchurch, Galdeford A Ludlow, Frogmore Road, Queen Street, Market Drayton, St Mary's Lane Much Wenlock, Easthope Road 1-4, Church Stretton	£560.00	£560.00	0%	D	1	
	Off Street Weekly Ticket - 7 days	£24.00	£24.00	0%	D	1	
	Off Street Season Ticket - 1 month	£82.00	£82.00	0%	D	1	
	Off Street Season Ticket - 3 months	£210.00	£210.00	0%	D	1	
	Off Street Season Ticket - 6 months	£350.00	£350.00	0%	D	1	
Band 6	Innage Lane HGV, Coach & Car, Severn Street HGV, Coach & Car, Bridgnorth, Crossways HGV, Coach & Car Park, Church Stretton, Talbot Street, Cross Street, Spar Bridge, Ellesmere, Galdeford B, Smithfield, Ludlow, Towers Lawn 1 & 2 Market Drayton, New Road, Falcon's Court Much Wenlock, Oak Street, Oswald Road, Oswestry, Prees Heath, High Street, Leek Street, Mill Street, Wern, Brownlow Street, Newtown, St John's Street Whitchurch, Prees Heath HGV, Coach and Car Park, Prees Heath	£320.00	£320.00	0%	D	1	
	Off Street Weekly Ticket - 7 days	£13.00	£13.00	0%	D	1	
	Off Street Season Ticket - 1 month	£47.00	£47.00	0%	D	1	
	Off Street Season Ticket - 3 months	£120.00	£120.00	0%	D	1	
	Off Street Season Ticket - 6 months	£200.00	£200.00	0%	D	1	
Off Street HGV Tickets and Season Tickets							
Band 5	Abbey Foregate HGV, Coach & Car Park - 12 months	£1,200.00	£1,200.00	0%	D	1	
	Off Street Ticket - 24 hours	£10.00	£10.00	0%	D	1	
	Off Street Season Ticket - 1 month	£175.00	£175.00	0%	D	1	
	Off Street Season Ticket - 3 months	£450.00	£450.00	0%	D	1	
	Off Street Season Ticket - 6 months	£750.00	£750.00	0%	D	1	
Band 6	Innage Lane HGV, Coach & Car, Severn Street HGV, Coach & Car, Bridgnorth, Crossways HGV, Coach & Car Park, Church Stretton, Prees Heath HGV, Coach and Car Park, Prees Heath, Oswald Road HGV and Coach Park and Smithfield HGV, Coach and Car Park - 12 months	£720.00	£720.00	0%	D	1	
	Off Street Ticket - 24 hours	£10.00	£10.00	0%	D	1	
	Off Street Season Ticket - 1 month	£105.00	£105.00	0%	D	1	
	Off Street Season Ticket - 3 months	£270.00	£270.00	0%	D	1	
	Off Street Season Ticket - 6 months	£450.00	£450.00	0%	D	1	
Off Street Resident Parking (per annum)							
Band 3* and 4	Frankwell Main Shrewsbury, Back Lane, Much Wenlock, St Julians Friars* Shrewsbury	£768.00	£768.00	0%	D	1	
Band 5	Abbey Foregate HGV, Coach & Car, Shirehall Overflow, Shrewsbury, Castle Hill, Pepper Street Whitchurch, Galdeford A Ludlow, Frogmore Road, Queen Street, Market Drayton, St Mary's Lane Much Wenlock, Easthope Road 1-4, Church Stretton	£448.00	£448.00	0%	D	1	

Infrastructure- Fees and Charges	Description of fee/charge	Fee for 2025/26 £	Fee for 2026/27 £	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Band 6	Innage Lane HGV, Coach & Car, Severn Street HGV, Coach & Car, Bridgnorth, Crossways HGV, Coach & Car Park, Church Stretton, Talbot Street, Cross Street, Spar Bridge, Ellesmere, Galdeford B, Smithfield, Ludlow, Towers Lawn 1 & 2 Market Drayton, New Road, Falcon's Court Much Wenlock, Oak Street, Oswald Road, Oswestry, High Street, Leek Street, Mill Street, Wem, Brownlow Street, Newtown, St John's Street Whitchurch, Prees Heath HGV, Coach, Car, Prees Heath	£256.00	£256.00	0%	D	1	
Car Parking- Other Charges							
	A trade's person waiver is available at £20 per waiver.	£20.00	£20.00	0%	D	1	
	Other waivers are available for carers (Restrictions apply)	POA	POA	N/A	D	1	
	HGV Charges apply (Per 24 hour stay)	£10.00	N/A	N/A		1	
	On Street Resident Parking - Restrictions apply - Ludlow	£100.00	£100.00	0%	D	1	
	On Street Resident Parking - Restrictions apply - Bridgnorth	£50.00	£100.00	100%	D	1	
	On Street Resident Parking - Restrictions apply - Oswestry	FOC	£100.00	100%	D	1	
	On Street Match Day Resident Permit	£5.00	£5.00	0%	D	1	
	Parking Permits for Ludlow Market Traders - Galdeford B Ludlow	£2.00	£2.00	0%	D	1	
	Parking Permits for Ludlow Market Traders - Castle Street, Ludlow (April to December)	£4.00	£4.00	0%	D	1	
	Parking Permits for Ludlow Market Traders - Castle Street, Ludlow (January to March)	£2.00	£2.00	0%	D	1	
	Car Park Lock In Fee at any gated & locked site	£65.00	£65.00	0%	D	1	
Car park hire	Car park hire for events	POA	POA	N/A	D	1	

Housing Revenue Account- Fees and Charges	Description of fee/charge	Fee for 2025/26 - (48 weeks)	Fee for 2026-27 (52 weeks)	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Fees for 2025/26 were based on 48 weeks and the fees for 2026/27 are based on 52 weeks							
Housing rents	Housing Rents-Increased by Formula rent calculation	Subject to separate recommendation	Subject to separate recommendation		D	1	
Heating charges	Various properties	£0.00-£16.17	£0.69-£25.63	N/A	D	1	
Water charges	Various properties	£1.49-£6.46	£2.13-£6.25	N/A	D	1	
Emergency lighting	Emergency Lighting Service Charges	£0.00	£1.07	New	D	1	
Fire Alarm/Extinguisher servicing charges	Various properties	£0.00-£1.63	£0.92-£2.69	N/A	D	1	
Window Cleaning	Various properties	£0.00- £0.68	£0.66-£1.31	N/A	D	1	
Aids & Adaptations servicing	Servicing of Stairlifts	£0.00	£3.69	New	D	1	
	Servicing of WD Toilets	£0.00	£1.58	New	D	1	
	Servicing of Ceiling Hoist (per ceiling hoist)	£0.00	£1.66	New	D	1	
	Servicing of Automatic Doors	£0.00	£9.20	New	D	1	
	Passenger Lifts	£0.00	£1.18-£1.25	New	D	1	
	Servicing of Automatic Doors	£0.00	£0.34-£1.15	New	D	1	
	Servicing of Stairlifts	£0.00	£0.92	New	D	1	
Cleaning & Sanitary Supplies	Various properties	£0.41-£0.74	£0.12-£1.28	N/A	D	1	
Communal Cleaning	Communal Cleaning	£2.99-£11.70	£2.38-£12.73	-13.8%/22.9%	D	1	
Laundry Equipment Servicing & Repairs	Various properties	£0.00	£0.41-£0.65	New	D	1	
Communal Stand Alone Community Rooms	Various properties	£0.00	£0.00	0.0%	D	1	To be subject of tenant consultation with outcome determining the recommended charges for 2027-28
Grounds Maintenance	Garden Assist - Lawn Cut - Annual Maintenance (20mm to 60mm).	2.45 + VAT	£0.00	See Below	D	1	Change to charging model - see new hourly rate information below
	Garden Assist - Hedge Cutting - Annual Maintenance.	1.22 + VAT	£0.00	See Below	D	1	
	Garden Assist - Hourly Rate.	£0.00	62.64 + VAT	NEW CALCULATION BASIS	D	1	Existing customers will be offered 50% discount capped at maximum of £10 per week (including VAT).
	Property Based Grounds Maintenance - Hourly Rate for Service Charges.	Various	£74.02	NEW	D	1	
	Hourly Rate Chargeable for ad hoc VOID work provided by Grounds Maintenance Team - Quoted per job.	£46.50	£74.46	60.1%	D	1	
	Hourly Rate Chargeable for ad hoc Cornovii/Management Company work provided by Grounds Maintenance Team - Quoted per job.	46.50 + VAT	68.29 + VAT	46.9%	D	1	
Management Company Recharges	Various properties	£0.00-£6.97	£4.59-£10.40	N/A	D	1	
Communal TV Aerials	Communal TV Aerials - Mandatory Charge	£0.93	£0.99	15.3%	D	1	
IHM	Intensive Housing Management Countywide (standard sheltered support)	£20.94	£21.49	2.7%	D	1	
	Intensive Housing Management - Temporary Accommodation (dispersed units)	£77.51	£71.65	0.1%	D	1	
Supported Housing scheme	Service Charge	£275.96	£261.25	2.6%	D	1	
	License Fee	£73.50	£72.91	7.5%	D	1	
	Intensive Housing Management	£56.26	£54.92	5.8%	D	1	

Housing Revenue Account- Fees and Charges	Description of fee/charge	Fee for 2025/26 - (48 weeks)	Fee for 2026-27 (52 weeks)	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Combined Charges	Various properties	£1.17-£16.47	N/A	N/A	D	1	All charges now detailed out separately
Sewage Services	Various	£0.59-£5.55	£0.57-£5.37	4.8%	D	3	
Temporary Accommodation service charges	Various properties	£12.00-£44.96	£12.58-£47.12	4.8%	D	1	
Community alarms	Leased Services						
	Leased Service (Council tenants) - service charge set by STAR Housing (charge per quarter)	£51 + VAT	£0.00	N/A	D	1	STAR Housing no longer providing Community Alarm services apart from within own Sheltered Schemes.
	Leased Service (Non-Council tenants) - charge set by STAR Housing (charge per quarter)	£51 + VAT	£0.00	N/A	D	1	
	Other charges						
	Monitoring charge on non-leased unit charge set by STAR Housing (charge per quarter)	£14.70 + VAT	£0.00	N/A	D	1	
	Former Grant Supported - Council Tenant Sheltered Schemes	2.45 + VAT	2.35 + VAT	3.8%	D	1	
	Former Grant Supported - Other	2.45 + VAT	£0.00	N/A	D	1	
	Installation Charge:						
	Alarm Installation Charge - set by STAR Housing (per item)	£46.25	£0.00	N/A	D	1	
	Replacement Pendants:						
	Per pendant. Charge set by STAR Housing (per item)	£56.50	£0.00	N/A	D	1	
	Other peripheral equipment e.g. key safe (cost plus installation & admin charge)	Cost plus installation & admin charge (+VAT where due)	£0.00	N/A	D	1	
Parking Bays	Secured Parking Bays (Tenant)	£2.85 per wk. (+VAT where due)	£2.75 per wk. (+VAT where due)	4.8%	D	1	
	Secured Parking Bays (Non-Tenant)	£3.45 per wk. (+VAT where due)	£3.35 per wk. (+VAT where due)	4.8%	D	1	
	Replacement padlock (drop down bollards)	£11.30 plus cost of new lock + VAT	£11.85 plus cost of new lock + VAT	4.8%	D	1	Per item
Repairs recharged to current & former tenants	Charges payable to STAR Housing for various works such as missed appointment, tenant damage and house clearance.	Cost recovery plus 15% admin if applicable	Cost recovery plus 15% admin if applicable	0.0%	D	1	
Garage rents	Bridgnorth & Oswestry (VAT charged to Council tenants on third or more garages and all non-tenants)	£8.40 per week (+VAT where due)	£8.15 per week (+VAT where due)	4.8%	D	1	
	Oswestry - non-tenant	£10 per wk. +VAT	£9.70 per wk. +VAT	4.8%	D	1	
	Garage base	£1.50 per wk. (+VAT where due)	£1.45 per wk. (+VAT where due)	4.8%	D	1	

APPENDIX 4**HOUSING REVENUE ACCOUNT RENT LEVEL 2026/27– POLICY CONTEXT****1.1 - Introduction**

This report sets out the recommended approach to rent levels and service charges for the Council's retained housing stock and shared ownership homes for the 2026/27 financial year.

1.2 - Recommendations

It is recommended that:

- Social Housing and Affordable rents for 2026/27 are increased by 4.8% from 6th April 2026.
- Shared Ownership rents continue to be calculated at 2.75% of the landlord's share at the time of purchase. From the following April, rents are reviewed annually in line with the terms set out in the lease. As additional shares in the property are purchased, rent will decrease proportionally, based on the original property value.
- Service charges will be calculated based on actual cost plus a 15% management and admin fee (excluding sewage), with changes in the way these are calculated following an in-depth service charge review.
- Note the results of the revised tenancy agreement consultation with recommendations included in a separate report.
- The adoption of rent convergence at £2 per week if Government consultation allows implementation of the policy.

2.1 - Background

The Housing Revenue Account (HRA) is a ring-fenced account separate to the General Fund that records the financial transactions relating to the management and maintenance of the Council's retained housing stock. The primary source of income (93%) comes from tenants' housing rent.

CPI for the 12 months to September 2025 stood at 3.8% which gives rise to a formula based increase of 4.8%. The Government has not sought to impose a cap on rent increases from April 2026 as was the case for the 2023/24 year and accordingly this permits application of the previous policy of annual increases on both social and affordable rent of up to the preceding September CPI plus 1%.

Flexibility exists to set rents up to 5% above the formula rent calculation (10% in the case of supported housing) – this is known as the 'rent flexibility level', however this approach has not been implemented by Shropshire Council since the Government's formula rent calculation was adopted in 2002.

2.2 - Social Housing and Affordable Rent

Rents are increased in accordance with the Government's Rent Standard which allows rent to rise by the preceding September CPI plus 1%. CPI in September 2025 was 3.8% which gives rise to a proposed increase of 4.8% for 2026/27.

2.3 - Shared Ownership Rent

Under the Shared Ownership model, purchasers acquire a share of the property (typically 40–60%) and pay rent to the Council on the remaining equity, initially set at 2.75% of the unsold market value. The 2.75% rent rate applied to shared ownership properties is policy-based and capped at 3.0% by Government to maintain affordability.

It is significantly lower than typical market rents, which often equate to 5–6% of property value annually. This percentage does not represent the cost of finance nor borrowing; rather, it provides a consistent and transparent method for calculating rent on the landlord's share of the property. The rate was established through government guidance to ensure shared ownership remains an accessible route to home ownership.

Rent is reviewed annually each April in accordance with the lease terms, which specify either CPI (preceding September) plus 1% or RPI plus 0.5%. These provisions are embedded in individual lease agreements and are not subject to the Welfare Reform and Work Act 2016 or the Government Rent Standard.

On 12 October 2023, the Department for Levelling Up, Housing and Communities (DLUHC) amended the basis for annual rent reviews on new Shared Ownership leases, replacing RPI with CPI. For leases issued after this date, the maximum annual increase is CPI plus 1%, aligning Shared Ownership with Social and Affordable Rent policies. Existing leases and those funded prior to this date may continue to apply RPI-based reviews.

Based on September 2025 indices (CPI at 3.8% and RPI at 4.5%), the proposed uplift from April 2026 will range between 4.8% and 5.0%, depending on the lease terms applicable to each property.

2.4- Consultation on rents

Local authorities operating a Housing Revenue Account are not legally required to consult tenants on annual rent increases; the only obligation is to comply with the Government's Rent Standard and provide at least four weeks' notice of any change. However, engagement is strongly encouraged under regulatory expectations and best practice because it builds trust, explains how rent income supports services, and aligns with consumer standards. Given the timing of this year's process and the recent consultation focus on rent collection timing and service charges, consultation would not have been helpful, but if rent convergence is to be adopted in future, or simply as good practice, we should consider consulting tenants ahead of next year's rent-setting cycle to strengthen accountability and tenant influence.

2.5- Service Charges

Service charges are applied to some tenancies in respect of specific services relating to either the property (such as cleaning in communal areas) or provided specifically for the tenant. Service charges are applied in addition to the rent charge and are subject to an individual calculation based on recovery of costs incurred in the provision of the service. An in-depth review of service charges has been undertaken with changes proposed in the way these are calculated to ensure where possible full cost recovery. This is required to ensure services and the HRA are sustainable going forward. If approved, the review of service charges is likely to see income from service charges increase to cover its costs as follows:

Service Charge Category	Tenant Income Raised through Service Charges in 2024-25 (Last Full Financial Year)	Proposed Income from Service Charges for 2026-27 chargeable to tenants.
Heating & Water	£0.017m	£0.060m
Cleaning	£0.031m	£0.042m
Sewage	£0.007m	£0.008m
Grounds Maintenance	£0.088m	£0.223m
Garden Assist	£0.016m plus VAT	£0.041m
SERV – A previous generic service charge category	£0.084m	Discontinued category
Emergency Lighting & Fire Alarm/Extinguisher Servicing	Previously within SERV	£0.023m
Window Cleaning	Previously within SERV	£0.003m
Aids & Adaptations Servicing	Only Lifts previously included in SERV	£0.021m
Laundry Equipment servicing and repairs	Not previously charged	£0.001m
Management Company recharges	Previously within SERV	£0.010m
Communal TV Aerials	Previously within SERV	£0.041m
IHM (Including TA IHM)	£0.508m	£0.654m
NCC	£0.176m	£0.262m
Total	£0.927m	£1.389m

The increase in service charges is essential to cover the cost of providing these services so the STAR Management fee can be used to support front line delivery, allowing us to respond to new requirements such as Awaab's Law 2025. The potential increase in service charge income of £0.462m, as detailed in the table above, is equivalent to the estimated cost of 9 Multi-Skilled Repairs Operatives in 2026-27.

Scrutiny Panel were consulted on our service charge review and resounding feedback from attendees was to ensure value for money. Where possible STAR Housing has reviewed contracts to ensure costs are as low as possible and no service charges will generate profit as dictated by the Landlord Tenant Act 1985.

To ensure that all costs are covered, when calculating the service charges a standard 15% Management and Admin fee has been applied to all categories of service charges (unless specified below) to cover the cost of organisational management, office accommodation costs and other back-office services. 15% is an agreed figure used by both STAR Housing and Shropshire Council when charging between organisations.

It is not currently possible to finalise all service charges as some include staffing costs and will be subject to any changes in employer pension contributions which we will know by the end of November 2025. The following service charge categories will be chargeable from 2026-27 onwards with a summary of the current draft position available at Appendix 1. These costs will be finalised before the end of December when they are sent to Shropshire Council for Full Council approval.

We ask that FAR considers the basis on which service charges are calculated and agree this. It should be noted that the review of costs will result in a degree of variation between what tenants are used to paying, and what they will be asked to pay from April 2026. Until all service charges are finalised, we are not able to provide that detail to FAR on a tenancy-by-tenancy basis. We propose to circulate this information to FAR virtually as soon as it is available and in advance of submitting the schedules to the Council for their approval. It is proposed that STAR Housing Income Team will work with those tenants who are significantly affected and provide advice and support through the hardship fund as required but it is felt important that the full charges are levied as they represent the true cost of services.

Based on the data available to us, which is currently being updated, we currently have circa 3784 active tenancies (excluding TA and TAMS). Of these, we have circa 985 in receipt of Housing Benefit which equates to 26%, therefore this 26% should not be affected by any increases in eligible service charges. In respect of Universal Credit, the premise of which is direct payment to tenants, meaning we won't always have oversight of our tenants Universal Credit claims. As of November 2025, we have circa 1849 in receipt of Universal Credit which equates to 49%. Similarly, this 49% should not be affected by any increase in eligible service charges. Overall, circa 75% of active tenancies are in receipt of some form of benefit which will result in the change in charges not affecting their income. Details on the exact tenants affected by any increases in service charges can be finalised once final costs are known and support provided accordingly. Please note that service charges are not payable at all properties.

For those tenants in receipt of Housing Benefit or Universal Credit, communal service charges are an eligible cost and should be fully claimable provided charges are mandatory under the tenancy agreement and directly related to the provision of accommodation (e.g. cleaning communal areas, lighting in shared spaces, grounds maintenance). Charges must be reasonable and not excessive for the service provided.

Shared Ownership Insurance

This is currently charged based on the actual insurance costs sent through to STAR Housing from Shropshire Council in January/February and recharged to shared ownership properties based on the percentage of property sold. This will continue to be charged in this way.

Shared Ownership Boiler Servicing

In 2025-26, 53% of Shared Ownership properties are currently contributing £1.25 per week to having a gas boiler serviced. It is proposed that responsibility for this is passed to the property owner, with STAR Housing Building Safety team having written to all Shared Ownership property owners offering them a boiler service before 31st March 2026, after which no service charges will be levied to any of these properties and no costs relating to servicing the gas boilers at these properties will be incurred.

Grounds Maintenance Property based service charges - All patches of land maintained by the grounds maintenance service have been reviewed. Time taken to maintain all patches over a 12-month period have been calculated and an hourly rate based on the cost of the service used to calculate the cost of each piece of land. Initial calculations are currently being sense checked to actual timesheets to ensure accuracy. The initial exercise has identified numerous patches of land which we believe are not service chargeable and should be maintained by the Council's General Fund.

Discussions are underway with Shropshire Council Street Scene team to agree responsibility for maintenance of these patches of land going forward. These conversations are expected to be concluded before the end of December. This will then enable us to finalise the service charges for tenants for 2026-27. Current estimates suggest income recovery, including a 15% management and admin fee, to be in the region of £0.223m for 2026-27. This is compared to the current recovery rate for 2025-26 estimated to be in the region of £0.101m. There are several estates currently being maintained that have never been charged. A few tenants will see a reduction, with the vast majority seeing increases. Once the work with Shropshire Council and employer pension contributions are known, it is intended that an analysis of increases and overall charges is made.

Grounds Maintenance Assisted gardening scheme – An optional service which tenants can opt into. This scheme was initially targeted at tenants with vulnerabilities and therefore unable to maintain their own gardens. Weekly charges for this are currently based on an arbitrary fee for hedges (£1.22+VAT) and lawns (£2.45+VAT). A similar exercise to calculate the time taken to maintain these gardens has been undertaken. These are all based on an hourly charge out rate for this work of £65.63 per hour including a 15% management and admin fee (subject to employer pension contribution changes). If after conducting this review, we were to charge based on actual costs expected income would increase from the current level of £0.017m per annum to £0.093m. This would make the scheme unaffordable for many, with the highest charge being £44.93 per week. Charging options for this service are being proposed in a separate paper to Customer Services Sub Committee so that Board Members can decide on the most suitable options for this service. Proposals will include offering a discount of 50% for tenants with a vulnerability, capped at a maximum of £10 per week (£8.33 plus VAT). This would hopefully ensure that those tenants (particularly aged/disabled tenants) could continue to subscribe to the service and maintain, what are in many cases, large gardens and therefore reduce any distress that might occur from having unkept gardens. Proposals will also include the grounds maintenance service writing to tenants to inform them of the likely cost of the service (pre-Christmas) to assess responses. Based on an increase in costs, we are anticipating that some service users who can maintain their own gardens may now start to maintain these themselves. The proposed discounted and capped services would recover in the region of £0.041m (based on the current cohort) an increase of £0.024m. However, it should be noted the scheme will continue to operate at a loss of £0.052m.

Community Centres

STAR Housing is in the process of drafting a consultation proposal seeking tenants views on the future use of the community centres currently located in our Supported Living Schemes. Service charges were not charged in 2025-26 due to the withdrawal of Shire Services cleaning contracts and decisions required around the future use of these buildings. It is proposed that no service charges will be levied to tenants for standalone community centres in 2026-27, however the cost of maintaining these assets will be shared with tenants as part of the planned consultation. Tenants will therefore be able to make an informed decision on whether they would like to keep the community centres and pay a weekly service charge for them, or whether they should be closed and repurposed for much needed affordable housing.

Communal Electricity, Gas and Water

Communal electricity, gas and water at one of the Supported Living Schemes has always been payable and will continue to be charged based on actual costs.

Communal electricity was historically charged at the other Supported Living Scheme however this was suspended in 2025-26 whilst some work to establish communal heating sources was undertaken. This work is resulting in changes to the heating setup at the aforementioned Supported Living Scheme with a communal air source heat pump or economic electric heating being considered for installation. The solution will be in place for 2026-27, so a service charge will be levied to tenants based on the new estimated cost of this communal heating. Water has always been charged and will continue to be charged.

Communal electricity for blocks of flats has historically not been charged to tenants and STAR Housing has been absorbing the cost. The cost of this has been calculated and will be charged to tenants in 2026-27 based on actual cost. Service charges will range between 69p to £5.27 per week. It is expected that this will recover in the region of £0.018m from tenants in blocks of flats.

All communal utilities are proposed to include a 15% management and admin fee from 2026-27.

Communal Contract Cleaning & Cleaning Supplies

Contract cleaning of communal spaces in Supported Living Schemes has historically been charged. This will continue to be charged based on actual cost. The service has looked at delivering contract savings within cleaning services and anticipate a reduction in service charges for tenants for these services. Current estimates suggest that service charges per week including 15% management and admin charge will range from £1.53 to £5.97. All cleaning services are part of a wider tender process which is likely to be operational for 2027-28. Consultation with residents as part of this tender process includes seeking views on the number of cleans per year and specification of works.

The cost of cleaning and sanitary supplies will continue to be charged to Supported Living Schemes based on actual costs plus a 15% management and admin fee.

Sewage

The review of sewage treatment works is progressing. One of the sewage treatment plants has been transferred to Severn Trent Water in 2025-26. Of the remaining 28 sewage treatment plants in the HRA, work is continuing with Phase one of the project working towards the connection of 6 plants to mains sewage works, a further plant being closed before the end of the financial year as the remaining connection will be removed, and work to close a further five plants before the end of March 2027.

This will leave 15 plants which will be picked up as part of Phase two for decommissioning. The transfer of all plants to Severn Trent Water are being explored in the first instance. As a result of the proposed changes to the sewage treatment service, recovery of cost is being held at the current level plus CPI+1% for 2026-27. We are aware of the under recovery this results in for the HRA as reported in previous sewage plant decommissioning reports, however the recharging of actual costs in most instances would be unaffordable and inflame tenants/private connections, at a time when we are seeking their cooperation to achieve a sustainable solution for sewage treatment for both tenants/private connections and the HRA.

IHM (General and Dispersed Units)

IHM is delivered to tenants at our supported living schemes as well as dispersed temporary accommodation units. Calculations are based on the cost of the officer

delivering the service, with an allowance for travel and mobile costs plus a 15% management and admin charge. IHM charges for supported living schemes will become mandatory and opting out of this service will no longer be allowed. We currently have 2 tenants who have opted out, one in receipt of benefits and one of working age. This will help us to achieve our duty of care for these individuals who have previously been identified as requiring supported living accommodation. These service charges will be finalised once the employers pension contributions are known. General IHM is based on 45 minutes per tenant per week and dispersed temporary accommodation charges are based on 2.5 hours per person per week. The difference due to the more stable nature of tenants in supported living accommodation with tenants building a relationship with support workers, however temporary accommodation is temporary in nature resulting in the need for more intensive support whilst in the temporary accommodation. IHM has been operating at full cost recover since April 2024 when this service was initially reviewed.

Alarm related services

As per a previous SMT report, the community alarm service operated by STAR Housing is being closed. A review of any remaining Help Alarms is being undertaken by the Head of Housing to establish if STAR Housing needs to maintain a slimmed down in house service. The outcome of this review will be known pre-Christmas. If any costs are service chargeable, these will be calculated based on actual cost plus a 15% management and admin fee and included in the schedule of Fees and Charges which is to be approved by Shropshire Council in February.

Supported Accommodation for Young People

The Licence fee, IHM charge and Service charges for the young person scheme managed by STAR Housing are calculated annually based on the actual cost of running the scheme. The building costs are currently shared across all the units, however as part of some refurbishment works, there are proposals to add some additional bedrooms. An increase in the number of bedrooms will result in revised costs for all rooms. Charges will be finalised as soon as plans are finalised and agreed which we plan to be before the end of December.

Communal TV Aerials

This is a property-based service charge. This service charge will increase from 93p per week to 99p per week. In 2025-26 this service charge was paid by 669 properties with some properties opting out claiming they did not use the service, resulting in an under recovery of income to cover costs for STAR Housing. From 2026-27 all properties within a block having a communal TV aerial will be obliged to pay the weekly service charge. This will result in an additional 129 properties being charged this service charge.

Window Cleaning

Window cleaning has historically been charged at a number of schemes whereas some schemes have this funded by STAR. Going forward those not currently being charged will be charged a service charge based on actual cost from 2026-27. Service charges including a 15% management and administration fee will range from 66p per week to £1.31 per week based on actual cost.

Door Entry System servicing

New door entry systems are scheduled to be installed during the 2026-27 financial year. This will result in annual ongoing maintenance which will be charged through service charges with a 15% management and administration fee from 2027-28 onwards.

Fire Safety Servicing

A smoke detection service charge is currently payable by one area in Shifnal, having reviewed this, we will be recharging all blocks/communal spaces who are in receipt of Emergency Lighting testing, fire alarm servicing and fire extinguisher testing. This will result in increased income recovery for STAR in the region of £0.023m per annum including a 15% management and admin fee, with weekly charges ranging from 22p to £1.99.

Management Agreements

These are payable on new development properties. They will cover a range of communal estate costs. All costs are based on actual costs invoiced from the managing agents and in November 2025 applicable to 22 properties. Charges will range from £4.59 to £15.55 per week based on current estimates, which are still being confirmed with the managing agents.

Laundry Equipment Repairs

Laundry services are provided at Supported Living Schemes as well as some other community centres. A service charge is being levied to cover the cost of servicing these industrial washing and drying units. The provision of laundry services at the other community centres will be consulted on when considering the future use of these.

Aids & Adaptations and Lift Servicing

The cost of servicing stairlifts, WD toilets, ceiling hoists and automated doors in tenant properties has not previously been included in service charges. From 2026-27 the cost of servicing these plus a 15% management and admin fee will be recovered. This is likely to result in increased recovery of £0.021m of income. The cost of servicing lifts will continue to be service charged based on actual cost.

Changes to Housing One

STAR Housing is working with MRI to implement a service charges module for Tenants and Leaseholders. We are still in the process of agreeing a final timeline for this implementation with April 2026 being targeted. Should an April 2026 implementation not be possible, a manual process to add service charge categories to Housing One and the manual upload of these calculated figures will be required. The new modules will ensure transparency of charging and hopefully reduce the number of queries received around service charges.

Service Charges for Leaseholders.

All service charges have been calculated based on what is applicable to the property. Supported by the introduction of the new Housing One module for Leaseholders, from 2026-27 the charges levied to Leaseholders will be reviewed and charged accordingly. Only charges included in the individual leases can be charged to Leaseholders irrespective of whether their property benefits. A review of all leases has been undertaken and will be cross referenced to finance calculations to finalise the 2026-27 charges for Leaseholders. 15% management and admin fees are already added to leaseholder bills as standard.

2.6- 48 to 52 week rent debit

It is proposed that rents and service charges transition from being charged over 48 weeks to 52 weeks, while maintaining the same annual rent and service charge value. This change will reduce weekly payment amounts, improve affordability and provide a more

consistent payment schedule throughout the year. The adjustment does not impact total annual income and will simplify administration by aligning charges with the full calendar year.

STAR Housing undertook a tenant consultation on behalf of Shropshire Council over the period 6th October 2025 – 9th November 2025 (allowing an additional week either side with postal entries received up to 17th November included) on the two key changes: adopting a 52-week rent charging model and reviewing the structure of service charges (fixed), in addition to a general update of the existing tenancy agreement. In total, 3,771 tenants were consulted, and 538 (14%) responses were received. 89 respondents were neutral/unspecified to proposals and 136 of the 538 responses rejected the proposals.

	Number of Responses	Supported Proposals	Neutral/ Unspecified to Proposals	Rejected Proposals
Responses Received	538 (14%)	313	89	136
No Response received (treating as accepting all changes as per consultation documentation)	3,233 (86%)	3,233	-	-
Total	3,771 (100%)	3,546 (94%)	89 (2%)	136 (4%)

Based on 94% of tenants not having an issue with the proposed changes, it is recommended that STAR Housing seek a Preliminary stage 1B approval from Shropshire Council to amend the tenancy agreement as proposed which, providing approval is achieved from Shropshire Council will result in the Notice of Variation and implementation being sent out – Included in the annual rent setting letter. - This is Stage 2 of the statutory consultation - Once the final tenancy agreement is approved, a 28-day “notice of variation” is served on all existing tenants. Once this period ends, the new agreement is in force and replaces the previous agreement. The intention is to have the new arrangements in place for the new financial year.

A separate paper detailing the results of the consultation is being tabled at FAR for information and recommendations.

2.7 - Rent Convergence

The sustainability of the HRA is dependent upon income management. The majority of HRA income is generated from dwelling rents. In this context, the reintroduction of rent convergence by the government represents a significant opportunity to strengthen the long-term financial resilience of the HRA. Rent convergence is the process of aligning social rents with government-calculated formula rents, which are based on a consistent methodology incorporating property values, local earnings, and property size. This policy aims to address historic inconsistencies in rent levels across the sector, ensuring fairness for tenants and predictability for landlords.

Under the proposed 10-year rent settlement from April 2026, landlords could be permitted to increase rents by up to CPI + 1% annually, with additional flexibility to raise rents by £1, £2, or £3 per week above this cap where current rents fall below formula levels. This phased approach to convergence is intended to balance affordability for tenants with the need to generate sufficient income to maintain and invest in housing stock. The

government is currently consulting on the appropriate uplift amount, and final decisions are expected to be confirmed following the conclusion of the consultation period. Until clarity is received, no rent convergence has been assumed within the current financial projections. The feeling across the sector is that this initiative may well be put into abeyance following the departure of Angela Raynor as Housing Minister who was a keen advocate and the recent higher than anticipated inflation levels. The cautious approach that STAR has taken by not including rent convergence assumptions ensures that our planning remains robust and avoids overestimating future income.

Currently, 89% of Shropshire Council rents are formula rents and therefore fall within the scope for convergence, with 96% of these below target rent. Based on a £2 weekly convergence rate, the additional rental yield over the next 10 years is projected at £9.9m, with full convergence achieved by year 6. This approach accelerates income recovery for the HRA delivering benefits sooner, ensuring we can respond to more complex requirements from the regulator, best place the HRA to meet the requirements of Decent Homes 2, deliver additional supply and mitigating risk from potential policy change during the convergence period. The maximum annual increase would be 6.1%, the minimum 3%, and the average 4.9%, equating to an average of £1.95 per week more than a non-converging rent, and £3.18 for those at the upper limit. These differences will reduce annually as convergence is reached.

A significant proportion of tenants have rents fully or partially covered by benefits, meaning affordability impacts are limited. For those not covered, applying the increase sooner aligns with a period where wage inflation is expected to outpace CPI, reducing real impact. While the policy may be perceived as an unlocking of investment in new and existing housing stock, in reality, it primarily seeks to restore income lost through rent policy changes since 2012 and does not address additional burdens placed on the HRA. Historic factors, including the removal of convergence in 2015, the 7% rent cap in 2023/24 despite an 11% formula rent increase, the 1% rent decrease from 2016-2019 and previous practice of not re-letting at target rent (changed from April 2025), have contributed to the current gap from target rent.

In order to protect the long-term sustainability of the HRA adopting rent convergence at £2pw is essential. Approval is requested for this to be implemented from 2026/27 should the Government allow it in sufficient time for this to be processed. STAR will work with any individual customers adversely impacted to protect the ongoing affordability of their tenancy.

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	Committee and Date	Item
	Audit & Governance Committee 5 th February 2026	
	Cabinet 11 th February 2026	Public
	Council 26 th February 2026	
   		

Treasury Strategy 2026/27

Responsible Officer:	Duncan Whitfield, Director Financial Improvement	
email:	duncan.whitfield@shropshire.gov.uk	
Cabinet Member (Portfolio Holder):	Roger Evans, Finance	

1. Synopsis

The report proposes the Treasury Strategy for 2026/27. It sets out the arrangements for how the council will appropriately manage its arrangements for banking, cash flow management, investments, and borrowing, supporting the delivery of the Medium Term Financial Plan.

2. Executive Summary

- 2.1. Treasury management refers to work undertaken ‘in the background’. It is the way the authority manages cash flow, banking, investments and borrowings. Effective treasury management is an essential foundation for the services the Council provides.
- 2.2. CIPFA has defined treasury management activities as ‘the management of the organisation’s investments and cash flows - banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.’ The

amounts in these different areas of activity fluctuate, but at the time of preparing the report, the council had:

- gross cashflows in and out registering in the hundreds of millions of pounds each year
- future planned capital investments (capital financing requirement or 'CFR'), funded from a variety of sources of £621m.
- debt (external borrowings) at £415m (this is all fixed rate; no borrowings held with variable rates). The majority of this (£383m) is government loans (Public Works Loan Board, 'PWLB'). The profile of debt maturity is spread across future years (PWLB loans mature between 2026/27 and 2056/57). Provision to meet the finance cost of this debt and to repay the principal is included in the annual budget process.
- Investments (of cash held for various purposes, which can be safely invested for a period based on projected cash flow requirements) of £24.2m as at 31 December 2025.

- 2.3. This is a complex and significant area of the Council's financial operations and is therefore delivered within an appropriately robust framework of legislative and best practice safeguards.
- 2.4. To enable an efficient approach to delivery of treasury management functions across partner organisations, the Council also provides this function for other organisations as below. (NB – this report relates specifically to the Treasury Management Strategy for the Council.)
- West Mercia Energy (WME)
 - Shropshire and Wrekin Fire Authority
- 2.5. Given the scale of these activities, it is essential that best practice is applied, and local activity is amended as best practice evolves. The Council achieves this in two ways – by retaining MUFG Corporate Markets as specialist treasury management advisors, and by adopting recommended best practice from sector leaders such as CIPFA.
- 2.6. In December 2021, CIPFA published the revised Treasury Management Code and Prudential Code. As noted last year, formal adoption is included for the 2026/27 financial year. This Treasury Management Strategy has also been prepared in compliance with CIPFA's Code of Practice on Treasury Management 2017 and covers the following:-
- A high-level long-term overview of how capital expenditure, capital financing and treasury management activity contribute to the provision of services
 - An overview of how the associated risk is managed
 - The implications for future financial sustainability
- 2.7. Key points to note in the strategy are:-
- Borrowing is driven by the requirements of the approved Capital Programme.
 - Currently the approved borrowing requirement identified within the approved Capital Programme 2026/27 to 2028/29 is prudential borrowing of £59m. In addition to this there is an anticipated prudential borrowing requirement for future prioritised schemes in the Capital Strategy 2026/27 to 2030/31 of £17.6m and borrowing as a result of assumed approval of Exceptional Financial Support.

- Investment limits are also set out within the strategy, to ensure that counterparties are credit worthy and that investments are undertaken in line with internal funds requirement.
- 2.8. Outside the approved Capital Programme there are a number of further capital investment schemes which are being prepared but have not yet been approved to be included in the capital programme. Once these decisions are made (either to accept and progress, or to reject), the funding including the borrowing requirement will also be revised.
- 2.9. The Council's lending is restricted to highly credit rated Banks, Building Societies, Money Market Funds and Part Nationalised Institutions which meet Link Asset Services creditworthiness policy, as well as other Local Authorities and the UK Government (for example, lending to the Debt Management Office, 'DMO').
- 2.10. The Finance Team will continue to look for opportunities to make savings by actively managing the cash and debt portfolio in accordance with the Treasury Strategy. Savings may be secured by increasing the interest earned through investment of cash balances, or by reducing the cost of external borrowing (for example, by paying back higher interest loans and replacing them with lower interest loans – 'rescheduling').

3. Recommendations

- 3.1. The treasury strategy is required to be received at three committee meetings:
- Audit & Governance Committee receive the report as part of their consideration of the probity and regularity of the council's financial affairs;
 - Cabinet receive it and recommend its adoption to Council from the perspective of this setting out the policy Cabinet wish to adopt; and
 - Full Council receive the strategy for its formal approval and adoption as a reserved decision.

Specific recommendations for each meeting are set out below.

Audit & Governance Committee

- 3.2. That the Audit & Governance Committee:-
- a) Consider and endorse, with appropriate comment, the Treasury Strategy for 2026/27.

Cabinet

- 3.3. That Cabinet recommends that Council:-
- a) Approve, with any comments, the Treasury Strategy for 2026/27 set out in appendix 1 (parts 1-3).
 - b) Approve, with any comments, the Prudential Indicators, set out in Appendix 1 (parts 4), in accordance with the Local Government Act 2003.
 - c) Approve, with any comments, the Investment Strategy, set out in Appendix 1 (part 5) in accordance with the DLUHC Guidance on Local Government Investments.
 - d) Approve, with any comments, the Minimum Revenue Provision (MRP) Policy Statement, set out in Appendix 1 (part 6).

- e) Authorise the Section 151 Officer to exercise the borrowing powers contained in Section 3 of the Local Government Act 2003 and to manage the Council's debt portfolio in accordance with the Treasury Strategy.
- f) Authorise the Section 151 Officer to use other Foreign Banks which meet MUFG Corporate Markets' creditworthiness policy as required.

Council

3.4. That Full Council:-

- a) Approve, with any comments, the Treasury Strategy for 2026/27, set out in appendix 1 (parts 1-3).
- b) Approve, with any comments, the Investment Strategy, set out in Appendix 1 (part 4) in accordance with the DLUHC Guidance on Local Government Investments.
- c) Approve, with any comments, the Prudential Indicators, set out in Appendix 1 (part 5), in accordance with the Local Government Act 2003.
- d) Approve, with any comments, the Minimum Revenue Provision (MRP) Policy Statement, set out in Appendix 1 (part 6).
- e) Authorise the Section 151 Officer to exercise the borrowing powers contained in Section 3 of the Local Government Act 2003 and to manage the Council's debt portfolio in accordance with the Treasury Strategy.
- f) Authorise the Section 151 Officer to use other Foreign Banks which meet MUFG Corporate Markets' creditworthiness policy as required.

Report

4. Risk Assessment and Opportunities Appraisal

- 4.1. The recommendations contained in this report are compatible with the provisions of the Human Rights Act 1998.
- 4.2. There are no direct environmental, equalities or climate change consequences arising from this report.
- 4.3. Compliance with the CIPFA Code of Practice on Treasury Management, the Council's Treasury Policy Statement and Treasury Management Practices and the Prudential Code for Capital Finance together with the rigorous internal controls will enable the Council to manage the risk associated with Treasury Management activities and the potential for financial loss.
- 4.4. The Council's Audit & Governance Committee is the committee responsible for ensuring effective consideration of the Council's Treasury Management Strategy and policies.
- 4.5. Risk table

<i>Risk</i>	<i>Mitigation</i>
Security of funds	The Council maintains an Annual Investment Strategy which ensures that minimum acceptable credit criteria is applied for all investments to ensure that only highly creditworthy counterparties are used which enables

	diversification across all investments. The Council uses a treasury advisor, MUFG Corporate Markets to provide a creditworthiness service of all potential investment counterparties, which is continuously monitored and updated as needed
Managing liquidity	The Council undertakes cash flow monitoring which highlights anticipated cash transactions for the upcoming 18 months. All departments are requested to provide details of large value income and expenditure transactions that may impact on the authority's cash flow position. This is tracked on a daily basis and continuously updated to ensure that cash is held appropriately liquid should there be a need to use the funds
Achievement of investment benchmark, particularly in months of February and March.	Investments undertaken by the Finance team are benchmarked against the overnight Sterling Overnight Index Average (SONIA). The key factors in tracking performance of investments, is the cash balance available to invest and the return that is achieved on investments made. When interest rates are rising in the economy, it may be that previous investments that were fixed have now become less favourable, and so there is a higher risk that the benchmark may not be achieved. The availability of cash for investing has also become a key factor, especially in a period where reserves and hence cash balances have reduced. Also during the months of February and March the Council does not collect as much Council Tax and so cash balances reduce during these months in particular. In order to manage this period, cash is held in call accounts or highly liquid investments rather than being placed into longer term fixed interest investments. The main priority for the Council is always to maintain liquidity and the security of funds over chasing investment returns.

5. Financial Implications

- 5.1. Shropshire Council continues to manage unprecedented financial demands and a financial emergency was declared by Cabinet on 10 September 2025. The overall financial position of the Council is set out in the monitoring position presented to Cabinet on a monthly basis. Significant management action has been instigated at all levels of the Council reducing spend to ensure the Council's financial survival. While all reports to Members provide the financial implications of decisions being taken, this may change as officers and/or Portfolio Holders review the overall financial situation and make decisions aligned to financial survivability. All non-essential spend will be stopped and all essential spend challenged. These actions may involve (this is not exhaustive):
- scaling down initiatives,
 - changing the scope of activities,
 - delaying implementation of agreed plans, or
 - extending delivery timescales.

- 5.2. The financial implications arising from the Treasury Strategy are detailed in this report. The Council makes assumptions about the levels of borrowing and investment income over the financial year to facilitate financial planning.
- 5.3. Reduced borrowing either as a result of capital receipt generation or due delays in delivery of the capital programme will have a positive impact of the council's cash position. Similarly, higher than benchmarked returns on available cash will also help the Council's financial position. For monitoring purposes, assumptions are made early in year about borrowing and returns based on the strategies agreed by Council in the preceding February. Performance outside of these assumptions results in increased or reduced income for the Council.
- 5.4. As at 31 December 2025 the Council held £24.2 million in investments and borrowing of £415 million at fixed interest rates.

6. Climate Change Appraisal

- 6.1. The Council's Financial Strategy includes proposals to deliver a reduced carbon footprint for the Council therefore the Finance Team is working with the Council in order to achieve this. There are no direct climate change impacts arising from this report. Shropshire Council's investment portfolio has no level 1, 2 or 3 emissions. It comprises of straightforward cash deposits with financial institutions and other Local Authorities.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Treasury Strategy 2025/26

Treasury Strategy 2025/26 – Mid Year Review

Finance Strategy 2025/26 – 2029/30

Local Member: All

Appendices

Appendix 1 – Treasury Strategy 2026/27

TREASURY MANAGEMENT STRATEGY 2026/27



Section 1: Overview

The objectives and contents of the Treasury Management Strategy

The Council is required to operate a balanced revenue budget, which broadly means that cash raised during the year will meet cash expenditure. Part of the treasury management operation is to ensure that this cash flow is adequately planned, with cash being available when it is needed. Surplus monies are invested in low-risk counterparties or instruments commensurate with the Council's low risk appetite, providing adequate liquidity initially before considering investment return.

The Council defines its treasury management activities as "the management of the authority's borrowing, investments and cash flows, its banking, money market and capital market transactions, the effective control of the risks associated with the activities, and the pursuit of optimum performance consistent with those risks".

Cash flow management involves forecasting in- and out-flows of cash and ensuring that funds are available to meet expenditure needs. Any temporarily surplus monies can be invested in low-risk counterparties, sometimes providing a return on investment. In doing so, we prioritise

- Security first (that is, the investment will be repaid), then
- Liquidity (that is, we can afford to lose access to the sum invested for the period of the investment, without negatively impacting on wider council operations), and lastly
- Yield (securing a beneficial return on investments made).

Treasury Management also ensures that funds are available to support the Council's capital investment plans, whether using government grants, developer contributions, or external borrowing. These capital plans provide a guide to the borrowing need of the Council, essentially the longer-term cash flow planning, to ensure that it can meet its capital spending obligations. This management of longer-term cash may involve arranging long or short-term loans or using longer-term cash flow surpluses. On occasion, when it is prudent and economic, any debt previously drawn may be restructured to meet risk or cost objectives.

Whilst any commercial initiatives or loans to third parties will be informed by the treasury strategy and appropriate advice, these activities are generally classed as non-treasury activities, and are separated from the day-to-day treasury management activities.

This Treasury Management Strategy includes the following sections

1. Overview of the strategy
2. Economic update
3. Annual investment strategy
4. Prudential and treasury indicators
5. Minimum Revenue Provision statement
6. Specified and non-specified investments

The CIPFA Code requires the responsible officer to ensure that members with responsibility for treasury management receive adequate training. This especially

Section 1: Overview

applies to members responsible for scrutiny. The training needs of treasury management officers are periodically reviewed.

The Council is currently required to receive and approve, as a minimum, three main treasury reports each year, which incorporate a variety of policies, estimates and actuals.

- a. **Prudential and treasury indicators and treasury strategy** (this report) - The first, and most important report is forward looking and covers: -
 - the capital plans, (including prudential indicators)
 - a minimum revenue provision (MRP) policy, (how residual capital expenditure is charged to revenue over time)
 - the Treasury Management Strategy, (how the investments and borrowings are to be organised), including treasury indicators; and
 - an Annual Investment Strategy, (the parameters on how investments are to be managed)
- b. **A mid-year treasury management report** – This is primarily a progress report and will update members on the capital position, amending prudential indicators as necessary, and whether any policies require revision. In addition, this Council will receive quarterly update reports.
- c. **An annual treasury report** – This is a backward-looking review document and provides details of a selection of actual prudential and treasury indicators and actual treasury operations compared to the estimates within the strategy.

Scrutiny

The above reports are required to be adequately scrutinised before being recommended to the Full Council. This role is undertaken by the Audit & Governance Committee.

Quarterly reports – In addition to the three major reports detailed above, from 2023/24 quarterly reporting (end of June/end of December) has also been required. However, these additional reports do not have to be reported to Full Council/Board but do require to be adequately scrutinised. This role is undertaken by Cabinet. (The reports, specifically, should comprise updated Treasury/Prudential Indicators.)

Compliance with best practice

Best practice guidance is regularly reviewed and updated as necessary. This strategy has been prepared in accordance with CIPFA's Code of Practice on Treasury Management, and is approved annually by Full Council. In December 2021, the Chartered Institute of Public Finance and Accountancy, (CIPFA), issued Prudential and Treasury Management Codes.

The codes have clarified CIPFA's position on the role of the treasury management team and that there is a clear separation between treasury and non-treasury

Section 1: Overview

investments. Accordingly, periodic reporting by the treasury management team to members will focus solely on treasury investments. If non treasury investments are considered, a separate report will be presented for approval and any changes required to Prudential indicators incorporated within an updated Treasury Strategy if necessary.

The Local Government Act 2003 and supporting Regulations requires the Council to have regard to the CIPFA Prudential Code and the CIPFA Treasury Management Code of Practice to set Prudential and Treasury Indicators for the next three years to ensure that capital investment plans are affordable, prudent and sustainable. This report incorporates the indicators to which regard should be given when determining the Council's Treasury Management Strategy for the next financial year.

As the Council is responsible for housing, Prudential Indicators relating to Capital Expenditure, financing costs and the Capital Financing Requirement will be split between the Housing Revenue Account (HRA) and the General Fund.

Treasury Management Consultants

The Council uses MUFG Corporate Markets as its external treasury management advisors.

The Council recognises that responsibility for treasury management decisions remains with the organisation at all times and will ensure that undue reliance is not placed upon the services of our external service providers. All decisions will be undertaken with regards to all available information, including, but not solely, our treasury advisers.

It also recognises that there is value in employing external providers of treasury management services to acquire access to specialist skills and resources. The Council will ensure that the terms of their appointment and the methods by which their value will be assessed are properly agreed and documented and subjected to regular review.

Annual investment strategy

The Act also requires the Council to set out its Treasury Strategy for borrowing and to prepare an Annual Investment Strategy. This sets out the Council's policies for managing its investments and for giving priority to the security and liquidity of those investments. This is attached in appendix 2 and includes a list of additional responsibilities for the Section 151 Officer role following the issue of the Treasury Management Code of Practice and Prudential Code.

The proposed Strategy for 2026/27 in respect of the following aspects of the treasury management function is based upon the Section 151 Officer's view on interest rates, supplemented with leading market forecasts provided by the Council's Treasury Advisor, MUFG Corporate Markets.

Relationship of the Treasury Management Strategy to the Capital Strategy

All local authorities are required to prepare a Capital Strategy which is intended to provide the following: -

Section 1: Overview

- A high-level overview of how capital expenditure, capital financing and treasury management activity contribute to the provision of services
- An overview of how associated risk is managed
- The implications for future financial sustainability

The aim of the Capital Strategy is to ensure that all elected members on the full council fully understand the overall long-term policy objectives and resulting capital strategy requirements, governance procedures and risk appetite. The Capital Strategy is separate from the Treasury Management Strategy. This ensures the separation of the core treasury function under security, liquidity and yield principles, and the policy objectives realised in investments in local capital assets. The capital strategy sets out:

- The corporate governance arrangements for capital investments
- Any service objectives relating to the investments
- The expected income, costs and resulting contribution
- The debt related to the activity and the associated interest costs
- The payback period (implementing the MRP policy contained in the treasury management strategy)
- For non-loan type investments, the cost against the current market value
- The risks associated with each activity

Section 2: Economic Context

Economic Update

Overview

Treasury management needs to be undertaken with a clear understanding of the economic context. Factors such as the bank rate and inflation rates have a clear impact on likely interest charged on future borrowing and interest earned on potential investments.

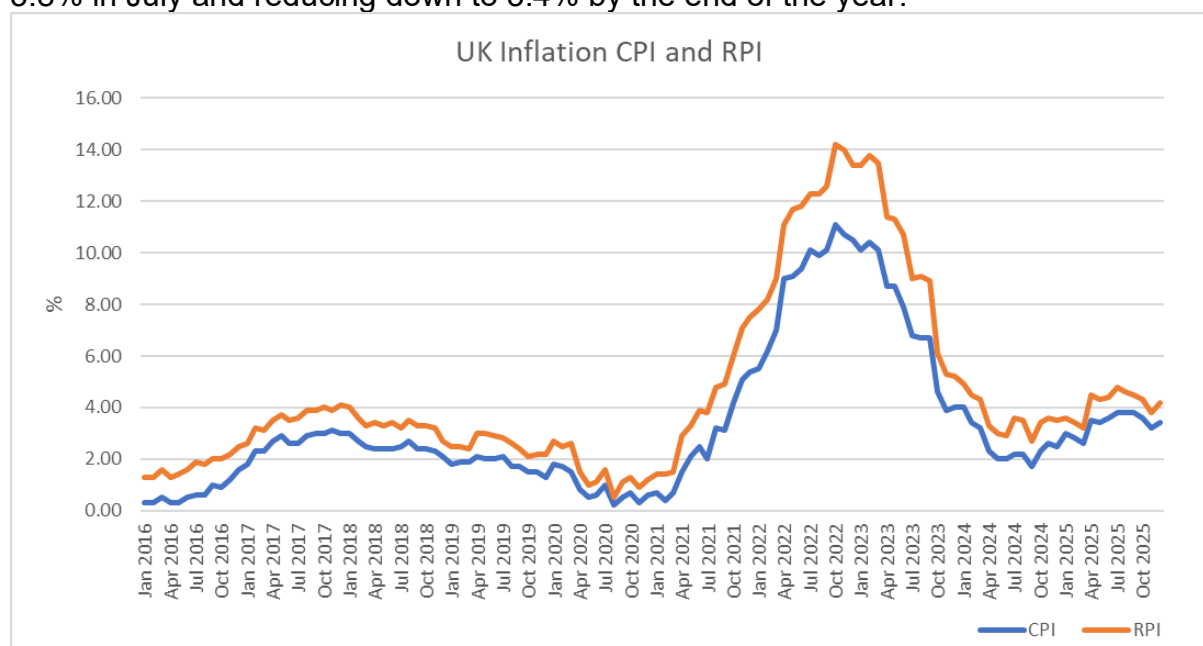
UK inflation is expected to gradually moderate as the temporary factors that pushed up the headline rate fade over the coming months. Some of the measures announced in the Autumn Budget could also contribute to the downward momentum in inflation.

Headline GDP is expected to slow in 2026, down to just 1% growth, but accelerate in 2027 with projected growth of 1.4%. Domestic demand is expected to remain weak next year, as a slowing labour market and weak household sentiment is set to keep consumer spending sluggish, with growth of just 1% in 2026.

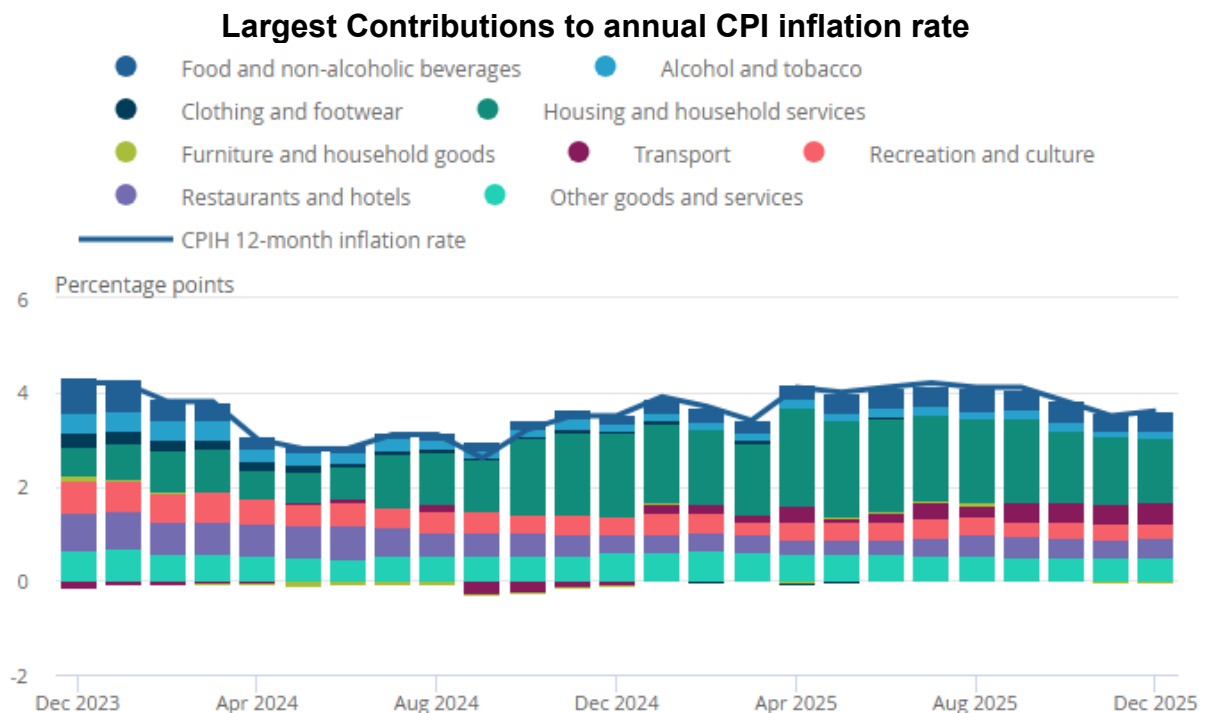
The pace of interest rate cuts is likely to slow in 2026. The MPC has signalled that the scope for further cuts is narrowing as interest rates have become less restrictive. As a result, we expect the BoE to cut interest rates only twice in 2026, ending its easing cycle with rates settling at 3.25%. This is important to consider by the council when they need to secure external borrowing, as borrowing may need to be secured on a short-term basis so that more preferable rates can be secured once rates have reduced in the longer term. The Council will obtain advice in that event to ensure that the most economic option is identified.

Inflation

CPI inflation has been on the rise during 2025, with the annual growth rate rising to 3.8% in July and reducing down to 3.4% by the end of the year.



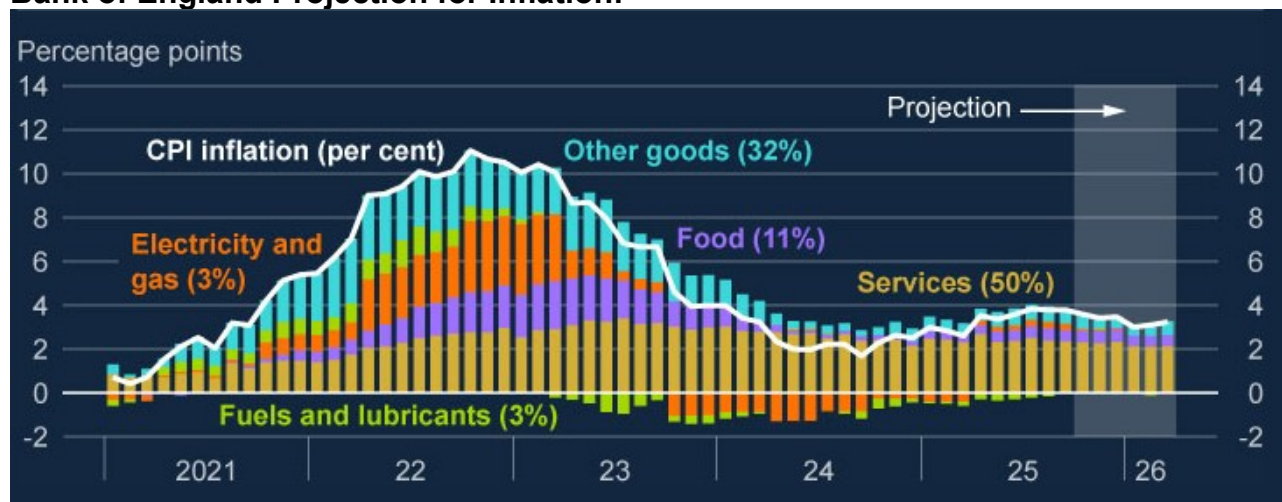
Section 2: Economic Context



Source: Consumer price inflation from the Office for National Statistics

The largest positive contribution to the CPIH annual inflation rate came from housing and household services. There were also significant changes in the annual rate from food, alcoholic beverages and tobacco, particularly from tobacco and from bread and cereals.

Bank of England Projection for Inflation:



Over half of the expected decline in CPI inflation over the next six months reflects a fall in the contribution of household fuel and energy bills. The effects of increases in energy prices a year ago will drop out of the annual comparison and reduce the contribution to headline inflation by 0.2–0.3 percentage points over 2025 Q4 and

Section 2: Economic Context

2026 Q1 relative to September. Food inflation and, to a lesser extent, core goods inflation, are expected to remain elevated. An expected slowing in services inflation accounts for most of the remaining fall in CPI inflation to 3.2% in March. Services inflation is expected to fall to 4.3% in March, from 4.7% in September, as the effects of higher employer NICs begin to fade and lower wage growth continues to drag.

UK Government finances

Public sector net borrowing excluding public sector banks in the UK was £11.6 billion in December 2025, which was £7.1 billion less than in December 2024.

Public sector borrowing consists of two broad components: the current budget deficit and net investment. The current budget deficit can be considered as borrowing to fund day-to-day public sector activities. This makes up £5.8 billion of the £11.6 billion total borrowing in December 2025. This means that the public sector spent £5.8 billion more on the provision of day-to-day public services than it received in taxes and other current receipts. The public sector's net (capital) investment was £5.8 billion in December 2025, £4.8 billion less than in December 2024.

Public sector net debt excluding public sector banks (PSND ex) was £2,793.6 billion at the end of December 2025, or around 95.5% of gross domestic product (GDP).

Bank of England forecasts

At the 6 November meeting, Governor Bailey was once again the deciding vote, keeping Bank Rate at 4% but hinting strongly that a further rate cut was imminent if data supported such a move. By 18 December, with November CPI inflation having fallen to 3.2%, and with Q2 GDP revised down from 0.3% q/q to only 0.2% q/q, and Q3 GDP stalling at 0.1%, the MPC voted by 5-4 to cut rates further to 3.75%. However, Governor Bailey made it clear that any further reductions would require strong supporting data, and the pace of any further decreases would be slow compared to recent months. The markets expect Bank Rate to next be cut in April.

CPI inflation has fallen since the previous meeting, to 3.2%. Although above the 2% target, it is now expected to fall back towards target more quickly in the near term. Reflecting restrictive monetary policy, and consistent with evidence of subdued economic growth and building slack in the labour market, pay growth and services price inflation have continued to ease.

Monetary policy is being set to ensure CPI inflation settles sustainably at 2% in the medium term, which involves balancing the risks around achieving this. The risk from greater inflation persistence has become somewhat less pronounced since the previous meeting, while the risk to medium-term inflation from weaker demand remains.

The extent of further easing in monetary policy will depend on the evolution of the outlook for inflation. On the basis of the current evidence, Bank Rate is likely to continue on a gradual downward path. But judgements around further policy easing will become a closer call.

Section 2: Economic Context

MUFG Corporate Markets Interest Rate View 11.08.25													
	Sep-25	Dec-25	Mar-26	Jun-26	Sep-26	Dec-26	Mar-27	Jun-27	Sep-27	Dec-27	Mar-28	Jun-28	Sep-28
BANK RATE	4.00	4.00	3.75	3.75	3.50	3.50	3.50	3.50	3.25	3.25	3.25	3.25	3.25
3 month ave earnings	4.00	4.00	3.80	3.80	3.50	3.50	3.50	3.50	3.30	3.30	3.30	3.30	3.30
6 month ave earnings	4.00	3.90	3.70	3.70	3.50	3.50	3.50	3.50	3.30	3.30	3.40	3.40	3.40
12 month ave earnings	4.00	3.90	3.70	3.70	3.50	3.50	3.50	3.50	3.30	3.40	3.50	3.60	3.60
5 yr PWLB	4.80	4.70	4.50	4.40	4.30	4.30	4.30	4.20	4.20	4.20	4.20	4.10	4.10
10 yr PWLB	5.30	5.20	5.00	4.90	4.80	4.80	4.80	4.70	4.70	4.70	4.70	4.60	4.60
25 yr PWLB	6.10	5.90	5.70	5.70	5.50	5.50	5.50	5.40	5.40	5.30	5.30	5.30	5.20
50 yr PWLB	5.80	5.60	5.40	5.40	5.30	5.30	5.30	5.20	5.20	5.10	5.10	5.00	5.00

Section 3: Annual Investment Strategy

Annual Investment Strategy

The Authority's investment policy has regard to the following: -

- MHCLG's Guidance on Local Government Investments ("the Guidance")
- CIPFA Treasury Management in Public Services Code of Practice and Cross Sectoral Guidance Notes 2021 ("the Code")
- CIPFA Treasury Management Guidance Notes 2021

The Council's investment priorities will be security first, portfolio liquidity second and then yield (return). The Council will aim to achieve the optimum return (yield) on its investments commensurate with proper levels of security and liquidity and with regard to the Council's risk appetite.

In accordance with the guidance from DLUHC and CIPFA, and in order to minimise the risk to investments, the Council applies minimum acceptable credit criteria in order to generate a list of highly creditworthy counterparties which also enables diversification and thus avoidance of concentration risk. The key ratings used to monitor counterparties are the Short Term and Long Term ratings.

Ratings will not be the sole determinant of the quality of an institution; it is important to continually assess and monitor the financial sector on both a micro and macro basis and in relation to the economic and political environments in which institutions operate. The assessment will also take account of information that reflects the opinion of the markets. To this end the Council will engage with its advisors to maintain a monitor on market pricing such as credit default swaps and overlay that information on top of the credit ratings.

The income and expenditure flow of the Council is such that funds are temporarily available for investment. Under the Annual Investment Strategy the Council may use, for the prudent management of its treasury balances, any of the investments highlighted under the headings of Specified Investments and Non-Specified Investments as detailed in the final section of this strategy.

Creditworthiness Policy

This Authority applies the creditworthiness service provided by the MUFG Corporate Markets. This service employs a sophisticated modelling approach utilising credit ratings from the three main credit rating agencies - Fitch, Moody's and Standard & Poor's. The credit ratings of counterparties are supplemented with the following overlays: -

- Credit watches and credit outlooks from credit rating agencies.
- Credit Default Swap (CDS) spreads to give an early warning of likely changes in credit ratings.
- Sovereign ratings to select counterparties from only the most creditworthy countries.

This modelling approach combines credit ratings, credit watches and credit outlooks in a weighted scoring system which is then combined with an overlay of CDS

Section 3: Annual Investment Strategy

spreads for which the end product is a series of colour coded bands which indicate the relative creditworthiness of counterparties. These colour codes are used by the Council to determine the duration of investments and are therefore referred to as durational bands. The Council is satisfied that this service gives the required level of security for its investments. It is also a service which the Council would not be able to replicate using in house resources.

The selection of counterparties with a high level of creditworthiness will be achieved by a selection of institutions down to a minimum durational band with MUFG Corporate Markets weekly credit list of worldwide potential counterparties.

The MUFG Corporate Markets creditworthiness service uses a wider array of information other than just primary ratings. Furthermore, by using a risk weighted scoring system, it does not give undue preponderance to just one agency's ratings.

Monitoring of Credit Ratings

All credit ratings will continue to be monitored continuously and formally updated monthly if any changes are required. The Council is alerted to interim changes in ratings from all three agencies through its use of the MUFG Corporate Markets creditworthiness service.

If a counterparty's or investment scheme's rating is downgraded with the result that it no longer meets the Council's minimum criteria, the further use of that counterparty will be withdrawn immediately. If a counterparty is upgraded so that it fulfils the Council's criteria, its inclusion will be considered for approval by the S151 Officer.

In addition to credit ratings the Council will be advised of information in movements in CDS against the iTraxx European Senior Financials benchmark and other market data on a daily basis via the Passport website. Extreme market movements may result in the downgrade of an institution or the removal from the Council's lending list.

Sole reliance will not be placed on the use of this external service. In addition the Council will monitor the financial press and also use other market data and information e.g. information on external support for banks.

UK banks – ring fencing

The largest UK banks, (those with more than £25bn of retail / Small and Medium-sized Enterprise (SME) deposits), are required, by UK law, to separate core retail banking services from their investment and international banking activities from the 1st January 2019. This is known as "ring-fencing". Whilst smaller banks with less than £25bn in deposits are exempt, they can choose to opt up. Several banks are very close to the threshold already and so may come into scope in the future regardless.

Ring-fencing is a regulatory initiative created in response to the global financial crisis. It mandates the separation of retail and SME deposits from investment banking, in order to improve the resilience and resolvability of banks by changing

Section 3: Annual Investment Strategy

their structure. In general, simpler, activities offered from within a ring-fenced bank, (RFB), will be focused on lower risk, day-to-day core transactions, whilst more complex and “riskier” activities are required to be housed in a separate entity, a non-ring-fenced bank, (NRFB). This is intended to ensure that an entity’s core activities are not adversely affected by the acts or omissions of other members of its group.

While the structure of the banks included within this process may have changed, the fundamentals of credit assessment have not. The Council will continue to assess the new-formed entities in the same way that it does others and those with sufficiently high ratings, (and any other metrics considered), will be considered for investment purposes.

Country Limits

The Council will only use approved counterparties from the UK and from other countries with a minimum sovereign credit rating of AA- from Fitch Ratings (or equivalent from other agencies). It is recommended that UK institutions continue to be used unless the sovereign credit rating falls below A. Following the problems with Icelandic Banks lending is currently restricted to the UK which currently has a sovereign credit rating of AA and Sweden which has the highest possible sovereign rating of AAA. The S151 Officer has delegated authority to revert back to placing investments in countries with a minimum sovereign credit rating of AA- in line with MUFG Corporate Markets’ revised creditworthiness policy if required.

Security of Capital

The Council’s current policy is to not place investments with any Foreign banks. The only exception to this is a call account set up with the Swedish bank, Handelsbanken, but this is a highly rated institution and the sovereign rating of Sweden is AAA. Funds are also repayable immediately if required.

Following approval of the S151 Officer, lending to AAA rated Money Market Funds has also been recommenced. Lending to other Foreign banks which comply with MUFG Corporate Markets’ creditworthiness policy may be considered again but only with the express approval of the S151 Officer.

In addition, in order not to solely rely on an institution’s credit ratings there have also been a number of other developments which require separate consideration, set out below.

Part Nationalised banks in the UK effectively take on the creditworthiness of the Government itself i.e. deposits made with them are effectively being made to the Government. This is because the Government owns significant stakes in the banks and this ownership is set to continue. MUFG Corporate Markets are still supportive of the Council using these institutions with a maximum 12 month duration. For this reason Royal Bank of Scotland (RBS) and National Westminster Bank which are part of the RBS Group are included on the approved counterparty list.

Local Authorities are not credit rated but where the investment is a straightforward cash loan, statute suggests that the credit risk attached to local

Section 3: Annual Investment Strategy

authorities is an acceptable one (Local Government Act 2003 s13). Local Authorities are therefore included on the approved list.

The total permitted investment in any one organisation at any one time varies with the strength of the individual credit rating. For the highest rated and Part Nationalised Institutions the maximum amount is currently limited to £20m. Any changes to the maximum limit must be approved by the S151 Officer.

DLUHC Investment Guidance

Guidance from the DLUHC requires Councils to give priority to the security and portfolio liquidity of investments over yield whilst still aiming to provide good returns. This is in line with the Council's current practice and it is recommended that the policy should be reaffirmed.

The guidance also requires Councils to categorise their investments as either “specified” or “non-specified” investments.

Specified Investments

Specified investments are deemed as “safer” investments and must meet certain conditions, i.e. they must:-

- be denominated in sterling
- have less than 12 months duration
- not constitute the acquisition of share or loan capital
- either: be invested in the UK government or a local authority or a body or investment scheme with a “high” credit quality.

The Council is required to specify its creditworthiness policy and how frequently credit ratings should be monitored. It must also specify the minimum level of such investments.

Of the investments currently authorised by the Council, deposits in the Debt Management Office Account and with other Local Authorities automatically qualify as specified investments as they are of less than 12 months duration and are denominated in sterling.

The classification of the other investments is dependent on the counterparty having high credit quality in line with MUFG Corporate Markets’ creditworthiness policy. The Council is alerted to any changes in an institutions credit rating by MUFG Corporate Markets.

Non Specified Investments

These are any investments which do not meet the specified investment criteria outlined above. The Council is required to look at non-specified investments in more detail. It must set out:

- procedures for determining which categories of non-specified investments should be used
- the categories deemed to be prudent

Section 3: Annual Investment Strategy

- the maximum amount to be held in each category

The Strategy must also set out procedures for determining the maximum period for committing funds.

It is recommended that the following procedure be adopted for determining which categories of non-specified investments should be used:

- the Cabinet/Council should approve categories on an annual basis
- advice should be provided by the S151 Officer
- priority should be given to security and portfolio liquidity ahead of yield

It is recommended that for specified investments the range of maximum limits is set between £5m and £20m for the internal treasury team. For non specified investments it is recommended that the limit for the internal treasury team should be restricted to £70m of the total investment portfolio. Any changes to the maximum limits must be approved by the S151 Officer.

Temporary Investment Strategy

Investments will be made with reference to the core balance and cashflow requirements and the outlook for short-term interest rates (i.e., rates for investments up to 12 months). Greater returns are usually obtainable by investing for longer periods. The current shape of the yield curve suggests that rates can be expected to fall throughout 2026, but only if the CPI measure of inflation maintains a downwards trend towards the Bank of England's 2% target. Rates may be cut quicker than expected if the economy stagnates.

Accordingly, while most cash balances are required in order to manage the ups and downs of cashflow (amend as appropriate), where cash sums can be identified that could be invested for longer periods, the value to be obtained from longer-term investments will be carefully assessed. The market is continually monitored for opportunities to lock in to higher, longer term rates in order to bring some stability to the returns going forward and add value. However, based on the interest rate assumptions outlined above, we do not expect to lock into longer term deals unless exceptionally attractive rates are available which make longer term deals worthwhile.

The current forecast for Bank Rate show an expected fall to a low of 3.25% in 2027.

The suggested budgeted investment earnings rates for returns on investments placed for periods up to about three months during each financial year were updated on 11 August 2025 and are as follows:

Section 3: Annual Investment Strategy

<i>Average earnings in each year</i>	<i>Now</i> %	<i>Previously</i> %
2025/26 (residual)	3.90	4.10
2026/27	3.60	3.60
2027/28	3.30	3.50
2028/29	3.50	3.50
2029/30	3.50	3.50
Years 6-10	3.50	3.50
Years 10+	3.50	3.50

Caution must be exercised in respect of all interest rate forecasts.

For the cash flow generated balances, we will seek to utilise instant access accounts, Money Market Funds and short dated deposits (1-3 months) in order to benefit from the compounding of interest. The present strategy is to diversify investments so as to spread risk over a range of investment types and periods and provide the opportunity to enhance returns. All investments will continue to be made in accordance with the Local Government Act 2003, and with those institutions on the authorised lending list. The credit status of institutions on the approved list is monitored continuously.

Policy on the use of external service providers

The Council currently uses MUFG Corporate Markets, as its external treasury management advisers. The Council recognises that the responsibility for treasury management decisions remains with the Council at all times and will ensure that undue reliance is not placed upon our external service providers. The Council also recognises that there is value in employing external providers of treasury management services in order to acquire access to specialist skills and resources. The Council will ensure that the terms of their appointment and the methods by which their value will be assessed are properly agreed and documented and subjected to review.

Scheme of Delegation

Full Council

- Approval of Treasury Strategy.
- Receiving and reviewing reports on treasury management policies, practices and activities including the Annual Treasury Report and Mid-Year Strategy Report.
- Budget consideration and approval

Cabinet

- Receiving & reviewing Treasury Strategy, Mid-Year Strategy Report, Annual Treasury Report and Quarterly Treasury Management Update Reports

Audit and Governance Committee

Section 3: Annual Investment Strategy

- Reviewing the treasury management policy and procedures and making recommendations to the responsible body.
- Receiving & reviewing Treasury Strategy, Mid Year Report, Annual Treasury Report.

Role of the Section 151 Officer

The role of the S151 Officer in relation to treasury management is as follows:-

- Recommending clauses, treasury management policy/practices for approval, reviewing the same regularly and monitoring compliance.
 - Approval of segregation of responsibilities.
 - Approval of the Treasury Policy Statement and Treasury Management Practices.
 - Submitting regular treasury management policy reports.
 - Submitting budgets and budget variations.
 - Receiving and reviewing management information reports.
 - Reviewing the performance of the treasury management function.
 - Ensuring the adequacy of treasury management resources and skills and the effective division of responsibilities within the treasury management function.
- Medium Term Financial Strategy Summary
- Ensuring the adequacy of internal audit and liaising with external audit.
 - Recommending the appointment of external service providers.

The above list of specific responsibilities of the s151 Officer in the 2021 Treasury Management Code has not changed. However, implicit in the changes in both Codes, is a major extension of the functions of this role, especially in respect of non-financial investments:-

- preparation of a capital strategy to include capital expenditure, capital financing, non-financial investments and treasury management, with a long term timeframe.
- ensuring that the capital strategy is prudent, sustainable, affordable and prudent in the long term and provides value for money
- ensuring that due diligence has been carried out on all treasury and non-financial investments and is in accordance with the risk appetite of the authority
- ensure that the authority has appropriate legal powers to undertake expenditure on non-financial assets and their financing
- ensuring the proportionality of all investments so that the authority does not undertake a level of investing which exposes the authority to an excessive level of risk compared to its financial resources
- ensuring that an adequate governance process is in place for the approval, monitoring and ongoing risk management of all non-financial investments and long term liabilities
- provision to members of a schedule of all non-treasury investments including material investments in subsidiaries, joint ventures, loans and financial guarantees
- ensuring that members are adequately informed and understand the risk exposures taken on by an authority

Section 3: Annual Investment Strategy

- ensuring that the authority has adequate expertise, either in house or externally provided, to carry out the above
- creation of Treasury Management Practices which specifically deal with how non treasury investments will be carried out and managed, to include the following: -
 - Risk management (TMP1 and schedules), including investment and risk management criteria for any material non-treasury investment portfolios;
 - Performance measurement and management (TMP2 and schedules), including methodology and criteria for assessing the performance and success of non-treasury investments;
 - Decision making, governance and organisation (TMP5 and schedules), including a statement of the governance requirements for decision making in relation to non-treasury investments; and arrangements to ensure that appropriate professional due diligence is carried out to support decision making;
 - Reporting and management information (TMP6 and schedules), including where and how often monitoring reports are taken;
 - Training and qualifications (TMP10 and schedules), including how the relevant knowledge and skills in relation to non-treasury investments will be arranged.

Pension Fund Cash

The Council complies with the requirements of the Local Government Pension Scheme (Management and Investment of Funds) Regulations 2009 and does not pool pension fund cash with its own balances for investment purposes.

Section 4: Prudential and Treasury Indicators

Specified and Locally Adopted Prudential Indicators

The Prudential Code and CIPFA Code of Practice on Treasury Management require the Council to set a number of Prudential and Treasury Indicators. In addition to the specified indicators, we have set further internal indicators for Treasury Management, regarding lower limits on interest rate exposure for both borrowing and investments.

These are summarised below, and details are set out in the following paragraphs.

Capital Prudential Indicators:

1. Capital Expenditure and Financing
2. Borrowing Need
3. Liability Benchmark

Treasury Indicators:

4. External debt – Operational Boundary
5. External debt – Authorised Limit
6. External debt - estimated and actual debt
7. External debt - Interest rate exposure; Borrowing (fixed rate and variable rate debt)
8. External investment - Interest rate exposure; investments (fixed rate and variable rate investments)
9. External debt – maturity structure (profile of when debts become due in coming years)
10. External debt – maturity limits
11. Maturity limits – investments

It should be noted that these indicators should not be used for comparison with indicators from other local authorities as Treasury Management policies and practices vary with local circumstances.

Prudential Indicator 1 – Capital Expenditure and Financing

The estimated capital expenditure has been split between Non HRA and HRA and represents commitments to complete ongoing schemes, the estimated expenditure for 2026/27, 2027/28 and 2028/29. This indicator also includes details on the financing of capital expenditure. Any shortfall of resources results in a funding borrowing need.

Capital Expenditure	2024/25 Actual £m	2025/26 Estimate £m	2026/27 Estimate £m	2027/28 Estimate £m	2028/29 Estimate £m
Non HRA Capital expenditure	90.5	83.2	77.7	71.4	4.0
HRA Capital expenditure	17.4	22.2	20.7	17.7	10.7
Total Capital expenditure	107.9	105.4	98.4	89.1	14.7

Section 4: Prudential and Treasury Indicators

Financing of capital expenditure	2024/25 Actual £m	2025/26 Estimate £m	2026/27 Estimate £m	2027/28 Estimate £m	2028/29 Estimate £m
Capital receipts	0.8	(7.5)	(11.3)	(10.4)	(1.5)
Capital grants	(61.5)	(66.0)	(54.2)	(47.9)	(5.3)
Other Contributions	(17.5)	(4.4)	(2.9)	(14.4)	0.0
Major Repairs Allowance	(8.6)	(6.9)	(5.0)	(5.0)	0.0
Revenue	(1.0)	(1.5)	(0.4)	(0.0)	0.0
Net Financing need for the year	20.1	19.1	24.6	11.4	7.9

Prudential Indicator 2 – Borrowing Need

The capital financing requirement (CFR) is the maximum we would expect to borrow based on the total historic outstanding capital expenditure which has not been paid for from either revenue or capital resources. Therefore, it is essentially a measure of the Council's underlying borrowing need. The CFR does not increase indefinitely, as the minimum revenue provision (MRP) is a statutory annual revenue charge which broadly reduces the indebtedness in line with each asset's life, and so charges the economic consumption of capital assets as they are used.

Compliance with the indicator will mean that this limit has not been breached. Gross borrowing includes debt administered on behalf of Telford and Wrekin Council, Magistrates Courts and Probation Service. It also includes the debt transferred from Oswestry Borough Council and North Shropshire District Council on the 1st April 2009. In accordance with the Code the HRA Capital Financing requirement has been calculated separately and has been updated due to the HRA reform which took place on the 28 March 2012.

Gross borrowing less than CFR	2024/25 Actual £m	2025/26 Estimate £m	2026/27 Estimate £m	2027/28 Estimate £m	2028/29 Estimate £m
Capital Financing Requirement:					
Non HRA Capital Financing Requirement	347	479	602	742	911
HRA Capital Financing Requirement	100	112	136	146	169
Total CFR	447	591	738	888	1,080
Movement in CFR	32	145	147	149	192
Movement in CFR represented by					
Net financing need for the year (above)	47	100	165	147	182
Less MRP/VRP and other financing movements	(15)	45	(18)	2	10
Movement in CFR	32	145	147	149	192
Gross Borrowing (including HRA)	420	515	680	827	1,009
Investments	(51)	(50)	(50)	(50)	(50)
Net Borrowing	369	465	630	777	959

Section 4: Prudential and Treasury Indicators

Prudential Indicator 3 – Liability Benchmark

This identifies the net borrowing requirement of a local authority plus a liquidity allowance. There are four components to the Liability benchmark:

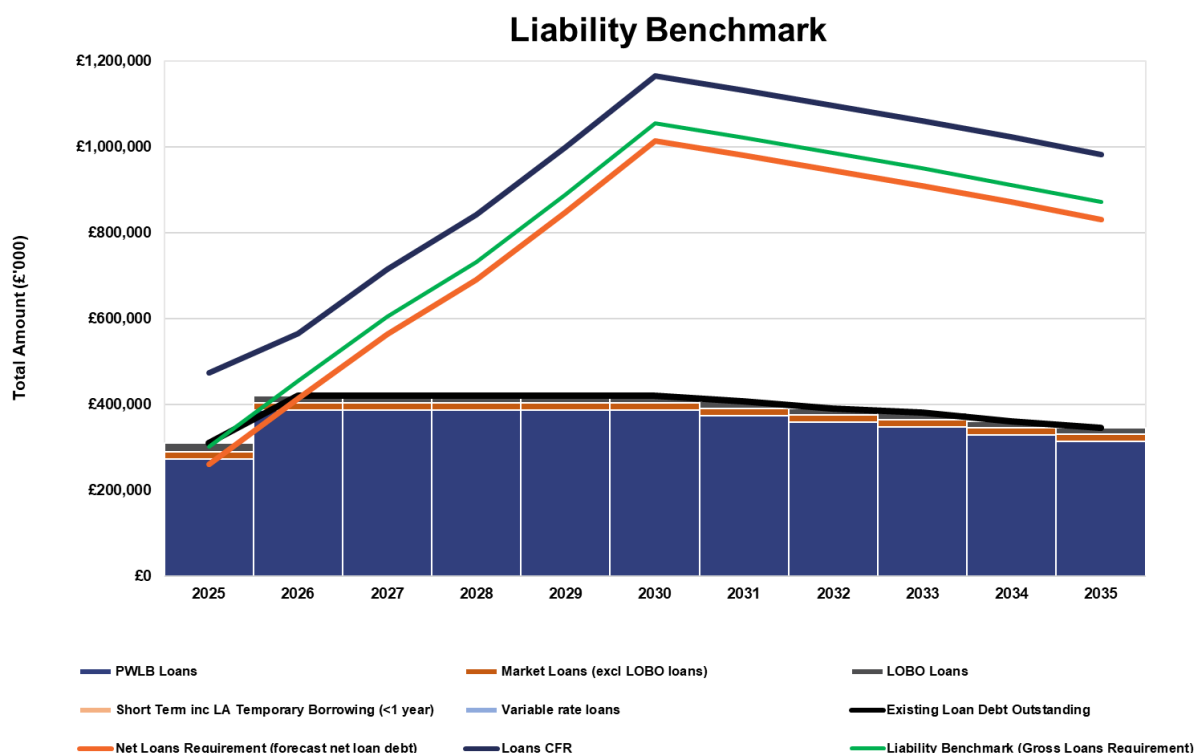
Existing loan debt outstanding: the Council's existing loans that are still outstanding in future years.

Loans CFR: this is calculated in accordance with the loans CFR definition in the Prudential Code and projected into the future based on approved prudential borrowing and planned MRP.

Net loans requirement: this will show the Council's gross loan debt less treasury management investments at the last financial year-end, projected into the future and based on its approved prudential borrowing, planned MRP and any other major cash flows forecast.

Liability benchmark (or gross loans requirement): this equals net loans requirement plus short-term liquidity allowance.

Calculation of the Liability Benchmark is a complex calculation and has been undertaken by officers with assistance from the Council's Treasury Advisors, MUFG Corporate Markets to produce the information using a complex model.



Shropshire's calculated Liability Benchmark has been determined for ten years, 2025/26 to 2035-36, in accordance with CIPFA's recommendation. As an absolute minimum CIPFA requires the Liability Benchmark to be estimated and measured for the forthcoming financial year and the

Section 4: Prudential and Treasury Indicators

following two financial years and strongly recommends that the Liability Benchmark is produced for at least ten years.

The data shows a steep increase in the Loans Capital Financing Requirement (CFR) over the next 5 financial years, reflecting the need in the Medium-Term Financial Plan to secure Exceptional Financial Support. The Existing Loan Debt Outstanding lies significantly below this and so demonstrates the need to secure significant additional external borrowing over the coming years.

This may not actually reflect what happens over time however, as the modelling suggested by CIPFA does not take account of any new approved capital expenditure / CFR increases beyond the extent of the currently approved Capital Programme (financial years 2026-27 to 2028-29), i.e. CFR increases projected in the Capital Strategy are not included in the model. Also, if the Council can drive out savings over the course of the Medium Term, Exceptional Financial Support to the values stated may not be required.

Similarly, the data does not take account of the replacement of any existing loans that mature over the life of the model.

We continue to forecast that internal borrowing will form part of the financing mix for the CFR and that is represented in the chart by the gap between the Loans CFR and the Existing Loan Debt Outstanding (PWLb, Market and LOBO loans).

Prudential Indicator 4 – External Debt – Operational Boundary

This is the maximum borrowing limit set for Shropshire Council and includes the HRA borrowing. This indicator shows the maximum permitted amount of outstanding debt for all purposes. It includes three components:

1. The maximum amount for capital purposes;
2. The maximum amount for short term borrowing to meet possible temporary revenue shortfalls;
3. The maximum permitted for items other than long term borrowing i.e. PFI & leasing.

Operational Boundary	2026/27 Estimate £m	2027/28 Estimate £m	2028/29 Estimate £m
Debt	713	783	902
Other long term liabilities	118	113	112
Total	831	896	1,014

Prudential Indicator 5 – External Debt – Authorised Limit

This is a key prudential indicator and represents a control on the maximum level of borrowing. This represents a legal limit beyond which external debt is prohibited, and this limit needs to be set or revised by the Full Council. It reflects the level of external

Section 4: Prudential and Treasury Indicators

debt which, while not desired, could be afforded in the short-term, but is not sustainable in the longer-term.

- This is the statutory limit determined under section 3 (1) of the Local Government Act 2003. The Government retains an option to control either the total of all local authority plans, or those of a specific authority, although this power has not yet been exercised.
- The Authority is asked to approve the following Authorised Limit:

Authorised Limit	2026/27 Estimate £m	2027/28 Estimate £m	2028/29 Estimate £m
Debt	811	831	991
Other long term liabilities	118	113	112
Total	929	944	1,106

Prudential Indicator 6 – Interest Rate Exposure – Borrowing Limits

The Prudential Code requires the Council to set interest rate exposure limits for borrowing and investments.

Interest Rate Exposure	2026/27 £m	2027/28 £m	2028/29 £m
Upper Limit for Fixed Interest Rate Exposure	929	944	1,106
Upper Limit for Variable Interest Rate Exposure	464	472	553
Lower Limit for Fixed Interest Rate Exposure	464	472	553
Lower Limit on Variable Interest Rate Exposure	0	0	0

These indicators seek to control the amount of debt exposed to fixed and variable interest rates. Variable rate debt carries the risk of unexpected increases in interest rates and consequently increases in cost. The upper limit for variable rate exposure has been set following advice from MUFG Corporate Markets, however, this limit is unlikely to be reached due to authority's objective to have no more than 25% of outstanding debt at variable interest rates.

Calculation of indicators is set out below

- Upper limit for fixed rate exposure; A maximum of 100% of the Authorised Limit (£687m in 2026/27) exposed to fixed rates is consistent with the Authority's objective to have a long-term stable debt portfolio.
- Upper limit for variable rate exposure; For efficient management of the debt portfolio it is considered prudent by MUFG Corporate Markets to permit up to 50% (£472m in 2026/27) of the Authorised Limit to be borrowed at variable interest rates.
- Lower limit for fixed rate exposure; Upper limit for fixed rate exposure less the maximum permitted borrowing at variable interest rates
- Lower limit for variable rate exposure; Calculation: To be consistent with the Authority's objective to have a long term stable portfolio all of

Section 4: Prudential and Treasury Indicators

the debt portfolio could be at a fixed rate therefore the lower limit for variable rate exposure should be nil.

Prudential Indicator 7 – Interest Rate Exposure – Investment Limits

Interest Rate Exposure	2026/27	2027/28	2028/29
Investment Limits	£m	£m	£m
Upper Limit for Fixed Interest Rate Exposure	250	250	250
Upper Limit for Variable Interest Rate Exposure	250	250	250
Lower Limit for Fixed Interest Rate Exposure	0	0	0
Lower Limit on Variable Interest Rate Exposure	0	0	0

These indicators seek to control the amount of investments exposed to fixed and variable interest rates. Variable rate investments are subject to changes in interest rates, but have a higher degree of liquidity and action can be taken at short notice in response to interest rate changes.

- Upper limit for fixed rate exposure: Maximum amount of fixed rate investments in order to maintain a stable investment portfolio.
- Upper limit for variable rate exposure: For the purposes of efficient portfolio management in response to interest rate conditions a maximum potential exposure to variable rates of £250m in 2026/27 is recommended.
- Lower limit for fixed rate exposure: A lower limit of zero is locally set so as to enable full advantage to be taken of market conditions.
- Lower limit for variable rate exposure: A lower limit of zero is locally set so as to enable full advantage to be taken of market conditions.

Prudential Indicator 8 – Upper and lower limits for the maturity structure of debts (borrowings)

Limits for the maturity structure of debts (borrowing)	Upper Limit	Lower Limit
Maturity Structure of Fixed/Variable Rate Borrowing During 2025/26*	%	%
Under 12 months	25	0
12 months & within 24 months	25	0
24 months & within 5 years	50	0
5 years & within 10 years	75	0
10 years & within 20 years	100	0
20 years & within 30 years	100	0
30 years & within 40 years	100	0
40 years & within 50 years	100	0
50 years and above	100	0

* Internal limit is to have no more than 25% of total outstanding debt maturing in any one financial year. This is to ensure that the risk of having to replace maturing debt at times of high interest rates is controlled.

Section 4: Prudential and Treasury Indicators

Prudential Indicator 9 – Maturity Limits - Investments

The Council is required to set maximum levels for investments over 365 days for both the internal treasury team and an external fund manager if appointed.

Maturity Limits > 365 days	2025/26	2026/27	2027/28
Investment Limits	£m	£m	£m
Upper Limit for Total Principal Sums Invested for over 365 days:			
Externally Managed (if appointed)	50	50	50
Internally Managed	70	70	70

Section 5: Minimum Revenue Provision (MRP) Statement

The Council's Annual Minimum Revenue Provision Statement

5.1 Statutory Requirements

Under Regulation 27 of the Local Authorities (Capital Finance and Accounting) (England) Regulations 2003, where the Authority has financed capital expenditure by borrowing it is required to make a provision each year through a revenue charge (MRP). The 2003 Regulations have been further amended with full effect from April 2025 to expressly provide that in determining a prudent provision local authorities cannot exclude any amount of CFR from its calculation, unless by an exception set out in statute.

The Council is required to calculate a prudent provision of MRP which ensures that the outstanding debt liability is repaid over a period that is reasonably commensurate with that over which the capital expenditure provides benefits. The MRP Guidance (2024) includes four options (and there are two alternatives under Option three) for the calculation of a prudent provision.

There is no requirement to charge MRP where the Capital Financing Requirement (CFR) is nil or negative at the end of the preceding financial years. There is also no requirement to charge MRP on the Housing Revenue Account share of the CFR.

The legislation recommends that before the start of each financial year the Council prepares a statement of its policy on making MRP in respect of that financial year and submits it to the Full Council for approval.

5.2 Policy for Calculation of Prudent Provision

The options for the calculation of a Prudent Provision are detailed in appendix 3(a) to this report. Authorities must always have regard for the guidance and the decision on what is prudent is for the authority to conclude, taking into account detailed local circumstances, including specific project timetables and revenue-earning profiles.

Following a review of the MRP policy from 2018/19 the prudent provision for Supported Borrowing has been calculated based on the expected useful life of the asset on an annuity calculation basis.

Option 3a - Asset life method (Unsupported Borrowing) - equal instalment method will continue to be used for unsupported borrowing agreed prior to 2018/19 and specific treatment for PFI Assets and assets held under Finance Leases and long-term capital loans. For any approved unsupported borrowing from 2018/19 the prudent provision will be calculated on an annuity basis linked to the expected useful life of the asset for consistency with the Supported Borrowing calculation, Option 3b.

Section 5: Minimum Revenue Provision (MRP) Statement

5.3 Supported Borrowing

From 2016/17 the approach for calculating the MRP was on a straight line (equal instalments) calculation basis on the remaining asset life of the assets linked to the borrowing. An analysis of the average remaining asset life of the assets financed from previous supported borrowing, determined the average remaining life to be around 45 years and this was used as the basis of calculation.

From 2018/19 Council approved to adopt the annuity calculation method for supported borrowing whilst retaining the link to the average remaining useful life of the assets it was used to finance. The annuity calculation method results in lower MRP payments in the early years, but higher payments in later years. This method has the advantage of linking MRP to the flow of benefits from an asset where these are expected to increase in later years.

CIPFA puts forward the following reasons for using the annuity method in CIPFA's "The Practitioner's Guide to Capital Finance in Local Government" (2008) which states:

- The annuity method provides a fairer charge than equal instalments as it takes account of the time value of money, whereby paying £100 in 10 year's time, is less of a burden than paying £100 now.
- The schedule of charges produced by the annuity method results in a consistent charge over an asset's life, taking into account the real value of the amounts when they fall due.
- The annuity method is a prudent basis for providing for assets that provide a steady flow of benefits over their useful life.

For 2018/19 and onwards the Council has adopted the annuity-based calculation on a 45- year basis.

5.4 Unsupported Borrowing - Asset Life Method

For new borrowing under the Prudential system for which no Government support is being given and is therefore self-financed (unsupported borrowing) the MRP has been calculated in accordance with Option 3 Asset Life Method. Option 3 is to make provision over the estimated life of the asset for which the borrowing is undertaken.

Freehold land cannot properly have a life attributed to it, so for the purposes of Option 3 it should be treated as equal to a maximum of 50 years. But if there is a structure on the land which the authority considers to have a life longer than 50 years, that same life estimate may be used for the land.

To the extent that expenditure is not on the creation of an asset and is of a type that is subject to estimated life periods that are referred to in the guidance, these periods will generally be adopted by the Council. However, the Council reserves the right to determine useful life periods and prudent MRP in exceptional circumstances where the recommendations of the guidance would not be appropriate. For energy

Section 5: Minimum Revenue Provision (MRP) Statement

efficiency schemes the payback period of scheme is used as the basis for calculating the period over which MRP is calculated.

This method is a straightforward calculation of MRP for unsupported borrowing which calculates MRP based on asset life.

Provision for debt under Option 3 will normally commence in the financial year following the one in which the expenditure is incurred. But the guidance highlights an important exception to the rule. In the case of a new asset, MRP would not have to be charged until the asset came into service and would begin in the financial year following the one in which the asset became operational. This “MRP holiday” would be perhaps two or three years in the case of major projects, or possibly longer for some complex infrastructure schemes, and could make them more affordable.

Prior to 2018/19 the Council adopted the Option 3a Straight Line calculation for unsupported borrowing. From 2018/19 Council approved to adopt the Option 3b annuity calculation method for new unsupported borrowing whilst retaining the link to the average remaining useful life of the assets it was used to finance. The annuity calculation method results in lower MRP payments in the early years, but higher payments in later years. This method has the advantage of linking MRP to the flow of benefits from an asset where these are expected to increase in later years.

The authority can still make voluntary extra provision for MRP in any year.

5.5 Adjustment A

This is an accounting adjustment to the MRP calculation that ensures consistency with previous capital regulations. Once calculated, the amount remains constant within the MRP calculations.

Between 2016/17 and 2017/18 the adjustment A was not included in the MRP calculation but continues to be a legitimate part of the calculation under the 2003 Regulations (Regulation 28) and can therefore continue to be used to reduce the supported borrowing CFR for MRP purposes. It has been considered to be prudent to include the Adjustment A value from 2018/19 onwards to calculate the CFR value. For Shropshire the fixed Adjustment A calculation is £4,446,483.75

5.6 PFI Assets and Assets Held Under Finance Leases

For assets under on-balance sheet PFI contracts and finance leases, the annual principal payment amount in the PFI or finance lease model is used as the MRP payment amount, with no additional charges above those within the contract.

5.7 Long Term Capital Loans

The Council has made available a small number of capital loans to Housing Associations and Village Halls, financed from the Councils balances. The annual repayments of principal amounts are treated as capital receipts and set aside in the Capital Adjustment Account in place of a revenue MRP charge.

Section 5: Minimum Revenue Provision (MRP) Statement

5.8 Housing Revenue Account MRP

As at 31/03/25 the HRA CFR is £100.192m, this includes the £83.35m transferred to the Council as part of housing self-financing. In managing the HRA debt and considering the HRA business plan there is no mandatory requirement to make provision in the HRA for annual MRP payments. However, the Council will make annual voluntary provision for debt repayment in the HRA based on affordable levels in the HRA against the need for investment and delivering services in the HRA. The annual level of provision will be determined annually as part of the closure of the HRA.

5.9 2026/27 Annual MRP Statement

Section 5.11 provides the MRP statement for the 2026/27 financial year.

5.10 Capital Receipts Set Aside

The current regulations, Local Authority (Capital Finance and Accounting) (England) (Amendment) Regulations 2008 [SI 2008/414] state that the minimum revenue provision is calculated using the previous year's closing Capital Financing Requirement for supported borrowing.

In 2009/10 Shropshire Council got DCLG approval to allow the new council to voluntarily set aside capital receipts as at 1st April 2009 to reduce the CFR and consequently reduce the MRP charge for 2009/10. This approach was discussed with our Treasury Advisors and External Auditors and was approved by Members in a report to Council in December 2009.

As the extent of new borrowing is not subject to any limitation the sum of capital receipts set aside are still available to support capital expenditure in future years. This will increase the CFR to its previous level and the MRP charge in future years will increase, but not beyond the level had the saving not been generated in 2009/10. Thus, the saving in MRP is therefore temporary, albeit very helpful to the short-term financial position.

As the full level of capital receipts set aside were not required to finance capital expenditure between 2009/10 and 2020/21, a balance was retained as set aside as at the end of each financial year to enable a further MRP saving in the following financial years. In the 2026/27 MRP Statement it has been assumed all the capital receipts retained as set aside as at 31 March 2026 to reduce the CFR will be offset by an increase in the CFR in 2026/27 from capital expenditure incurred in 2026/27. In the event that the level of capital expenditure in 2026/27 to be financed from the capital receipts set aside is below the level of capital receipts set aside, it is proposed to retain the balance in capital receipts as set aside in order to achieve a further MRP saving in 2027/28. This will be reported for approval as part of the Capital Outturn report 2026/27.

5.11 Options for Prudent Provision

Section 5: Minimum Revenue Provision (MRP) Statement

Option 1: Regulatory Method (Supported borrowing)

MRP is equal to the amount determined in accordance with the former regulations 28 and 29 of the 2003 Regulations, as if they had not been revoked by the 2008 Regulations. For the purposes of that calculation, the Adjustment A should normally continue to have the value attributed to it by the authority in the financial year 2004-05. However, it would be reasonable for authorities to correct any perceived errors in Adjustment A, if the correction would be in their favour.

Option 2: CFR Method (Supported borrowing)

MRP is equal to 4% of the non-housing CFR at the end of the preceding financial year without any adjustment for Adjustment A, or certain other factors which were brought into account under the previous statutory MRP calculation. Option 3: Asset Life Method (Unsupported borrowing) Where capital expenditure on an asset is financed wholly or partly by borrowing or credit arrangements, MRP is to be determined by reference to the life of the asset. There are two main methods by which this can be achieved, as described below. Under both variations, authorities may in any year make additional voluntary revenue provision, in which case they may make an appropriate reduction in later years' levels of MRP.

(a) Equal Instalment Method

MRP is the amount given by the following formula:

$$\frac{A - B}{C}$$

Where:

A is the amount of the capital expenditure in respect of the asset financed by borrowing or credit arrangements

B is the total provision made before the current financial year in respect of that expenditure

C is the inclusive number of financial years from the current year to that in which the estimated life of the asset expires.

For the purpose of the above formula in the initial year of making the MRP the variable "C" should be given the maximum values set out in the following table:

Expenditure Type	Maximum value of "C" in initial year
Expenditure capitalised by virtue of a direction under s16(2)(b)	"C" equals 20 years
Regulation 25(1)(a) Expenditure on computer programs	"C" equals the value it would have for computer hardware
Regulation 25(1)(b) Loans and grants towards capital expenditure by third parties	"C" equals the estimated life of the assets in relation to which the third-party expenditure is incurred
Regulation 25(1)(c) Repayment of grants and loans for capital expenditure	"C" equals 25 years, or the period of the loan, if longer

Section 5: Minimum Revenue Provision (MRP) Statement

Regulation 25(1)(d) Acquisition of share or loan capital	"C" equals 20 years
Regulation 25(1)(e) Expenditure on works to assets not owned by the authority	"C" equals the estimated life of the assets
Regulation 25(1)(ea) Expenditure on assets for use by others	"C" equals the estimated life of the assets
Regulation 25(1)(f) Payment of levy on Large Scale Voluntary Transfers (LSVTs) of dwellings	"C" equals 25 years

(b) Annuity Method

MRP is the principal element for the year of the annuity required to repay over the asset life the amount of capital expenditure financed by borrowing or credit arrangements. The authority should use an appropriate interest rate to calculate the amount. Adjustments to the calculation to take account of repayment by other methods during the repayment period (e.g. by the application of capital receipts) should be made as necessary.

Option 4: Depreciation Method (Unsupported borrowing)

MRP is to be equal to the provision required in accordance with depreciation accounting in respect of the asset on which expenditure has been financed by borrowing or credit arrangements. This should include any amount for impairment chargeable to the Income and Expenditure Account.

For this purpose, standard depreciation accounting procedures should be followed, except in the following respects.

- a. MRP should continue to be made annually until the cumulative amount of such provision is equal to the expenditure originally financed by borrowing or credit arrangements. Thereafter the authority may cease to make MRP.
- b. On disposal of the asset, the charge should continue in accordance with the depreciation schedule as if the disposal had not taken place. But this does not affect the ability to apply capital receipts or other funding sources at any time to repay all or part of the outstanding debt.
- c. Where the percentage of the expenditure on the asset financed by borrowing or credit arrangements is less than 100%, MRP should be equal to the same percentage of the provision required under depreciation accounting.

Section 5: Minimum Revenue Provision (MRP) Statement

Appendix 3(b): Minimum Revenue Provision Statement 2026/27

Minimum Revenue Provision Statement 2026/27

	£
General Fund	
Closing CFR 2024/25	173,383,942
Proposed use of capital receipts voluntarily set aside to be applied in 2025/26	24,432,326
Adjustment A	-4,446,484
Less transfer of asset from GF to HRA	0
	<u>193,369,784</u>
Less LGR (98) Debt	-17,879
	<u>193,351,905</u>
Less MRP 2025/26	-2,852,404
Add Back LGR (98) Debt	17,879
	<u>190,517,380</u>
CFR for Supported Borrowing MRP Calculation	
Add Back Adjustment A	4,446,484
	<u>194,963,864</u>
Closing CFR 31/03/26 - Supported Borrowing (GF)	
	<u>194,963,864</u>
Housing Revenue Account	
Closing CFR 2024/25	100,192,910
Add profiled prudential borrowing 2025/26	12,000,000
Add transfer of asset from GF to HRA	0
Less MRP 2025/26 (non budgeted as per HRA MRP Policy)	0
	<u>112,192,910</u>
Closing CFR 31/03/26 - Supported Borrowing (GF & HRA)	
	<u>307,156,774</u>
<u>Unsupported Borrowing - Asset Life (based on individual assets)</u>	
Unsupported Borrowing brought forward	173,210,569
Add profiled prudential borrowing 2025/26	87,801,716
Less MRP - 2024/25	-5,249,660
Closing CFR 31/03/26 - Unsupported Borrowing	<u>255,762,625</u>
Closing CFR (GF & HRA) 31/03/26 - Unsupported Borrowing	<u>562,919,399</u>
Additional items included:	
Village Hall Loans	244,684
Housing Association Loans	13,248,900
Cornovii Developments Ltd	36,610,000
Salix Loan	977,398
Biodynamic Carbon Loan Limited	392,000
Biodynamic Carbon Loan Investment	10,000
IFRS 16 Leases	4,666,505
	<u>619,068,886</u>
<u>Summary MRP</u>	
MRP 2026/27 on Annuity Basis at 45 year life from 2018/19	2,926,697
LGR (98) Debt MRP	5,976
Prudential Borrowing MRP	7,494,039
Total MRP	<u>10,426,712</u>

Section 6: Specified and Non-Specified Investments

LOCAL GOVERNMENT INVESTMENTS (England)

SPECIFIED INVESTMENTS

All investments listed below must be sterling-denominated.

Investment	Share/ Loan Capital?	Repayable/ Redeemable within 12 months?	Security/ Minimum Credit Criteria	Capital Expenditure?	Circumstance of use	Maximum period
Term deposits with the UK government (e.g. DMO Account) or with local authorities (i.e. local authorities as defined under Section 23 of the 2003 Act) with maturities up to 1 year	No	Yes	High security although most LAs not credit rated.	No	In-house and by external fund manager	1 year
Term deposits with credit-rated deposit takers (banks and building societies), including callable deposits, with maturities up to 1 year	No	Yes	Yes – Minimum colour band green	No	In-house and by external fund manager	1 year
Certificates of Deposit issued by credit-rated deposit takers (banks and building societies) up to 1 year. Custodial arrangement required prior to purchase	No	Yes	Yes – Minimum colour band green	No	In house buy and hold and External fund managers	1 year
Banks nationalised by high credit rated (sovereign rating) countries – non UK	No	Yes	Minimum Sovereign Rating AA	No	In house and external fund managers	1 year
UK Nationalised & Part Nationalised banks	No	Yes	Yes – Minimum colour band green	No	In house and external managers	1 year
Government guarantee (explicit) on all deposits by high credit rated (sovereign rating) countries	No	Yes	Yes – Minimum Sovereign Rating AA- / UK Sovereign Rating	No	In house and external fund managers	1 year
Bonds issued by multilateral development banks (Euro Sterling Bonds as defined in SI 2004 No 534)	No	Yes	AAA	No	In-House on a buy and hold basis after consultation/advice from MUFG Corporate Markets also for use by External fund manager	1 year
Bond issuance issued by a financial institution which is explicitly guaranteed by the UK Government e.g. National Rail Custodial arrangement required prior to purchase	No	Yes	UK sovereign rating	No		
Gilt Funds and Bond Funds (including Ultra-Short Dated Bond Funds)	No	Yes	AAA	No		1 year

Section 6: Specified and Non-Specified Investments

Investment	Share/ Loan Capital?	Repayable/ Redeemable within 12 months?	Security/ Minimum Credit Criteria	Capital Expenditure?	Circumstance of use	Maximum period
					In House and by external fund managers	
Gilts : up to 1 year Custodial arrangement required prior to purchase	No	Yes	Govt-backed UK Sovereign Rating	No	In House on a buy and hold basis and for trading by external fund manager subject to the guidelines and parameters agreed with them	1 year
Money Market Funds (CNAV), Enhanced Money Market Funds (LVNAV & VNAV) & Government Liquidity Funds (including CCLA Fund)	No	Yes	Yes AAA rated & UK sovereign rating. Enhanced MMFs minimum colour Dark Pink/Light Pink & AAA rated	No	In-house and by external fund managers subject to the guidelines and parameters agreed with them	the period of investment may not be determined at the outset but would be subject to cash flow and liquidity requirements. Deposits are repayable at call.
Treasury bills [Government debt security with a maturity less than one year and issued through a competitive bidding process at a discount to par value] Custodial arrangement required prior to purchase	No	Yes	Govt-backed UK Sovereign Rating	No	In House or external fund managers subject to the guidelines and parameters agreed with them	1 year

Monitoring of credit ratings:

All credit ratings will be monitored continuously and formally updated on a monthly basis if required. If a counterparty or investment scheme is downgraded with the result that it no longer meets the Council's minimum credit criteria, the use of that counterparty / investment scheme will be withdrawn.

Section 6: Specified and Non-Specified Investments

Any intra-month credit rating downgrade which the Council has identified that affects the Council's pre-set criteria will also be similarly dealt with.

Section 6: Specified and Non-Specified Investments

LOCAL GOVERNMENT INVESTMENTS (England) NON-SPECIFIED INVESTMENTS

All investments listed below must be sterling-denominated (with the exception of the WME US dollar account).

Investment	a) Why use it? b) Associated risks?	Share/ Loan Capital?	Repayable/ Redeemable within 12 months?	Security/ Minimum Credit Criteria	Capital Expenditure?	Circumstance of use	Max % of overall investments	Maximum maturity of investment
Certificates of Deposit with credit rated deposit takers (banks and building societies) with maturities greater than 1 year Custodial arrangement required prior to purchase	(A) tradable more liquid than fixed term deposits (B) (i) 'Market or interest rate risk' : Yield subject to movement during life of CD which could negatively impact on price of the CD. (ii) Although in theory tradable, are relatively illiquid.	No	Yes	UK Sovereign rating	No	In house on a buy and hold basis after consultation/advice from MUFG Corporate Markets & external cash fund manager(s) subject to the guidelines and parameters agreed with them.	50%	Suggested limit: Average duration in the portfolio not to exceed 5 years
Collateralised deposit	Deposits are backed by collateral of AAA rated local authority	No	Yes	UK Sovereign rating	No	In house & External Manager	25%	5 years
UK government gilts with maturities in excess of 1 year Custodial arrangement required prior to purchase	A. (A)((i) Excellent credit quality. (ii)Very Liquid). (iii) If held to maturity, known yield (rate of return) per annum ~ aids forward planning. (iv) If traded, potential for capital gain through appreciation in value (i.e. sold before maturity) (v) No currency risk (B) (i) 'Market or interest rate risk' : Yield subject to movement during life of sovereign bond which could negatively impact on price of the bond i.e. potential for capital loss.	No	Yes	UK Sovereign rating	No	In house on a buy & hold basis following advice from MUFG Corporate Markets and for trading by external cash fund manager subject to the guidelines and parameters agreed with them	50%	Suggested limit : Average duration in the portfolio not to exceed 5 years

Page 194

Investment	a) Why use it? b) Associated risks?	Share/ Loan Capital?	Repayable/ Redeemable within 12 months?	Security/ Minimum Credit Criteria	Capital Expenditure?	Circumstance of use	Max % of overall investments	Maximum maturity of investment
Term deposits with UK government, other Local Authorities, and credit rated deposit takers (banks and building societies) including callable deposits with maturities greater than 1 year	A)(i) Certainty of rate of return over period invested. (ii) No movement in capital value of deposit despite changes in interest rate environment. (B) (i) Illiquid : as a general rule, cannot be traded or repaid prior to maturity. (ii) Return will be lower if interest rates rise after making the investment. (iii) Credit risk : potential for greater deterioration in credit quality over longer period	No	No	Minimum colour band purple	No	In-House For trading by external cash fund manager subject to the guidelines and parameters agreed with them	£40 million 50%	Suggested limit: 3 years
Sovereign bond issues ex UK Government Gilts: any maturity	A. (i) Excellent credit quality. (ii) Liquid. (iii) If held to maturity, known yield (rate of return) per annum – aids forward planning. (iv) If traded, potential for capital gain through appreciation in value (i.e. sold before maturity) (v) No currency risk B. (i) “Market or interest rate risk” : Yield subject to movement during life of sovereign bond which could negatively impact on price of the bond i.e. potential for capital loss	No	Yes	AAA	No	For trading by external cash fund manager only subject to the guidelines and parameters agreed with them	50%	Suggested limit: 5 years
Bonds issued by multilateral development banks (Euro-Sterling Bonds) or issued by a financial institution guaranteed by UK government Custodial	(A) (i) Excellent credit quality. (ii) Liquid. (iii) If held to maturity, known yield (rate of return) per annum – aids forward planning. (iv) If traded, potential for capital gain through appreciation in value (i.e. sold before maturity) (v) No currency risk	Yes	Yes	AAA	No	In house on a buy and hold basis after consultation/advice from MUFG Corporate Markets. Also for use by external fund managers	50%	5 years

Section 6: Specified and Non-Specified Investments

Investment	a) Why use it? b) Associated risks?	Share/ Loan Capital?	Repayable/ Redeemable within 12 months?	Security/ Minimum Credit Criteria	Capital Expenditure?	Circumstance of use	Max % of overall investments	Maximum maturity of investment
arrangement required prior to purchase	(B) (i) "Market or interest rate risk" : Yield subject to movement during life of bond which could negatively impact on price of the bond i.e. potential for capital loss							
Corporate Bonds & Corporate Bond funds (the use of these investments would constitute capital expenditure although this is currently under review)	(A)(i) Excellent credit quality. (ii) Liquid. (iii) If held to maturity, known yield (rate of return) per annum – aids forward planning. (iv) If traded, potential for capital gain through appreciation in value (i.e. sold before maturity) (v) No currency risk (B)(i) "Market or interest rate risk" : Yield subject to movement during life of sovereign bond which could negatively impact on price of the bond i.e. potential for capital loss	Yes	Yes	Minimum Sovereign rating AA	Yes	To be used by external fund managers only	50%	Suggested limit: 5 years
Pooled property funds – including CCLA Local Authorities Property Fund	Enhanced return but increased risk, only to be used following advice from MUFG Corporate Markets	No	Yes	No Minimum Credit rating need to assess underlying assets within fund following advice taken from MUFG Corporate Markets	No	In House Use & External Fund managers following advice from MUFG Corporate Markets	20%	5 years
Floating Rate notes	(A)(i) Rate of return tied to some measure of current interest rates, so when interest rates are expected to go up they offer protection to investors against	Yes	Yes	Minimum Colour band green	No	In House Use & External Fund managers following advice from MUFG Corporate Markets	10%	3 years

Section 6: Specified and Non-Specified Investments

Investment	a) Why use it? b) Associated risks?	Share/ Loan Capital?	Repayable/ Redeemable within 12 months?	Security/ Minimum Credit Criteria	Capital Expenditure?	Circumstance of use	Max % of overall investments	Maximum maturity of investment
	such rises (ii) In some circumstances may have access to banks which meet minimum credit criteria but generally don't take small fixed term deposit cash amounts (B)(i) Credit quality : if financial health of issuer deteriorates, investors will demand a greater yield and the price of the bond will fall							
US Dollar Deposits (WME Only)	US dollar account to be utilised as a part of West Mercia Energy prudent management of income and expenditure, ensuring that ongoing US dollar commitments can be hedged, thus extinguishing any adverse risk of exposure to movements in the exchange rate and guaranteeing a known cashflow for West Mercia Energy. The account is only to be used for this purpose and not for the purpose of speculative or trading transactions.	No	Yes	Minimum Colour band green	No	West Mercia Energy only	N/A	3 months



Committee and Date

Council

26 February 2026

Item

Public



Report of the Shirehall Strategic Review Rapid Task and Finish Group

Responsible Officer:	Tom Dodds		
email:	tom.dodds@shropshire.gov.uk	Tel:	01743 252818
Cabinet Member (Portfolio Holder):	Cllr Roger Evans		
Council Task and Finish Group Chair:	Cllr Dawn Huseman		

1. Synopsis

The findings and recommendations of the Council-appointed rapid task and finish group of Members to consider the options presented for the Shirehall building and site at the Council on the 11 December 2025.

2. Executive Summary

This report presents the report, findings and recommendations of the Shirehall Strategic Review rapid task and finish group that was established following 11 December 2025 Council.

The Task and Finish Group Members were Councillor Dawn Husemann, Councillor Chris Naylor, Councillor Rosemary Dartnell, Councillor Julian Dean and Councillor Susan Coleman, these were drawn from each of the five political groups of the Council - Reform UK, the Liberal Democrats, Labour, the Greens and the Conservatives.

The task and finish group carried out their work rapidly in order to report to the next meeting of Council on the 26 February 2026. They have considered the options presented to Council in December 2025 in the Shirehall Strategic Review report, reviewed a range of relevant reports and information on the refurbishment and redevelopment of the Shirehall building, and sought evidence from national and local groups and individuals, as well as those with knowledge on different options to bring the building and site into use, such as Joint Ventures (JV).

They have made 10 recommendations which are summarised in paragraph 7.2 of this covering report, and in full in section 5 of the Task and Finish group report attached at appendix 1, and they have also proposed next steps.

3. Recommendations

- 3.1. Council are asked to consider the task and finish group report and recommendations.

Report

4. Risk Assessment and Opportunities Appraisal

- 4.1. The task and finish group have concluded that the council risks both financial and reputational harm if it goes ahead with demolition before it has a full understanding of different ways that the value of the building and site can be maximised.
- 4.2. By way of mitigation for this risk, they believe that the value of the Shirehall building as an asset has not been fully explored with the community or with the market, and neither has its potential to strategically contribute to meeting social and economic needs e.g. by using the building for housing, as a base for service provision, a hotel, or a mixed-use across the different floors, combined with new development on the wider site. Engagement with the community and with the market will help to fully test the value and inform the best option and opportunity.

5. Financial Implications

- 5.1. Shropshire Council continues to manage unprecedented financial demands and a financial emergency was declared by Cabinet on 10 September 2025. The overall financial position of the Council is set out in the monitoring position presented to Cabinet on a monthly basis. Significant management action has been instigated at all levels of the Council reducing spend to ensure the Council's financial survival. While all reports to Members provide the financial implications of decisions being taken, this may change as officers and/or Portfolio Holders review the overall financial situation and make decisions aligned to financial survivability. All non-essential spend will be stopped and all essential spend challenged. These actions may involve (this is not exhaustive):
- scaling down initiatives,
 - changing the scope of activities,

- delaying implementation of agreed plans, or
 - extending delivery timescales.
- 5.2. The task and finish group has recommended that the Council pauses its decision to demolish the Shirehall building to carry out further work to evaluate the full range of options for the site. The report to Council identified that there are ongoing holding costs of £374,600 per year (£31,220.83 a month). The group understand that it will likely take more time than previously understood before any demolition could take place, including for planning permission and any building regulation requirements to be completed, therefore the costs would need to be covered, in addition to any demolition and site clearance costs.
- 5.3. Aligned with the longer timescales to develop the site, the group believe that the potential value of the Shirehall building and site set out in the preferred option reported to 11 December 2025 Council may not realise the forecast level.

6. Climate Change Appraisal

- 6.1. The Shirehall has an estimated £2.5 million of embedded carbon value captured within its structure. Demolition would result in this being lost. There would also be the environmental impact
- 6.2. The group believe that the building could be made more efficient for example by fitting secondary glazing to the original windows. Whilst this may not be as good as replacing all of the windows with double or triple glazed units, it would cost a fraction of the price. They also understand that the solar panels on the building should achieve good levels of efficiency for a further 15 years, based on their expected life time.

7. Background

- 7.1. The task and finish group of members from each of the five political groups at the council have considered a wide range of relevant evidence to inform their work and help them reach their findings and recommendations. They arranged visits to the Shirehall site for interested groups and Members, held an evidence gathering session on the afternoon of the 9 February hearing from a range of witnesses, and heard from further witnesses to close gaps in their understanding and help inform their conclusions and recommendations. This information is referenced in section 2 of their report in appendix 1.
- 7.2. The task and finish group made 10 recommendations as a result of their work. These are listed below and are set out in full in section 5 of the task and finish group report attached at appendix 1.
1. Immediate pause on demolition
 2. Start work on a twin track approach
 3. Undertake comprehensive engagement
 4. Define red lines [for the Shirehall building and site]
 5. Define a co-ordinated Shropshire Council workplace and staffing strategy
 6. Issues two market prospectuses
 7. Commission full economic and environmental assessments

8. Set a realistic development timeline
9. Fully evaluate Joint Venture and private sale approaches
10. Maintain momentum

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Shirehall Strategic Review – Council, 11 December 2025

Local Member: Jamie Daniels

Appendices

Appendix 1 – Report of the Shirehall Strategic Review Rapid Task and Finish Group

Shirehall Strategic Review: A Critical Report on Process Failings and the Case for Preservation and Regeneration

April 2026 marks 60 years since staff moved into the new Shirehall. This iconic development was celebrated in the architectural press and local newspapers. It symbolised modernity and aspiration after severe post-war austerity. Designed by Ralph Crowe a respected London architect, it put Shropshire on the map. Built for £1.8m, the equivalent of approximately £56m today, Shirehall is a fully paid for, publicly owned asset. But this figure of £56m fails to take account of the quality and materials of the original build nor the above inflation build costs of today's world. To recreate something of this scale and quality today would cost many millions more. The Shirehall has an impressive and specially commissioned cast-iron mural in reception, Portland stone facing on the civic dome and self-cleaning blue/green tiles banding the office accommodation. It also includes 2 impressive courtrooms and cell block. Of particular note are the beautiful iridescent white mosaic tiles under the Council chamber covering the convex dome. These special touches are unaffordable in current times. It should be noted that Shirehall remained fully functional until the Covid pandemic in 2019 aside from a maintenance backlog. Shirehall was also still partially tenanted until mid-2025. Meanwhile we are advised by the most recent iteration of the Nation Planning Policy Framework, (NPPF) to 'take advantage of opportunities to reuse existing structures and materials....'

Executive Summary

This report sets out substantial concerns regarding the Council's current approach to the future of Shirehall and the decision—taken without sufficient scrutiny—to pursue demolition.

The Task and Finish Group concludes that Shropshire Council risks both financial and reputational harm if it proceeds with demolition before fully evaluating viable, high value alternatives including joint ventures, partial retention, civic reuse, and mixed-use economic development incorporating health, education, housing, business space, and community facilities that retain and develop the existing building.

This report concludes that the Council's post covid decision making process regarding the future of Shirehall was incomplete, inadequately evidenced, and insufficiently transparent. The Council's 2023 decision to demolish Shirehall and develop the site for housing was based on a report that did not properly evaluate the Shirehall as an asset that could be retained and developed. In December 2025 Members were not given the information or time needed to scrutinise the 11 options referenced in the report, stakeholder engagement was minimal, and major factors such as environmental impact, economic potential, and real-world redevelopment alternatives were not fully evaluated.

The report also concludes that the long-term accommodation needs of Shropshire Council, both as a service delivery organisation, the centre for local democracy, are not well served by the Guildhall. The move there was rushed and the site feels temporary to many at best.

The Rapid Task & Finish Group undertook extensive work to fill these evidential gaps. Their findings show that Shirehall is not a redundant building, but a strategic public asset likely to be capable of delivering:

- **Significant economic uplift**, in line with Shropshire's £910.5m tourism economy and 10.5 million annual visitors, and aligns with economic strategy, especially around heritage-led regeneration.
- **Environmental benefits**, including avoiding the release of approximately £2.5m worth of embedded carbon through demolition.
- **Civic and democratic value**, particularly through the retention of the Council Chamber.
- **Opportunities for mixed use regeneration opportunity** integrating health, business, education, housing and community services.
- **Reuse supports local SMEs and local supply chains**. This helps retention of jobs and money in the local economy – reuse supports the "Shropshire Pound".

The report sets out clear recommendations and next steps to ensure the Council makes a fully informed, evidence-based decision about Shirehall's future. This decision must consider the real possibility of securing Shirehall's refurbishment and future life at no extra net cost to the Council through a joint venture or private sale.

Rather than being a liability, Shirehall may well present an opportunity for economic regeneration, environmental sustainability, and civic renewal. Immediate demolition would prematurely destroy an asset whose value has not yet been fully assessed. Demolition carries significant financial, environmental, planning and reputational risks, and is not supported by a complete evidence base.

With imagination, creativity and determination Shirehall could become a flagship regeneration project reinvigorating Shropshire's place on the map.

This work needs to be completed **at pace and with the right attitude**. As the saying goes *"if you think you can or you think you can't then you are probably right"*

2. Work of the Task & Finish Group

2.1 Purpose and Cross-Party Composition

Following concerns about the lack of transparency, stakeholder engagement and scrutiny underpinning the December 2025 demolition proposal, a cross-party Rapid Task & Finish Group was convened. The Task and Finish Group Members were Councillor Dawn Husemann, Councillor Chris Naylor, Councillor Rosemary Dartnell, Councillor Julian Dean and Councillor Susan Coleman, these were drawn from each of the five political groups of the Council - Reform UK, the Liberal Democrats, Labour, the Greens and the Conservatives, ensuring balanced scrutiny and strengthening public confidence in the process.

2.2 Comprehensive Evidence Review

From December onwards the Group undertook a thorough review of all available documents relating to Shirehall, including:

- historic reports and earlier options appraisals
- structural, engineering and environmental information
- financial information and cost projections
- market-testing and regeneration analysis
- staff experience and workplace suitability data

Where evidence was missing, contradictory, or unclear, the Group undertook additional research and submitted follow-up questions to officers to ensure assumptions could be tested.

2.3 Site Visits and Direct Inspection

To ensure that decisions were informed by first hand, current information and observations rather than secondary, past information Members conducted several site visits to Shirehall to assess for themselves:

- mechanical and heating plant and air conditioning systems
- emergency bunker, courts and disused cells
- reception, foyer and public areas
- committee rooms and the Council Chamber
- external spaces and upper-floor offices

A key stakeholder site visit held on 23 January 2026 brought together around 30 representatives from preservation societies, community groups, developers, unions, Council officers and professional bodies.

A separate session was held for all Members, in particular new members to ensure that they all had first-hand knowledge of the current condition of Shirehall before making a final decision about its fate. Not all new members attended.

These visits provided an opportunity to develop a practical understand of the building's current condition and adaptability, through on-site discussion informed by the specialists present. Operational challenges, refurbishment potential and the breadth of spaces available for alternative uses were reviewed and considered.

2.4 Stakeholder and Expert Engagement

Recognising that the earlier decision-making had lacked depth of engagement, the Group held a structured witness session on 9 February, hearing from:

- Save Our Shirehall
- Shrewsbury Civic Society
- Cornovii Developments
- Joint Venture developers
- Shropshire Council planning, estates, technical and economic development officers
- Don't Waste Buildings
- C20 Society

- other expert witnesses

Each session included a presentation by the witnesses followed by member questioning. The sessions focused questions on the current plans to demolish and redevelop the site, refurbishment feasibility, Joint Venture (JV) models, environmental issues, redevelopment opportunities, constraints and issues with future development and timelines. Further detail of the discussions at each session is available at Appendix A.

Witnesses included qualified professionals such as Architects, Structural Engineers, Mechanical Engineers and Surveyors. The Group would like to extend its thanks to all of the dedicated professionals who gave their time for free to provide rigour to the findings and to enable the Group to present robust conclusions.

In addition to the 9th February witness session the Task and Finish group also met separately with UNISON, Shropshire Council finance officers, and Shropshire Council planning officers to close further gaps in understanding. The link to the UNISON staff members survey, is at Appendix C.

This evidence gathering process corrected earlier failures of engagement and ensured that professional, community and workforce perspectives shaped the findings.

2.5 Focus on Practical Deliverability

The Group focused not only on theoretical options but also practical deliverability, including:

- Exploring Joint Venture feasibility, whether JV partnerships could deliver cost neutral redevelopment revenue models, and examples of successful refurbishments elsewhere in the UK. Witnesses were specifically questioned on timelines, “abnormals” construction conditions and economic return potential.
- The timeline and potential phasing for demolition vs refurbishment and site build out including a review of revenue costs and how long these will remain for each option.
- Challenged demolition vs. refurbishment costs, including environmental impact, abnormal ground conditions and their implications on any future land sale value. Demolition is not yet legally authorised: no planning permission has been granted, there is no prior approval or discharge of conditions. It’s currently at the pre-planning stage. Option 11 in the Dec 2025 report suggests an outline application will be submitted in early 2026, but this does not override planning law. Demolition costs estimated to be over £3m run the risk of being even more expensive in reality and this is not a risk the Council should expose itself to. These costs together with monies already spent on reports and surveys and any further land value reductions resulting from ‘abnormals’ on the site risk reducing land value considerably. A significant **net** capital receipt is unlikely once all Shropshire Council costs are taken into account.
- Potential for public service partners colocation improving joined up service provision

- Market demand for hotel, conference, business, health, leisure and community facilities

2.6 Impact of the Group's Work

The Task & Finish Group's structured, intensive and evidence driven work strengthened the overall review by:

1. filling evidential gaps left by previous decision making. The original December 2025 report lacked stakeholder engagement or Member scrutiny, environmental analysis or an evaluation of all alternatives. The Group worked to gather missing data, consulted experts and tested previous assumptions to fill evidential gaps.
2. ensuring broad democratic legitimacy and visibility. By involving cross party members and a broad spectrum of external voices – from professional bodies to community organisations – the process restored transparency and we hope public trust.
3. replacing earlier reliance on secondary reporting with onsite first-hand assessment. Direct site visits exposed inaccuracies and assumptions in earlier assessments and revealed real opportunities for reuse and improvement.-site
4. engaging qualified experts across multiple fields the Group were able to challenge both technical and financial assumptions. Some of these qualified professionals have offered their time free of charge to Shropshire Council to review the technical information that the Council would not allow the Group to share with them directly.
5. the volume quality and breadth of additional evidence collected, highlights weaknesses in information held previously and provides a clear direction to help Shropshire Council ensure it makes a defensible well-informed choice that is grounded in fact and not incomplete, predetermined information.

3. Failures in the Initial Decision-Making Process

3.1 Inadequate Transparency and Scrutiny

In December 2025, Members received the report referencing the 11 'possible' options too late (less than 24 hours before the Full Council meeting) to assess or question underlying evidence. No full comparison of these options was provided, environmental impacts were not assessed in detail, and the financial modelling failed to highlight risks or assumptions.

3.2 Failure to Consider Viable Alternatives

No serious analysis was undertaken of:

- refurbishment or adaptive reuse
- partial retention
- Civic centre renewal-centre renewal
- mixed use redevelopment

- JV or partnership delivery models
- public service colocation with health, education or business sectors, service colocation with health, education or business sectors-service co-location with health, education or business sectors

These omissions significantly weakened the original recommendation for demolition.

3.3 Lack of Stakeholder Engagement

Recognising that the earlier Council decision had lacked adequate engagement the Group made stakeholder involvement a central pillar of its work. Refer to Section 2.4 for more detail. The group heard from experts on planning, construction, building systems, workplace conditions and staff experience, including a focused session with UNISON after the Witness session to understand the staff's position.

The Group thanks UNISON who in a very short space of time, created and conducted a detailed staff survey to ensure that staffs voices are heard in this process – see Appendix C

3.4 Weak Environmental Assessment

An estimated **£2.5 million of embedded carbon value** would be lost through demolition.

- No lifecycle carbon comparison was provided, despite Shropshire's environmental commitments.
- No clear environmental comparison was presented between demolition and refurbishment.
- The new National Planning Policy Framework 2025 has now been published. This indicates a preference towards the circular economy and Policy CC2 (Pg28) Para 1d advises planning authorities to 'take advantage of opportunities to reuse existing structures and materials....'
- Potential exists to exploit the carbon credit market and this area needs to be explored during the evaluation phase. Insufficient time was available to explore this area fully during the Groups work.

3.5 Absence of Economic Impact Assessment

Despite a strong local visitor economy—worth **£910.5m annually**, with **10.5m visitors**—the Council did not assess the potential for Shirehall to contribute to

- local economic development,
- expansion of hotel and conference capacity in the county town and the impact of this on the wider regeneration and development area
- tourism development and civic identity,
- business growth, incubation and collaboration space provision, or regeneration opportunities.
- Apprenticeship and higher education partnerships
- Opportunities for integrated health, education, business and community hubs, and improved public service co-location

- Potential to create an ‘urban village’ delivering homes, health, leisure, work and economic opportunities all within a short walk of the town centre.

By not conducting a wider economic impact assessment incorporating a full imaginative regeneration of the Shirehall site before recommending demolition Shropshire Council risks discarding valuable regeneration potential.

3.6 Absence of long-term Council Accommodation Strategy.

The group heard that the decision to decant to the Guildhall did not flow from a considered accommodation strategy but was rather a rushed response to the financial crisis. Based on our own experiences and the findings from the UNISON survey it seems clear that the Guildhall looks and feels like the centre for managed decline rather than a rejuvenation for the council as an institution.

4. Key Findings

4.1 Structural Strength and Adaptability

Expert evidence shows that Shirehall:

- has a solid, adaptable structural frame and floor space which needs some repairs as any building of this age would need but it is repairable and various options to conduct these repairs were provided in the commissioned reports.
- contains mechanical and ventilation systems suitable for cost effective upgrades. A qualified mechanical engineer who is very familiar with the current systems and was a witness told the Group that the current system is still functional, is in fact more reliable, longer lasting and more flexible than modern systems. Individual elements can be repaired or replaced with new parts rather than the whole unit needing to be removed and replaced as is often the case with modern alternatives. The current system can be straightforwardly updated to use heat pump technology.
- benefits from natural lighting and very flexible floorplates allowing easy adaptation to multiple different contemporary uses. Built on a 1.2 m grid pattern throughout making the building flexible and adaptable
- has lower long-term maintenance costs than many newer buildings and the December report showed that newbuild costs would be double those of refurbishment costs.-term maintenance costs than many newer buildings

During the very short window available the Task and Finish Group identified qualified independent professionals willing to review, scrutinise and challenge the information presented and to inspect key cost drivers within the building. Permission to inspect the sprinkler system by an expert in the field was refused. Permission for reports to be reviewed in confidence by qualified professionals was refused.

4.2 Civic and Community Importance

Shirehall offers:

- a purpose-built Council Chamber of a quality unaffordable today that is perfectly suited to modern day democratic and civic engagement.
- large, flexible interior spaces well suited for conferences, public events and shared services
- adaptable space to enable community events, public-service hubs and cultural use. As well as being hired out for weddings and other events
- strong road and public transport connectivity and within a 20-minute walk of the town centre and has plenty of parking spaces
- opportunities for new housing on surrounding land without losing civic space.

Demolition would remove Shropshire's primary civic centre without a clear replacement. Guildhall wasn't previously and isn't now fit for purpose, it was originally designed for residential use and is inflexible for conversion to office space.

4.3 Regeneration and Economic Potential

Many witnesses asked us to consider innovative new uses for the Shirehall site as evidenced by other successful regeneration projects that have been undertaken in the UK many involving modernist civic buildings. The Shirehall site has potential to deliver integrated services and alternative uses including:

- hotel and conference space
- business incubation and flexible workspace
- GP and health services
- housing
- community, leisure and cultural facilities
- education and skills provision

The Task and Finish Group obtained evidence from a variety of witnesses that strongly suggests the best value for the Shirehall site will be achieved through retention, creative refurbishment and reuse of the building with additional development on site, that retains all parking space.

The latest version of the National Planning Policy Framework expresses a preference for the retention and reuse of existing buildings over demolition and allows for development into the airspace above, in other words, adding more floors to increase density and enhance economic viability. It must be noted that **the most sustainable building is the one that already exists.**

5. Recommendations

5.1 Immediate Pause on Demolition

A minimum six month pause on work developing current plans is essential for completion of missing assessments, and a full options appraisal. Further internal damage caused by ongoing stripping out must stop during this period. No demolition,

nor progress towards it in terms of planning and other permissions should proceed until all alternatives are fully tested

5.2 Start work towards a ‘twin track’ approach.

Use the six month hiatus to bring to market a preliminary prospectus for Shirehall refurbishment alongside the existing proposals. This will allow appropriate economic development, JV and other interested parties the opportunity to consider Shirehall’s potential. Planning should adopt a twin track approach that evaluates the real opportunities of retention and refurbishment compared to demolition and site development.

Don’t Waste Buildings, the C20 Society and Shrewsbury Civic Society have offered to assist the Council in terms of technical guidance and offered the opportunity to utilise their extensive networks of expertise to identify and properly evaluate the options.

We recommend halting all spend around consultants and reports relating to the demolition because it may not happen and money will have been wasted. Spend should be delayed until absolutely necessary.

5.3 Undertake Comprehensive Engagement

The Council should develop a structured engagement plan including:

- Developers, housing associations and JV specialists
- Health, education police, fire and other public service partners
- Business and economic development partners
- Staff and unions
- Community organisations

5.4 Define Red Lines

Establish non-negotiable requirements including:

- civic access,
- environmental responsibility,
- financial viability and
- social value.
- historical value and architectural status

This also needs to include Shropshire Councils aspirations and priorities for the site and must clearly evidence how these fit into the Destination Management Strategy. It’s vital that the case for Shirehall is examined in conjunction with the overall development strategy, corporate plan and the ‘Local Plan’ to ensure that ‘ripple effects’ and the potential value upgrading effect on other sites in and around Shrewsbury is taken into account. Consider the regeneration and transformation of the site in conjunction with the possible Shrewsbury Parkway station. It’s also vital that regeneration and transformation of the site and the opportunities presented fit within and support other Shropshire Council policies such as the Partnership Plan, Health in all Policies and the Big Town Plan.

5.5 Define a co-ordinated Shropshire Council workplace and staffing strategy.

A 'strategic workplace strategy' covering workplace needs for the Council over the next 10 year needs to be created and must inform the decision regarding Shirehall. This should include the potential rationalisation of satellite offices and the sale or disposal of these assets. This strategy also needs to include partner working opportunities and requirements over this time frame in line with national and local 'partnership working' policies and frameworks.

The Task and Finish group considers the relocation to the Guildhall to have been at best rushed. The significance of a civic and administrative centre to the future of the council did not seem feature in the decision to move. This is proving costly in terms of morale, pride and hope amongst staff.

5.6 Issue Two Market Prospectuses

One for refurbish/retain, one for demolition/new build—tested equally to provide real world evidence of costs, timelines, and deliverability. A draft prospectus for refurbish and retain option has already been produced by one of the witnesses. This is not a recommendation but is something that the Council could investigate with the author to save time.

5.5 Commission Full Economic and Environmental Assessments

Include financial modelling, carbon analysis, economic impact modelling, and demand studies for health, education, business uses, mixed housing opportunities including 1–2 bed flats, assisted living, temporary accommodation including new housing on stilts/ground floor parking to minimise the loss of parking space and potentially increased densification to maximise number of units and enhance site viability.

5.6 Set a Realistic Development Timeline

No option—refurbishment or demolition—can realistically begin major construction before 2028. Rushing demolition brings no strategic or financial gain.

5.7 Fully Evaluate Joint Venture & Private Sale Approaches

JVs offer opportunities to share costs, bring in investment, and reduce risk, while delivering revenue and regeneration benefits. Private sale options may also provide many of these benefits.

5.8 Maintain momentum.

This work needs to be completed **at pace and with the right attitude**. As the saying goes *"if you think you can or you think you can't then you are probably right"*

The current Certificate of Immunity (COI) expires on 16 September 2025, a new one has already been applied for. Feasibility evaluation of the JV and private sale option, in line with these recommendations should be complete before that date. That said it should be recognised that Listing could unlock National Heritage Lottery Fund grants up to £10m and provide immediate relief from business rates.

The Group has shown how much can be achieved in a matter of a few weeks. Given the financial situation the Council is in and to maintain the support of MHCLG we need to work quickly and diligently so as not to hold things up. It will be important to evidence

the transformational opportunities that are possible, along with how an exemplar regeneration scheme can help Shropshire Council on our journey to becoming a sustainable Council.

6. Next Steps

1. Announce a six-month pause of demolition related activities.
2. Form a cross-party steering group.
3. Complete missing assessments.
4. Publish clear red lines.
5. Release two market prospectuses.
6. Evaluate responses and JV/private sale interest.
7. Produce a comparative Business Case.
8. Present final recommendations to Council.

7. Conclusion

Shirehall is a strategically important asset whose potential was not assessed in the previous demolition recommendations. Shirehall can support economic growth, environmental responsibility, civic identity and community wellbeing—if its future is decided following genuine scrutiny and with strategic ambition. In the words of one Task and Finish witness *“It is very unusual to kill an asset without first having understood its value.”*

The evidence is clear, the initial decision to demolish Shirehall was made without the comprehensive evaluation, engagement and due diligence required for an asset of this scale and strategic and historic importance. Once gone it's lost forever, and Shropshire will never have a civic centre worthy of our great county again.

The snap decision at the end of 2024 to decant staff rapidly from Shirehall into Guildhall was made while there were active plans to build a new council hub within the Riverside development. The move was made in the light of this, knowing Guildhall was not an appropriate long-term base for Shropshire Council. The new council hub plan is no longer in place, and the council has need of an appropriate base for the medium to long term, with no money available to spend on it and no site other than Shirehall likely to accommodate the council's requirements. Guildhall is not fit for purpose in the medium or long term. To even contemplate borrowing more money to build a new centre is irresponsible and unacceptable. The Task and Finish Group believe that it is now a binary decision to either stay at Guildhall indefinitely or seek to work with private sector partners to provide Shropshire Council with a suitable, functional, and worthy civic headquarters at a refurbished Shirehall.

The Council now has a unique opportunity to reset the process, restore public trust, and deliver a future-proof solution that maximises value for Shropshire's residents, economy and environment.

The case for pausing demolition is overwhelming. Previous decisions were taken without adequate evidence, proper scrutiny, or transparent engagement. Shirehall is not a financial burden to be cleared—it is a **strategic asset** capable of driving economic growth, supporting public service delivery, retaining embedded carbon, and strengthening Shropshire’s civic identity.

By following the recommendations in this report, the Council can make a decision that is:

- financially sound,
- environmentally responsible,
- economically ambitious and sensible
- socially grounded
- democratically legitimate.
- historically innovative

The Council risks destroying a major asset without understanding its full value—historic, financial, social, environmental, or civic. Exploration will allow the Council to make an informed, futureproof decision before committing to an irreversible course of action.

We are transforming the way we work to deliver better services and happy staff, lets seize this opportunity to transform **where** we work.

Shirehall’s best days can still be ahead—if the Council chooses to understand its value before destroying it. In the 1960s the construction of Shirehall put Shropshire on the map. A contemporary regeneration of the building and wider site could light Shropshire up again.

Appendix A

Summary of evidence shared by witnesses that the Task and Finish Group heard from -

Morrow and Lorraine Architects and Don't Waste Buildings

The members of the Task and Finish Group heard first from Don't Waste Buildings about several examples of regeneration schemes relating to buildings similar to Shirehall as seen below -



Don't Waste Buildings also expressed the hope that a short pause now in deciding the future of Shirehall would allow time for a fully informed decision to be made. In their opening remarks the group said the following -

“We are a voluntary, non-political network of more than two and a half thousand individuals drawn from across the built-environment sector. Our members include developers, financiers, engineers, architects, sustainability specialists, planners and public-policy professionals. We are deliberately broad-church, because the future of our existing buildings is not a niche issue – it cuts across climate, economics, skills, place-making and community identity.

We originally came together out of concern about the huge amount of carbon embedded in existing buildings that is lost through demolition. But our work has evolved well beyond carbon alone. As part of that work, we have travelled the length and breadth of the country and have been continually amazed by what can be achieved with existing buildings. We have seen the beautiful – and the frankly quite ugly – transformed into fantastic, profitable and much-loved community assets. What these projects have in common is not the age or typology of the building, but a team of visionary people who understand that outcomes depend on how the question is framed. When the question is how can we reuse this asset, innovation follows. When the question becomes what evidence do we need to justify getting rid of this problem?, the outcome is often predetermined. The same project can produce very different answers – and it is the responsibility of groups like this one to ensure the right questions are being asked.

We also believe very strongly that refurbishment and reuse bring real economic benefits. Reuse is a different type of construction to new build. It is more labour-intensive, it supports local supply chains, it creates opportunities for apprenticeships,

and it provides sustained work for SMEs rather than concentrating value in a small number of large contractors. In short, reuse keeps skills, jobs and money local.

However, as the Shropshire case demonstrates, the biggest barrier to reuse is its financial viability. For the past two years we have been working to influence national policy precisely so councils like yours, who care about their heritage and understand the value of reuse, are not forced into demolition simply because it appears to be the least risky financial option.

There is a persistent misconception that the reuse debate only applies to historic or pre-war buildings. That simply isn't true. Buildings constructed in the last 20 or 30 years are already becoming obsolete and are being reused at scale.

To illustrate that, I want to give three very high-profile examples from London.

City Hall, opened in 2002 as a flagship civic building, is already closed and undergoing major refurbishment and reuse. The former GlaxoSmithKline headquarters in west London, also opened in 2002 and celebrated at the time as a building ahead of its era, has since been purchased and is being reused rather than demolished. And Broadgate Tower, completed in 2009 and one of the most recognisable office buildings in the City, is currently undergoing substantial refurbishment.

It is important to say this clearly and fairly: the people who designed and built these buildings did so in good faith and with the future firmly in mind. They were ambitious, well-resourced projects, designed to be flexible and long-lasting. And yet, despite their best efforts, the useful life of buildings cannot be guaranteed.

That matters, because it challenges the assumption that demolition followed by rebuild will automatically produce a better or more resilient long-term outcome.

The Shirehall tells a very different story. It has been an outstanding success. It has served Shropshire effectively for decades and, until 2024, was still fully operational. With a new approach to reuse – one that reflects modern expectations around adaptability, mixed use and intensification – there is no reason why the Shirehall could not still be here, serving the county, in another 50 or even 60 years.

We are fully understanding of the position the Council finds itself in. We recognise the pressure to realise a capital receipt or generate income at a time of acute financial stress. And we recognise that everyone in this room wants the best outcome for Shrewsbury.

Our request today is therefore a very specific and pragmatic one.

We ask that this Group recommends a six-month stay of execution – a pause that allows the Council to put the pin back in the grenade and properly test whether viable

alternatives exist, before a decision is taken that would permanently remove an important piece of Shrewsbury's civic history.

Since being invited to participate in this meeting, we have spent the last week examining the Shirehall proposals. We have found it extremely difficult to develop credible alternative financial scenarios, not because they do not exist, but because there is very limited information in the public domain to allow proper assessment.

That is not a criticism – it is simply the reality of trying to test viability at arm's length.

However, if demolition is paused, Don't Waste Buildings is ready to use our networks and expertise to help the Council explore options properly. That includes engaging developers, funders, operators and technical specialists who can assess what might genuinely work.

While we were unable, due to diary constraints, to have a developer present today, Tim Heatley of Capital & Centric has shared reflections with us which we hope will help stimulate thinking around alternative approaches to viability. I am also joined by JJ Lorraine, co-founder of Morrow + Lorraine Architects, a practice with deep experience in complex refurbishment and retrofit projects, who will be happy to answer questions during the Q&A.

Finally, we would note that several potential drivers of viability appear not yet to have been fully explored. These include density across the wider site, residential or mixed-use approaches, building above the existing structure, joint ventures with experienced development partners, and alternative uses such as later-living or retirement accommodation, which can be particularly well suited to robust civic buildings.

In closing, everyone around this table wants the best outcome for Shrewsbury. Our belief is simply that once the Shirehall is gone, it is gone forever. A short pause now creates the opportunity to make a better-informed decision – because, ultimately, the answer you get depends on the question you choose to ask.”

The Task and Finish group also heard from Morrow and Lorraine Architects that the demolition and remediation of the site could take as long or longer than finding a joint venture solution. The members of the Task and Finish Group understood that it could take up to 2 years to demolish and clear the site, in which time no income from the site would be achievable. It would cause huge disruption – dust, noise, damage to roads, to residents in the immediate vicinity

Both witnesses articulated the potential Shirehall could achieve in terms of economic benefits, community benefits, financial benefits, health reuse and service cohesion particularly citing the flexible nature of its interior walls which could be easily moved to change as need dictates.

The Managing Director of STAR Housing & Cornovii Developments

On hearing from the Managing Director of STAR Housing & Cornovii Developments the Task and Finish members heard that no plans had yet been confirmed to commence demolition of the Shirehall. Whilst structural integrity reports had been undertaken a dilapidation schedule had not yet happened. The Group heard that a number of requirements such as engagement with planners, risk assessments, a method statement and local consultation would need to be undertaken first.

The Managing Director of STAR Housing & Cornovii Developments explained that the site is a complex brownfield one with factors such as asbestos, rights of way, electrical cable convergence, proximity of the courts and Column all needing to be factored in whether the decision was made-to-demolish or rebuild.

The Task and Finish Group heard that a likely timescale for planning application, possible judicial review, site prep and demolition would be 2 years or more, and a further year following clearance of the site until first occupation of a new home would be possible. It is not unrealistic to assume that it could be 5 years before any return or social benefits such as housing accrue

The Task and Finish Group asked about the asbestos and whether this was only of concern if moved or interfered with and heard that it was common practise to remove it in any building, as well as replacing windows, improving all services such as heating, water etc, and making concrete/structural repairs as necessary. Further documentation regarding asbestos can be found at Appendix B.

Shropshire Council Head of Property and Development and the Estates Manager for Acquisitions & Disposals

On talking with the Head of Property and Development and the Estates Manager for Acquisitions & Disposals at Shropshire Council, the task and Finish Group heard that a thorough reassessment of property needs across Shrewsbury is taking place to understand requirements necessary to properly support the delivery of public services, including the financial impact, environmental performance and broader economic benefits. Due to the fact that Shirehall had already been allocated for demolition it had not/is not included in the assessment

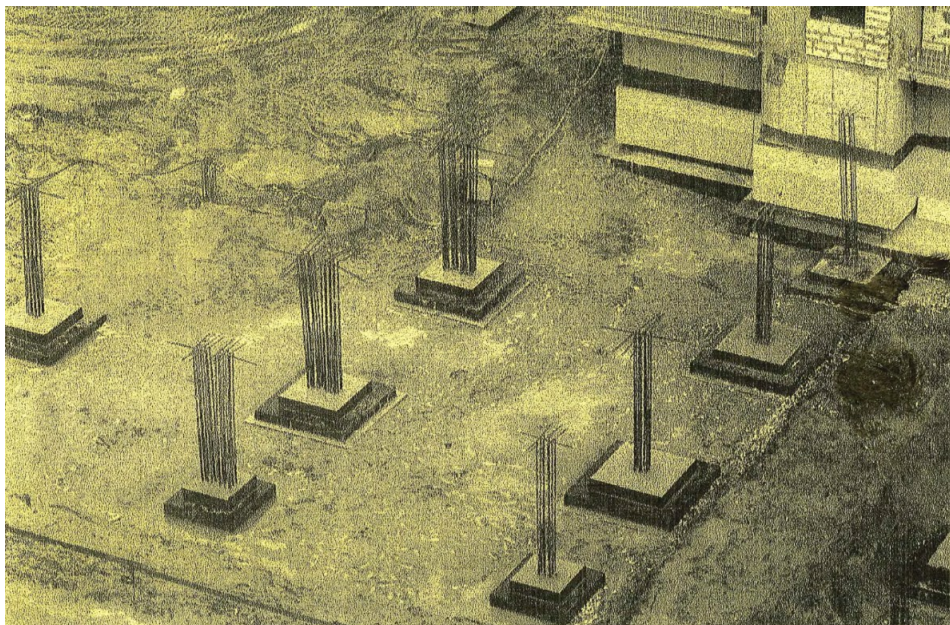
A range of scenarios have been explored for the Shirehall with the implications, running costs, timescales, and carbon factors of each taken into consideration. Retention and retrofit offer major carbon, environmental, social and financial benefits vs demolition which triggers large embodied carbon costs. Retrofit can reduce energy demand dramatically and older buildings do not necessarily have higher running costs. Reuse is typically **half the cost** of demolition + rebuild. Aligns with net-zero 2030 policy and circular economy principles. Demolition results in large embodied-carbon loss. There will be a need to relocate telecoms. Shirehall is adaptable has vacant possession and is in reasonable condition. The carbon cost of demolition is significant and irreversible.

The Task and Finish Group heard that the Shirehall was declared surplus in 2022, by the previous administration, and since that time the focus has been upon preparing the Shirehall for disposal to achieve the maximum capital receipt, in order to achieve this planning permission needs to be in place. The Estates Manager added that with the certificate of immunity due to expire on 16.09.2026 there is a looming risk to redevelopment, and on market disposal, and clarified that Cornovii would be required to bid on the open market alongside other potential buyers.

The Task and Finish Group acknowledged the potential for the site as Shrewsbury is the county town and the Shirehall site is well placed, being easily accessible with good road networks onto the A5 and M54 to the West Midlands. However the working world has changed considerably over recent years, and the move to hybrid working has meant that there is not the same demand for office space as in the past. Any future model for reuse of Shirehall should be a mixed model with a range of services, businesses, community groups, or leisure services all utilising the site.

Shirehall Architect

During their discussions with one of the original architects of the Shirehall in the 1960's the Task and Finish Group heard about the grid layout of piles underground on site, which are substantial groundworks created to support the upper structure, as shown in the following site illustration –



The architect explained how, in his opinion, the location of these could impact and potentially restrict future development. These piles are classed as 'abnormals' and the cost to working around these will decrease the land value. It was his conclusion that there is no open ground larger than 16 feet by 16 feet (the size of a double garage) under all of the office blocks. Original drawings evidence this. Due to the fact that conventional foundations would be difficult and therefore laying foundations more

expensive and drainage runs made complex and expensive the site is less attractive for residential development.

Feedback from the architect included *“I have located all the main piles from the columns and have concluded that there is such a concentration of piles under the office blocks that there are only small areas on the outer edge of the blocks that can be excavated for a foundation. I estimate 16 feet 16 feet, less than a small house. Also to excavate a straight run for drainage without hitting piles is almost impossible. This is my research and mine alone and has not been shared with the other groups. If you decide to use it I would appreciate my name being brought forward as the author as I have enough technical information to counter any challenges that may arise.”*

Shropshire Council Senior Mechanical Design Engineer

The Group heard next from a Senior Mechanical Design Engineer, within Property Services at Shropshire Council who explained that the Shirehall air conditioning was designed so that every square metre of every floor gets an appropriate amount of fresh air, preheated by air handling units in the plant room. 70% of the heating delivered is tempered air, suited for humidity as well. There is continuous heating in all the wings around the windows, and this can be tweaked to ensure a comfortable heating level to suit one side of the building to another.

However, the reconfiguration of many of the rooms over time, with moveable partitions, has meant that rooms are rearranged without the sensors or controls being reconfigured appropriately. These controls and sensors would need attention as would the perimeter heating, but in his opinion, this would be easy managed with regular cleaning and desludging of the pipes.

He added that the opening windows would need non opening secondary glazing to improve the thermal performance of the building appreciably, whilst there is already some secondary glazing on upper floors, completion of this throughout the building would address most issues of temperature. He confirmed that the fenestration was sound, and that double glazing would be a very expensive option, but with secondary glazing and attention to the heating system the mechanical and heating engineer felt that the building would be efficient, functional and comfortable, adding that there is a lot of natural light making it a pleasant bright working environment.

In his evidence to the Group the Senior Mechanical Design Engineer explained that Shirehall was a very advanced building for its time, and its maintenance costs over 60 years per square metre have been less than modern buildings.

When questioned on the heating system he confirmed that it is still functional but due to being switched off it would require recommissioning. The boilers only installed in 2012 are considered efficient.

When asked specifically about its functionality he said that it is more reliable than modern systems, longer lasting, more easily repairable and more flexible.

Subsequent to the witness session the Senior Mechanical Design Engineer sent through the following statement -

“The bulk of the options that are being discussed revolve around demolition and redevelopment of the site, or some kind of joint venture redevelopment. For a council facing financial difficulties I, and many other staff, are astonished that the simplest, quickest and most long term cost effective solution of simply moving back to Shirehall is not being pursued. It is not too big even with homeworking because it would allow many scattered leased and maintained properties to be disposed of, or let to other organisations, while council staff are under one roof – the most efficient way of working. The message I would hope to get across is that Shirehall has been judged viable, for its original purpose, by technically qualified officers familiar with maintaining it, in the fairly recent past. Up until Covid 2021 Shirehall was a fully functioning building, albeit tired in places through neglect of maintenance. I’d like to bring up the quoted costs of refurbishing Shirehall which are very misleading and confusing. There has been confusion over what is meant by refurbishment and the conflicting costs quoted. This all goes back to 2015 when we were moving back into Shirehall from Guildhall The two main options being considered by the new leader Malcolm Pate at that time were a modest refurbishment and catch-up (which was investigated by surveyors in PSG, people who knew the building and could target only what needed to be done) which was costed at £3.8M and also a major refurb. I was involved in both which I guess is how my name came up here. The major total strip out refurbishment feasibility study was done by external architects and initially costed at £14m, then £25m then more - totally unnecessary but is still the basis of the current refurbishment cost quoted in December’s Strategic review of £54M. It wouldn’t cost this much in central London !. (The 2025 edition of Spon’s Architects and Builders price book shows a total strip out and refurb of a civic office building the size of Shirehall in central London would cost on average £2900 per m2 or £35M in total and in Shrewsbury very much less). But it doesn’t have to be so. In 2020 we internally produced a revised modest refurb schedule. Some work had been done by then (from the 2015 report) , and more priorities were added to address criticisms of comfort and safety and energy efficiency. There had been a critical fire safety report adding £900K and we addressed the single glazing and roof so the overall figure had gone up to about £4.7M but this report was not put forward because councillors had voted in July to vacate Shirehall regardless. Obviously another up-to-date review would be needed but importantly the works identified can be done progressively as finances allow without the delays and risks attached to redevelopment. We hear scare words like “asbestos” - yes, Shirehall contains asbestos, just like most of our schools, but like them it is managed. Shirehall was a very advanced building for it’s day designed specifically for the sort of use and transport accessibility we need. It’s

maintenance costs over 60 years per square metre have been less than modern buildings. We would then have a wholly owned and paid for centre for the future, easily accessible from all over the county, with ongoing savings from re-lets and disposals.”

Shropshire Council Service Manager for Economic Development

When the Task and Finish Group called the Service Manager for Economic Development to speak with them, they discussed mixed use opportunities for Shirehall, both as a spacious offices with a hotel, conference centre, leisure facilities and general promotion of broader economic development benefits. They heard that there could be huge potential here, and a valuable economic opportunity, reflecting upon the existing 730,000 to 800,000 bed nights per year already in the Shrewsbury area, and the towns footfall of 10.5million visitors a year equating to the fact that two thirds of visitors only come for one day. Recruit a Destination Management Officer (2-year post) to promote Shirehall and Shrewsbury.

The Group also discussed further education and apprenticeship opportunities, business support programmes, and small business assistance.

It was felt that a full market assessment would help provide the insights required to fully understand the economic value and opportunities that could be realised, taking into consideration economic impact, what the market need is and what interest is out there.

The Twentieth Century Society

The Task and Finish Group also heard from the Twentieth Century Society who aim to protect post 1940's heritage, maintaining that the greenest and most sustainable buildings are those that already exist. In their discussions the Task and Finish Group heard how a joint venture partner might reimagine the Shirehall and bring it back into use, through creative reuse and retrofit. It was suggested that with appropriate upkeep, maintenance and repair, the design, craft, beauty, materials and history of the building could be reflected.

They showed a number of other projects that have been successfully completed and evidenced how Modernist structures can be attractively repurposed for contemporary uses bring economic and social benefits to their areas.

They also highlighted a number of far newer buildings that are already considered unfit for purpose and needing to undergo refit. They stressed that new is not always better, and made their case as follows -

“The Shirehall was built between 1963 and 1966 to the designs of the County Architects’ Department, led by County Architect Ralph Crowe, and working with the structural engineers Ove Arup and Partners. The Shirehall was described by the architectural

historian Nikolaus Pevsner in his guide to Shropshire as ‘The major monument to post-war Modernism in the county’.

As you all know the building is still subject to a COI which is about to expire later this year. And we have just been consulted on another COI for the building, if granted this would give immunity from listing until 2030. However, we strongly believe that, while unlisted, the Shirehall still has clear and strong heritage value and that this will only increase over time. The bar for listing Twentieth Century Buildings, and particularly post war buildings, is very high. The number of listed buildings in England is estimated to be somewhere between 400-500,000 – approximately 2% of all building stock. The entire Twentieth Century accounts for just 3.2% of all listed buildings and about 0.2% relates to buildings built after 1945.

The Shirehall was built as one of several civic centres built in England in the post-war period. More civic offices were needed in the second half of the Twentieth Century as local authorities increased their share of the workforce from 6% to 10% between 1952 and 1972. They were often grand and imposing buildings and played an important role in conveying the identity and centrality of the local government.

But Post-war county halls and civic centres are now a threatened typology. In many cases, councils have decided that the buildings no longer meet their operational requirements—and, for many councils, their working habits have changed post-Covid—and/or the costs of necessary upgrades and maintenance are considered too high, making demolition and redevelopment an attractive option. This has resulted in the loss of several important post-war civic buildings. “

Quarterbridge Project Management Ltd

The Task and Finish Group also met with a joint venture specialist who had previously sent in a report to the members of the Task and Finish Group with an impartial commercial assessment of considered opportunities for a joint venture approach.

“A JV refurbishment offers the financial advantages of refurbishing and re-using the Shirehall building and delivering refurbished offices for the Council. This is preferable to the current proposal of demolition for residential redevelopment. It would also offer other benefits to the balance sheet from follow-on actions and support for wider policy objectives. A development agreement with a private sector would deliver development capital without the Council increasing its indebtedness to the Public Works Loans Board. It would help overcome the wider financial challenges faced by the Council and support it’s application for Extraordinary Financial Assistance when presented to the MHCLG. JV’s are often used to deliver regeneration projects where the partner provides the development finance, delivers the project to an agreed specification and bears any cost overruns. In this case the design would include refurbished offices for Council use. The partner would hold a legal interest which enables it to retain income from space not

required by Council and after moving into the refurbished offices the Council can rationalise its surplus offices to further benefit the balance sheet. Avoiding further indebtedness to the PWLB is a priority for Shropshire Council. It would demonstrate to MHCLG how it is adopting innovative strategies to resolve its challenges and can be used to support the Council's application for Extraordinary Financial Support. It would enable the Council to retain the freehold and release value from an existing asset protected by step-in rights as head landlord and through the agreement to safeguard the Council's interests and keep open options to dispose of or borrow against its interest in the future. It would deliver four key strategic objectives:

- Release value from an existing asset by attracting private sector finance*
- Enable rationalisation of the Council's landholdings to boost the balance sheet*
- Support the Council's application for Extraordinary Financial Support*
- Provide refurbished offices for Council use at modest cost"*

Mindful of the financial crisis at Shropshire Council, and supportive of the endeavour to review assets the report advised that the building was well designed when conceived but doesn't meet modern standards, however, it stated a belief that Shirehall can be adapted. The joint venture specialist proposed that the Task and Finish Group should consider the joint venture route, setting a timetable for formal appraisal, but added that it could be a time consuming process likely to need external specialist assistance. This might include a dedicated project group, a project manager, and a quantity surveyor for length of project to approve on behalf of the Council what the partner is doing and keep very much on top of the very intense process.

Adding that with a well negotiated joint venture scheme the usual practice is that the costs would be subsumed by the private sector partner.

The Task and Finish Group heard that there was likely to be a good return both financially and socially to a joint venture scheme, and learned that in the first instance an offer prospectus would need to be prepared for soft market testing to get a shortlist of developers / interested parties for evaluation and narrowing down to shortlist. The Group heard that this was usual practice and would involve no commitment at this stage, as part of standard procurement practise.

There was some debate as to how a joint venture arrangement differed from a PFI one, whilst similar they are not the same and have evolved a lot over the years. He said that the Council could be a tenant and even act as landlord to other users. At point of income return in some arrangements income splits between Council as freeholder and the JV partner.

Save Our Shirehall

The Task and Finish Group asked whether Save Our Shirehall would be open to the joint venture approach as a way to save the building and were told that Save Our Shirehall believe it is critical to see the building refurbished, reused, and bought back to life, restoring the value of the building to the community as intended. The Save Our Shirehall witnesses understood that with a move towards hybrid working the building would not reach potential without partners but acknowledged that it has a wide range of uses including upward extension following its original stepped design.

The Task and Finish Group discussed how value of the Shirehall is showcased in the architectural features ahead of its time, good design, specialist materials, clear design aesthetic and spacious work areas.

By comparison Guildhall lacks desk space and no place for private meetings incurs travel inefficiencies, risks of car park flooding and lost parking revenue of £375k per year.

Save Our Shirehall believe that from a community engagement point of view the Shirehall is the better suited building in that it allows for public interaction with the democratic process.

Save Our Shirehall felt that a lack of vision had hindered Shirehall's future use,

“Demolition of Shirehall is divestment of a free asset which some in leadership team may see as a liability. We suggest this lacks vision and evidence based assessment of Shirehall cost/benefits compared with Guildhall particularly and new build.”

However, they added that the flexibility of construction in the original design and its adaptability would be an asset in bringing together disparate council functions into one unit and allow disposal of scattered leased offices on numerous sites. Adding that stilted housing on the rear of the site could be developed at no cost to parking space

“Shirehall should be considered in the context of the example in Shrewsbury of the recovery of the Market Hall into a vibrant civic facility for Shrewsbury and visitors which supports many small businesses.

For the Shirehall a presumption of exciting potential should replace the present presumption of negative ‘not fit for purpose’ clearly demonstrated by similar examples across the UK.”

Shrewsbury Civic Society

The Task and Finish Group members heard about the history and ethos of the Shrewsbury Civic Society and that in terms of heritage value and carbon cost it makes sense to reuse the building that the greenest building – is the one already in existence. Adding that if Shropshire Council truly believed Shirehall to be beyond

economic repair, they would have taken the step to have the rates removed and save money, not doing so suggests that the Council believe the building is salvageable.

Shrewsbury Civic Society expressed the professional belief that current fire safety issues at Shirehall are manageable in their experience. The presence of asbestos in a building of this age is only to be expected and we haven't demolished every building containing it. The costs of asbestos removal were discussed in light of the briefing paper from Shropshire Council. This paper stated that removal of asbestos for demolition can be 2 to 4 times more expensive than works to deal with asbestos for refurbishment. Asbestos is only dangerous when it is disturbed. There will of course be some structural repairs to a building this age as expected. Their structural engineer offered to read the technical reports in confidence at no cost to Shropshire Council to give his opinion. They explained that there is an assumption that new build is cheaper than retrofit, but without costings for either option it is difficult to make that assertion. They did highlight that costings included in the December Report to Council stated that the costs to refurbish Shirehall were calculated on £2,500m2 compared to £5,000m2 to build new. The Civic Society urged the Task and Finish Group to recognise the building as an asset rather than a liability, suggesting that market advice is sought in the form of an Architectural Competition, a bid for involvement, ensuring that the best professional people have input towards saving the site. This would involve little cost to the Council. They added that by looking after and valuing the building and asking for ideas, the market will come forward. Allowing the Council to design the brief and set the value. They suggested the concept of an 'urban village' encompassing economic and social value benefits and seeing its regeneration in the wider context of opening up the potential of Shrewsbury and wider Shropshire. They highlighted how the Market Hall was once derided but is now a much loved and award-winning part of the town.

Some of their suggested illustrations for the potential for the Shirehall were as follows -





Shrewsbury Civic Society
December 2025

The Shirehall, Shrewsbury: A future built on the past

Building a Vibrant Neighbourhood

The existing Shirehall buildings and spaces in between have the potential to become a vibrant neighbourhood that can be well integrated into the wider area. Our vision is to transform the site into a cohesive, sustainable, and thriving community space that respects the architectural legacy of The Shirehall.



Masterplan

Retaining the existing structures on the site offers significant environmental, social and financial benefits, as well as generating a future income stream.

A well considered masterplan for the site could incorporate the following brief whilst retaining the existing building:

- Medical practice
- Community café
- Council facilities
- Residential care facility
- Residential units
- Other uses (gym, nursery, pub)

This could be achieved in partnership with private companies looking to create a unique and characterful development.

NO DEMOLITION



Internal courtyard with community café

Heritage

Retaining the existing buildings will enhance any development. The Shirehall is a non-designated heritage asset. Retention and sympathetic reuse will assist with the site's transition, avoid the cost of demolition, and add continuity and maturity to the development.

"There is nothing else quite like it in the county...this is an excellent civic building, well-made and individual"
Owen Hatherley, Modern Buildings in Britain: A Gazetteer (2022)



Public square reimagined

Subsequent to the meeting on the 9th February the Task and Finish Group members have held a number of individual meetings to close gaps in evidence, these were with Shropshire Council Planning officers, Finance officers, Economic Development officers, and Unison.

Appendix B

Shirehall Asbestos – Demolition vs Refurbishment Cost Implications

This briefing note summarises the asbestos implications of demolishing versus refurbishing Shirehall, based on the 1081-page Asbestos Re-inspection Report (S24-00161 – January 2024). The report contains no cost figures but identifies the full extent of ACMs (asbestos-containing materials) across all floors, basements, heater systems, ducting, storage areas and risers. Cost ranges below are industry-standard benchmarks for buildings of comparable scale.

1. Demolition Scenario – Required Asbestos Actions

If Shirehall were demolished, asbestos law requires ALL asbestos-containing materials to be removed in full before any demolition activity can begin. This includes:

- All ACM wall and heater panels across all floors
- All AIB and cement board in risers, plant rooms and voids
- All asbestos floor tiles and adhesives
- All boiler room insulation residues and duct debris
- All strongly presumed ACMs and inaccessible areas once opened

This constitutes a whole-building asbestos strip-out and environmental clean.

Estimated Cost Range for Demolition-Phase Asbestos Removal

- £4 million – £10 million (industry benchmark for full asbestos removal in a multi-storey 1960s civic complex with basements and extensive ACM distribution).

2. Refurbishment Scenario – Required Asbestos Actions

Under refurbishment, only the ACMs directly affected by the works must be removed. Remaining ACMs that are undisturbed can legally remain in situ and be encapsulated or monitored. Typical refurbishment-affected ACMs include:

- Heater cabinet panels in rooms where works occur
- Damaged ACM panels identified in the survey
- Floor tiles in zones being reconfigured
- Panels or ductwork ACMs in M&E upgrade areas

Estimated Cost Range for Refurbishment-Phase Asbestos Removal

- £1.5 million – £3 million (partial removal based on project scope; encapsulation used where compliant).

3. Comparison Summary

Scenario	Implication
Demolition	All ACMs must be removed before demolition; highest possible compliance burden.
Refurbishment	Only ACMs affected by works removed; large proportion can remain and be managed.
Cost Difference	Demolition asbestos cost is typically 2–4× higher than refurbishment-linked removal.

4. Conclusion

The asbestos survey demonstrates extensive ACM presence throughout Shirehall. Demolition would require complete removal of all ACMs—driving significantly higher cost, risk, and programme impact. Refurbishment limits removal to intervention areas, reducing cost exposure and enabling safer phasing of works.

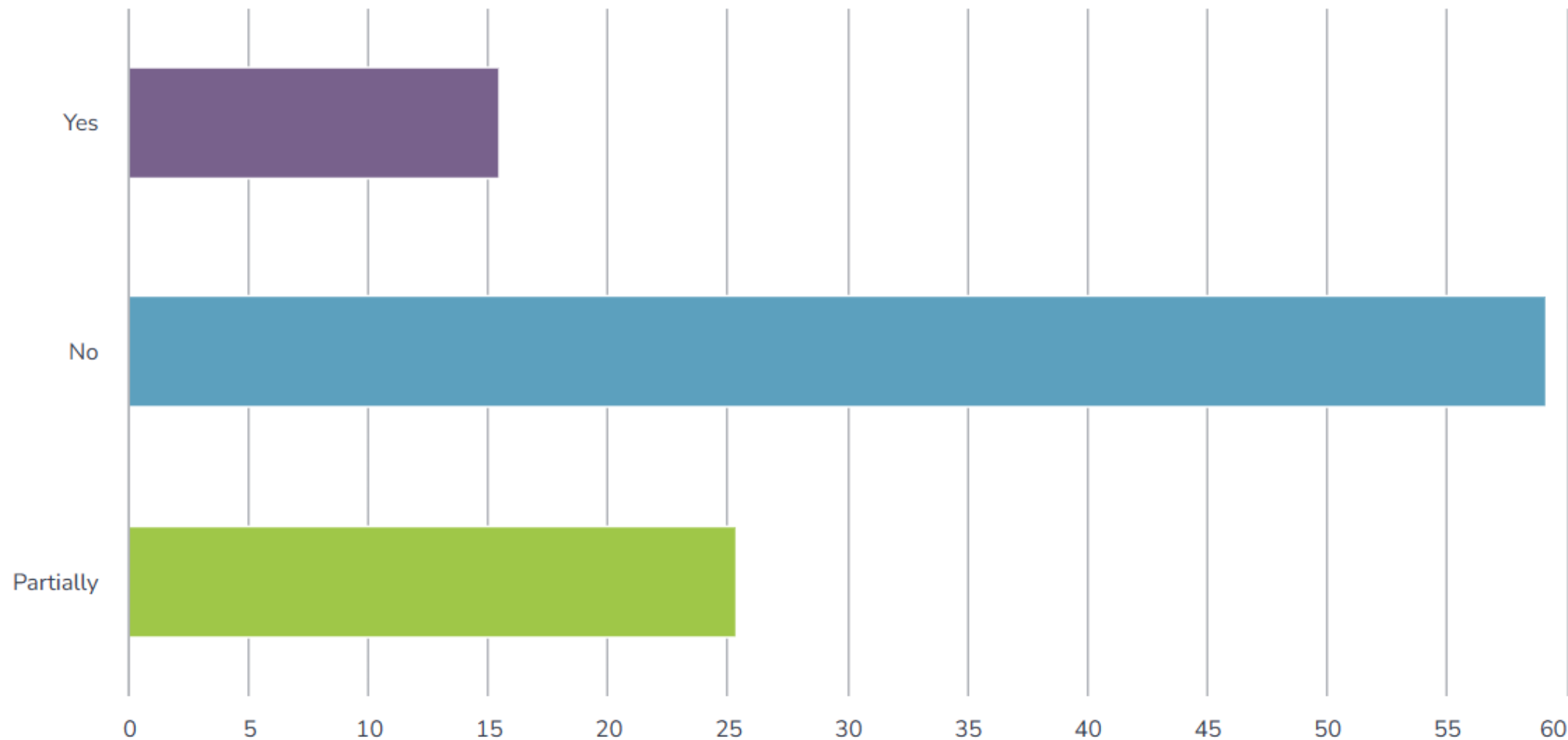
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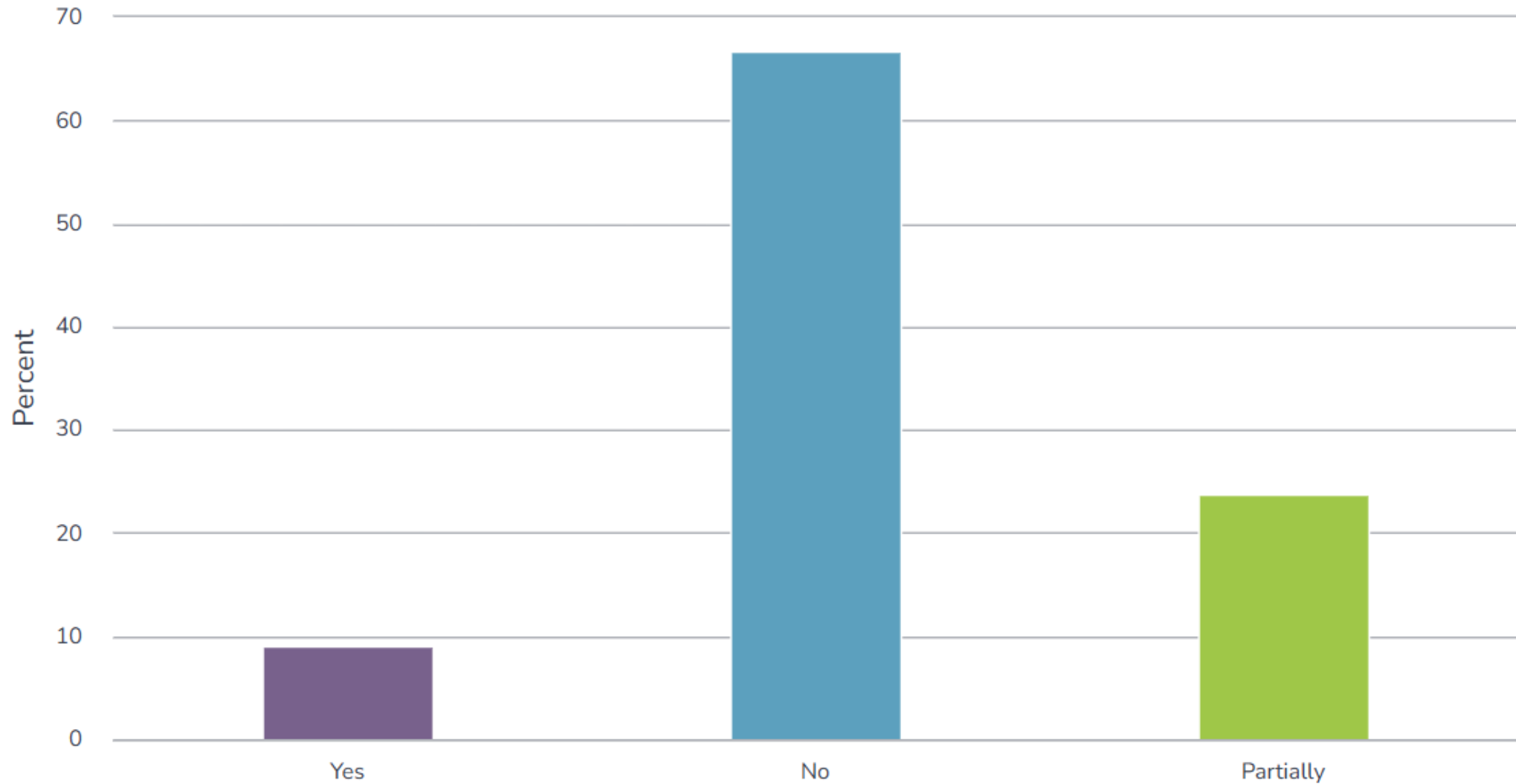
Shropshire Council Workplace Consultation

Initial Consultation Results – Presentation to the Shirehall T&F Group
13 February 2026

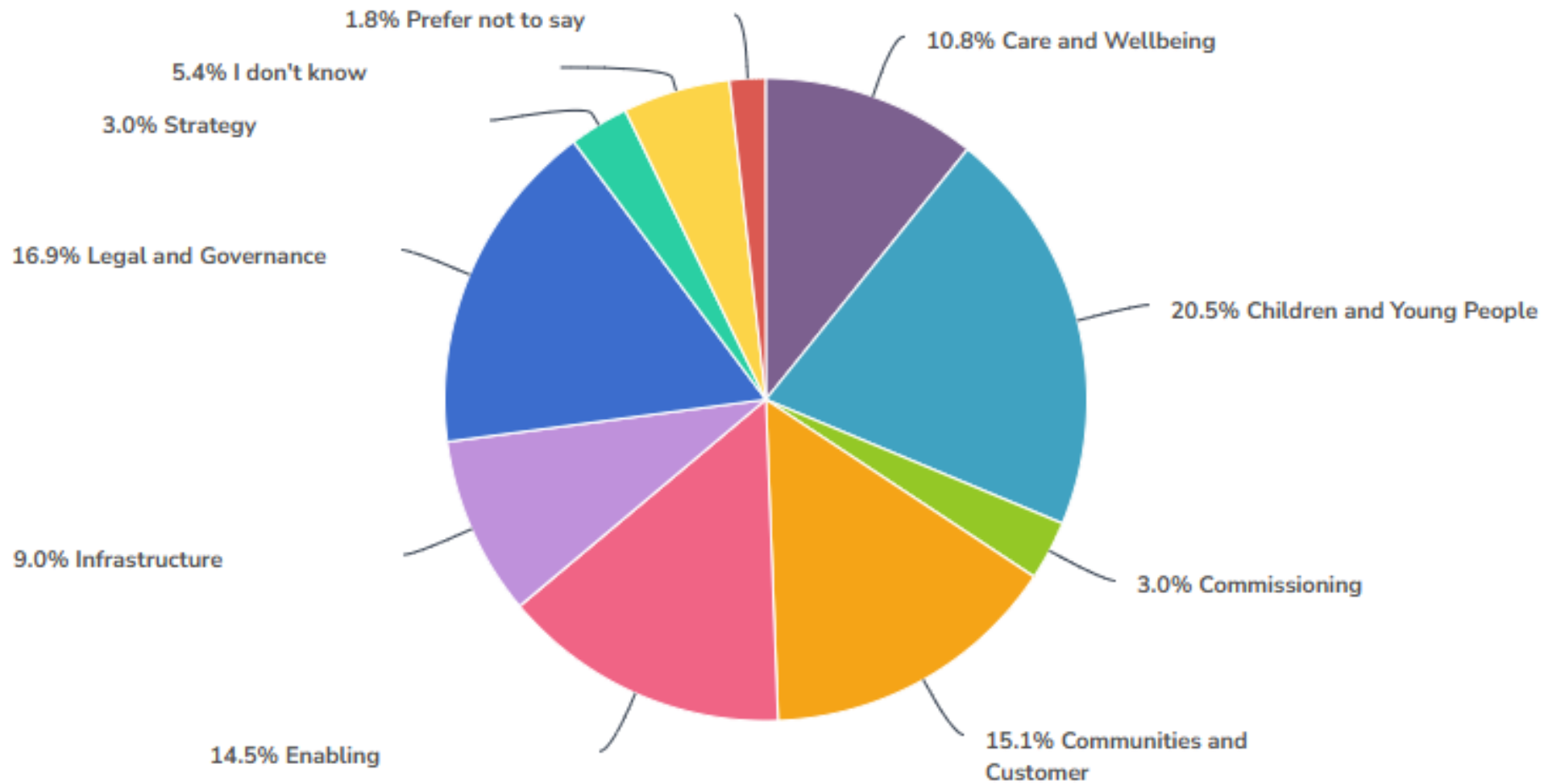
28. Do you feel staff were adequately consulted before the decant from Shirehall?



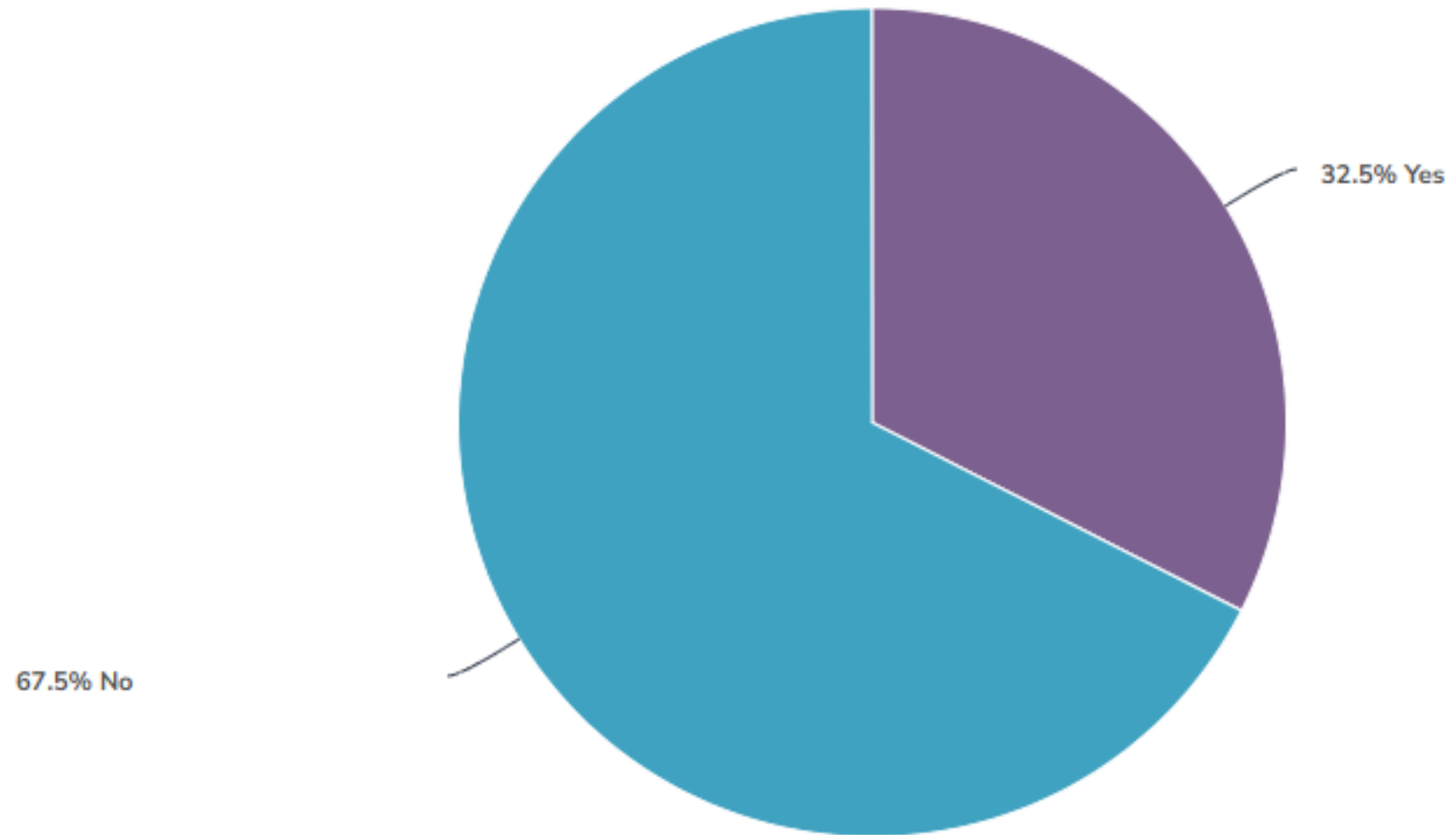
29. Do you feel staff voices will meaningfully influence the final decision?



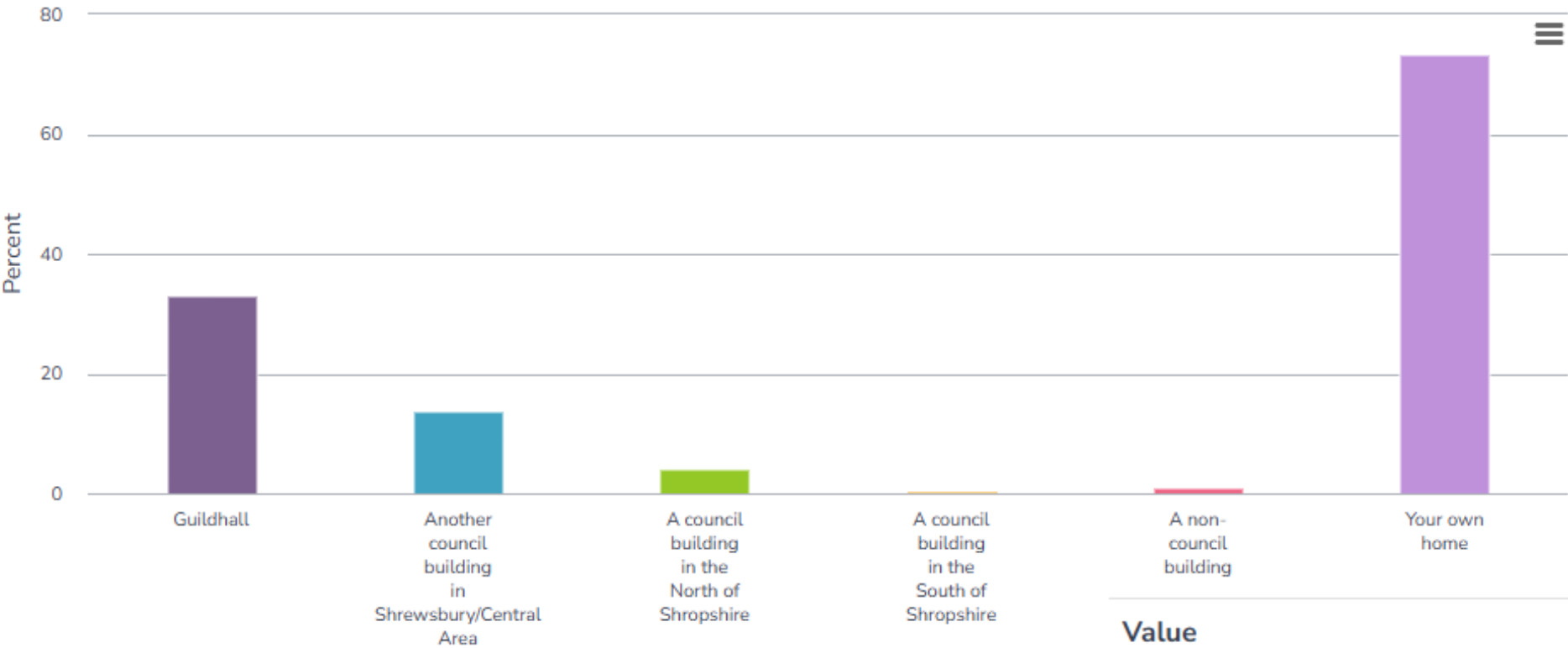
3. Which service do you work in?



4. Do you have line management responsibilities?

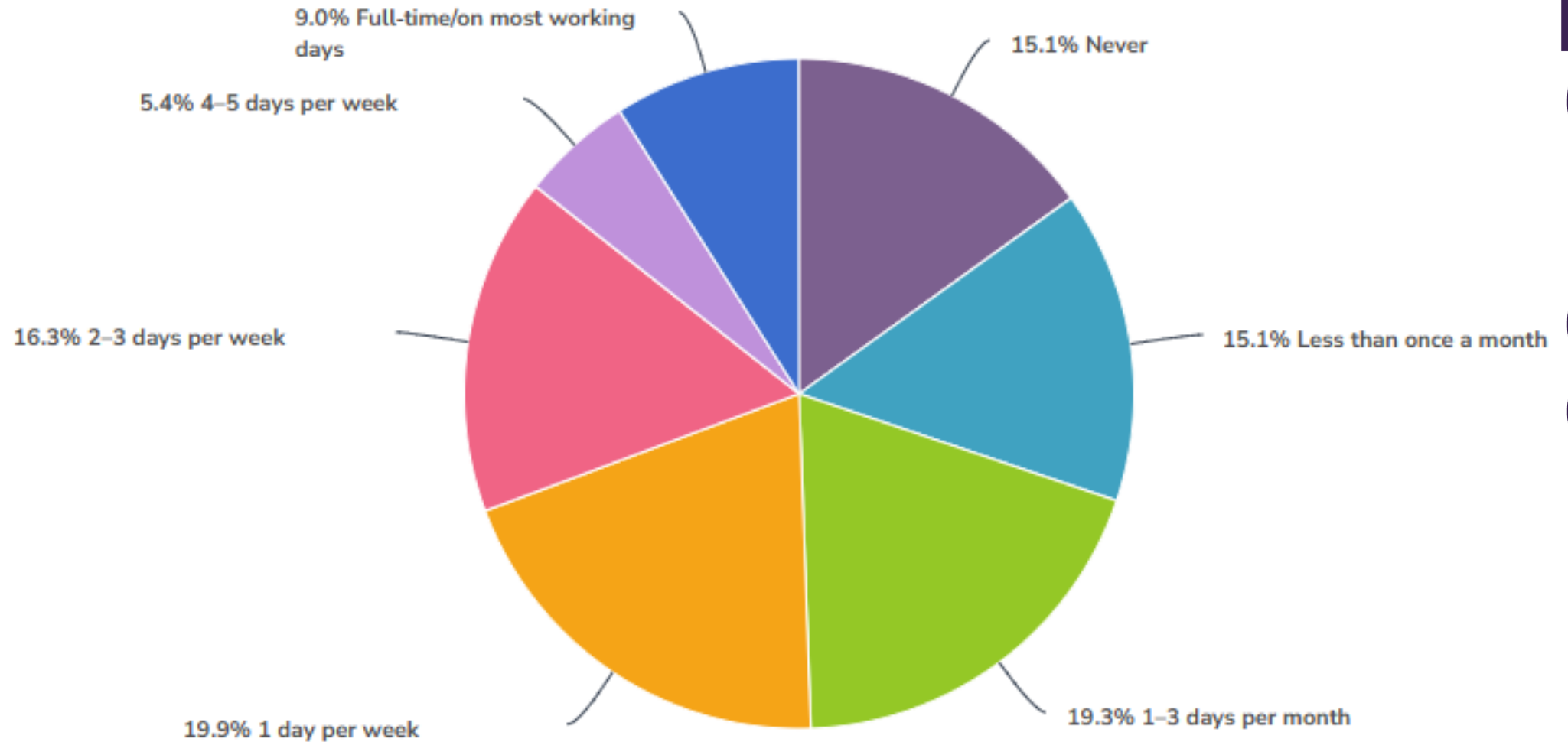


5. Which is your main work location?(Select all that apply if your time is equally split between locations)

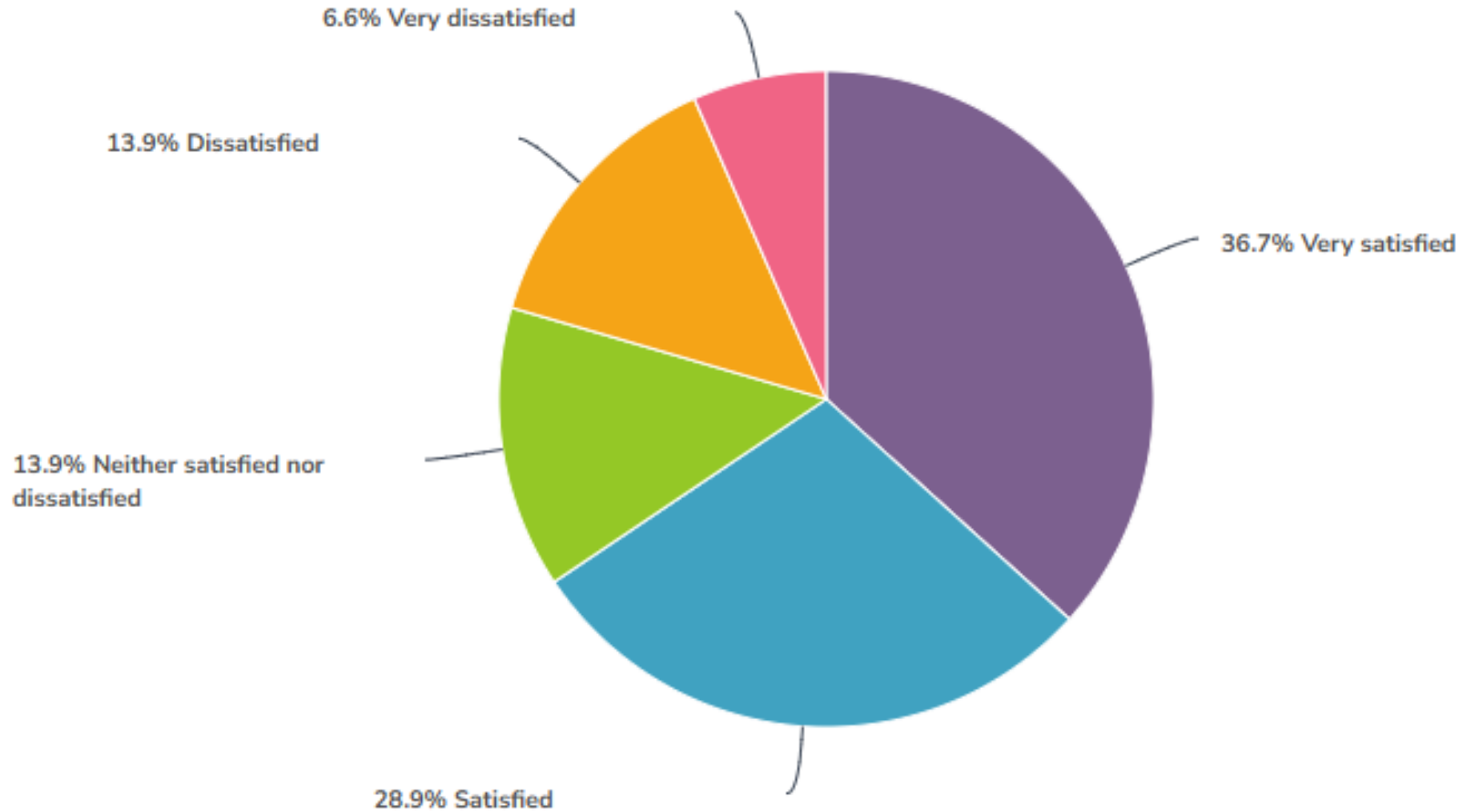


Value	Percent
Guildhall	33.1%
Another council building in Shrewsbury/Central Area	13.9%
A council building in the North of Shropshire	4.2%
A council building in the South of Shropshire	0.6%
A non-council building	1.2%
Your own home	73.5%

6. On average, how often do you work from a Shropshire Council building?



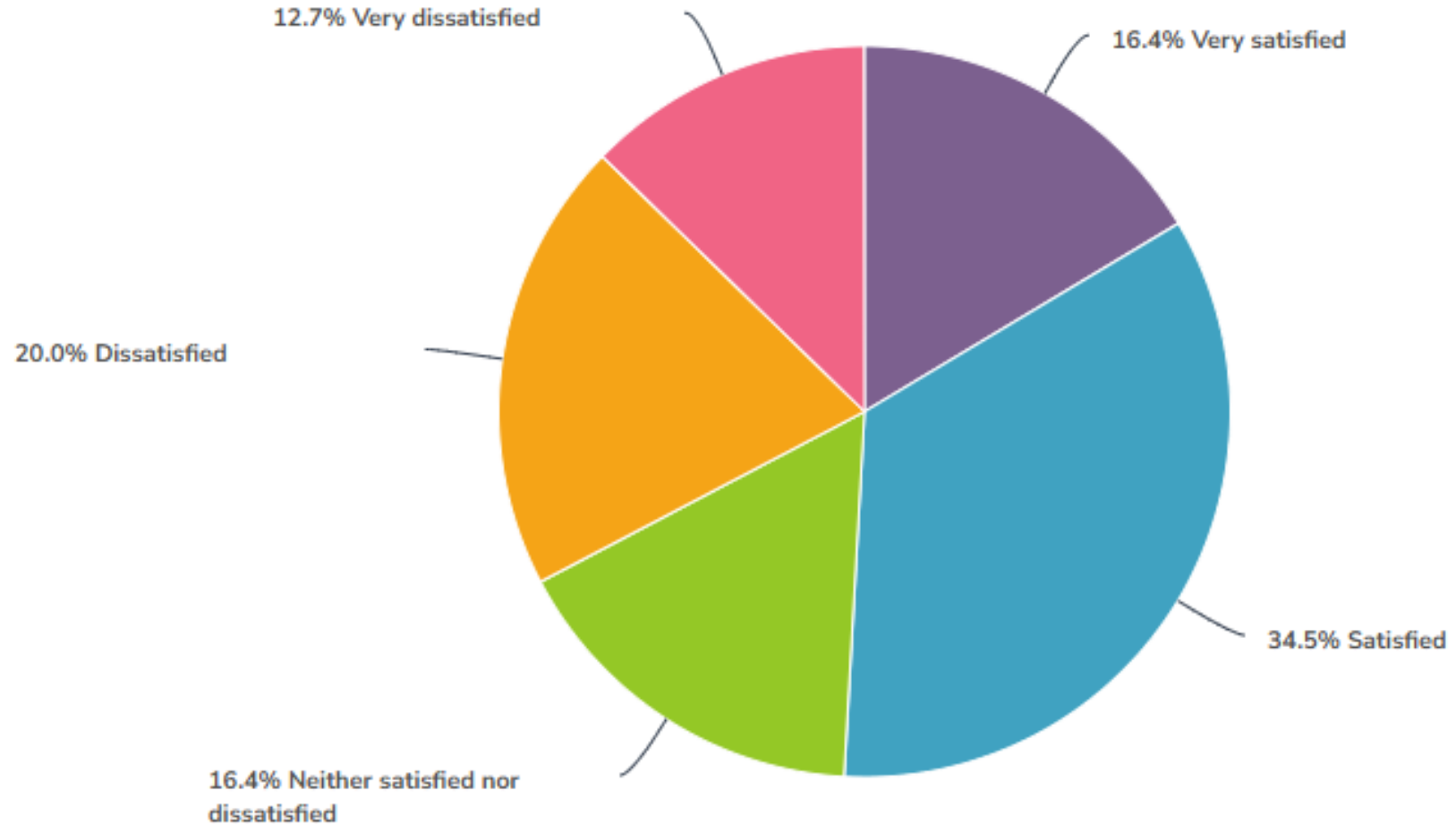
7. How happy are you with your current main work base?



7. How happy are you with your current main work base?

Filter: #5 Question "Which is your main work location?

(Select all that apply if your time is equally split between locations)" is one of the following answers ("Guildhall")



****Filtered to the respondents with Guildhall as their main workplace***

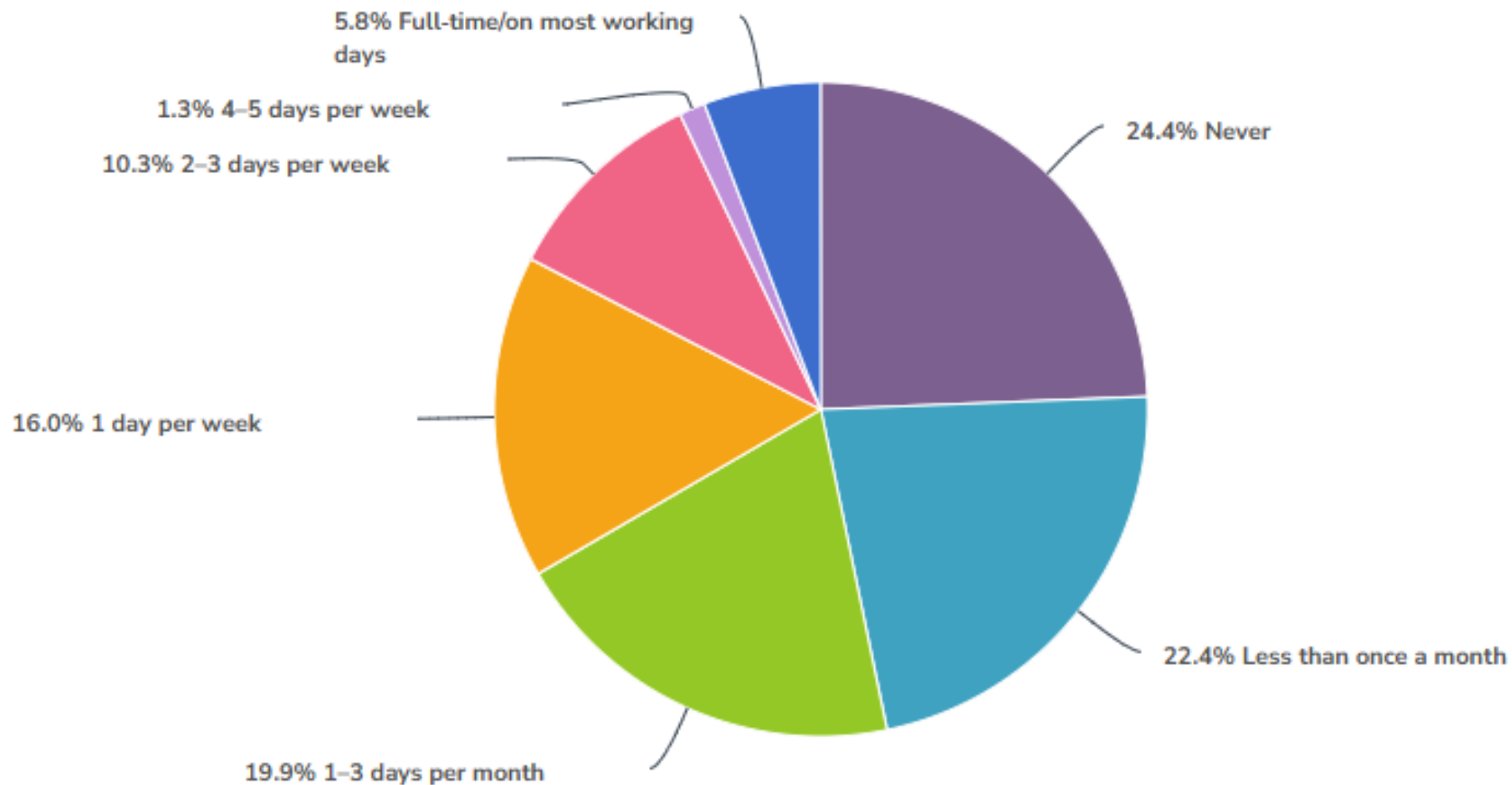
8. What is working well about your current working arrangements?

- *“Lots of places to get lunch in the town”*
- *“I enjoy the flexibility of working from home and/or Guildhall when I choose”*
- *“I'd like the option to work from home and the IT has improved. There's nothing else positive to say”*
- *“Being able to come together as a team and work in a designated building”*
- *“We have a designated room which we can use where I can normally find a desk.”*
- *“I like guildhall when I deliver training. It's easy to get to facilities work great and I love the café”*

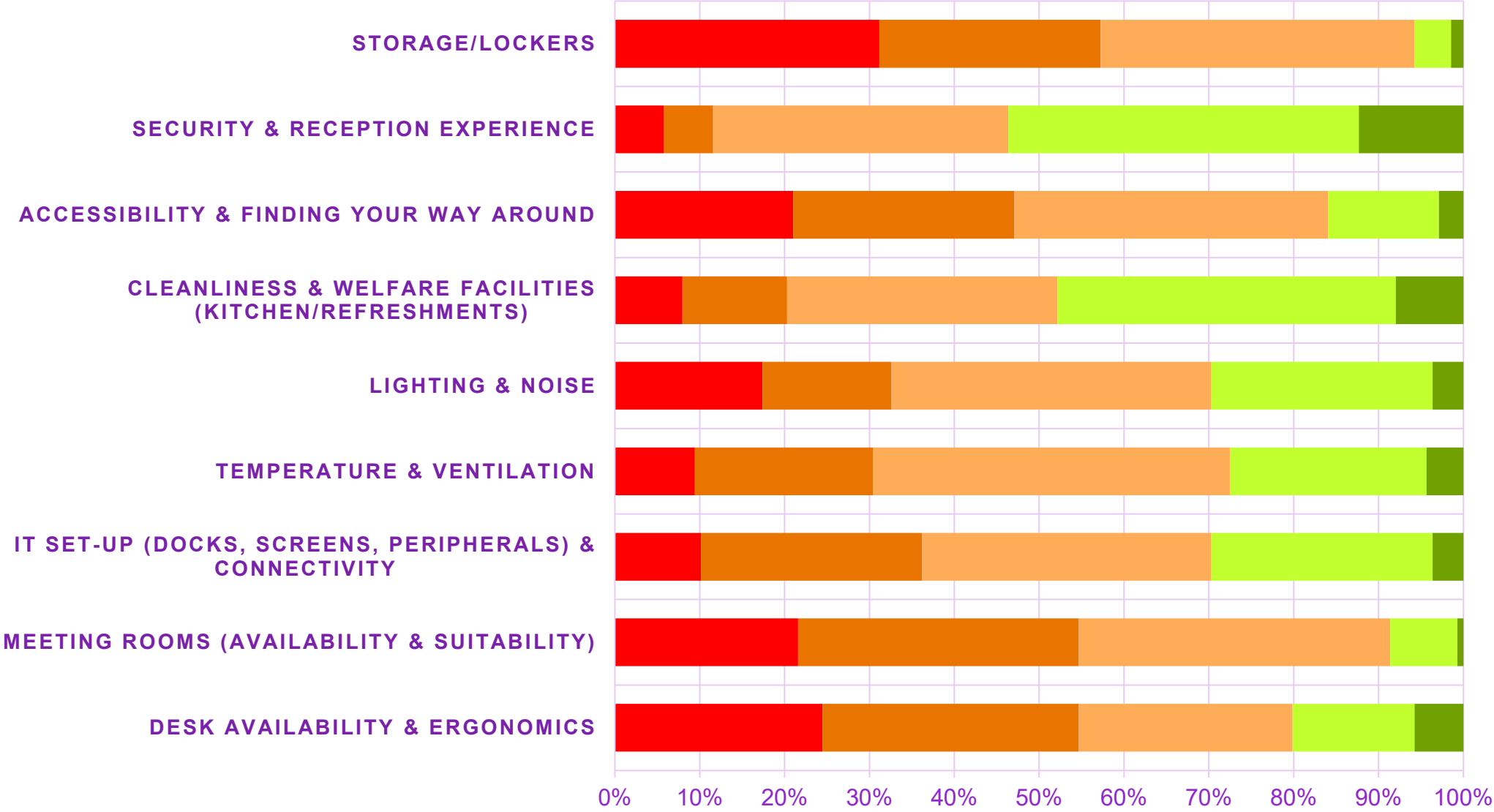
9. What are the main challenges or barriers you face in relation to your current working arrangements?

- *“Guildhall : no guarantee I can sit with my team. Parking and arranging the permit, the town centre traffic, issues booking rooms for meetings. Home: isolation, cannot print or scan or dispose of confidential waste.”*
- *“Parking is taken by members of the public. Sometimes waiting time to park or find a space. The carpark floods, which makes coming to the office near impossible if you don't know shrewsbury well, during these periods.”*
- *“The traffic adds an additional 20-30 minutes onto my journey, time I could otherwise be spending working.”*
- *“The office is loud with everyone trying to fit into small areas. In the open work space this is not confidential for social workers.”*
- *“Confidential work spaces are the first to fill up, leaving none available for essential confidential meetings.”*
- *“Being in the office. It is noisy, cold and it is not neurodivergent friendly. The space is small, the lights are too bright.”*
- *“Work stations at guildhall are uncomfortable as chairs are old and sometimes broken meaning you can't adjust them.”*
- *“I only see my colleagues once a month for a face to face meeting. It's really isolating and the interpersonal relationships have just broken down.”*
- *“Guildhall is poorly constructed, it's cramped, the walls are very thin and it's difficult to get to. Town centre traffic can be a nightmare.”*
- *“It is difficult to find available rooms to work from Guildhall.”*
- *“The building is in a poor condition. It's cold in the winter and too hot in the summer. There is no air con.”*

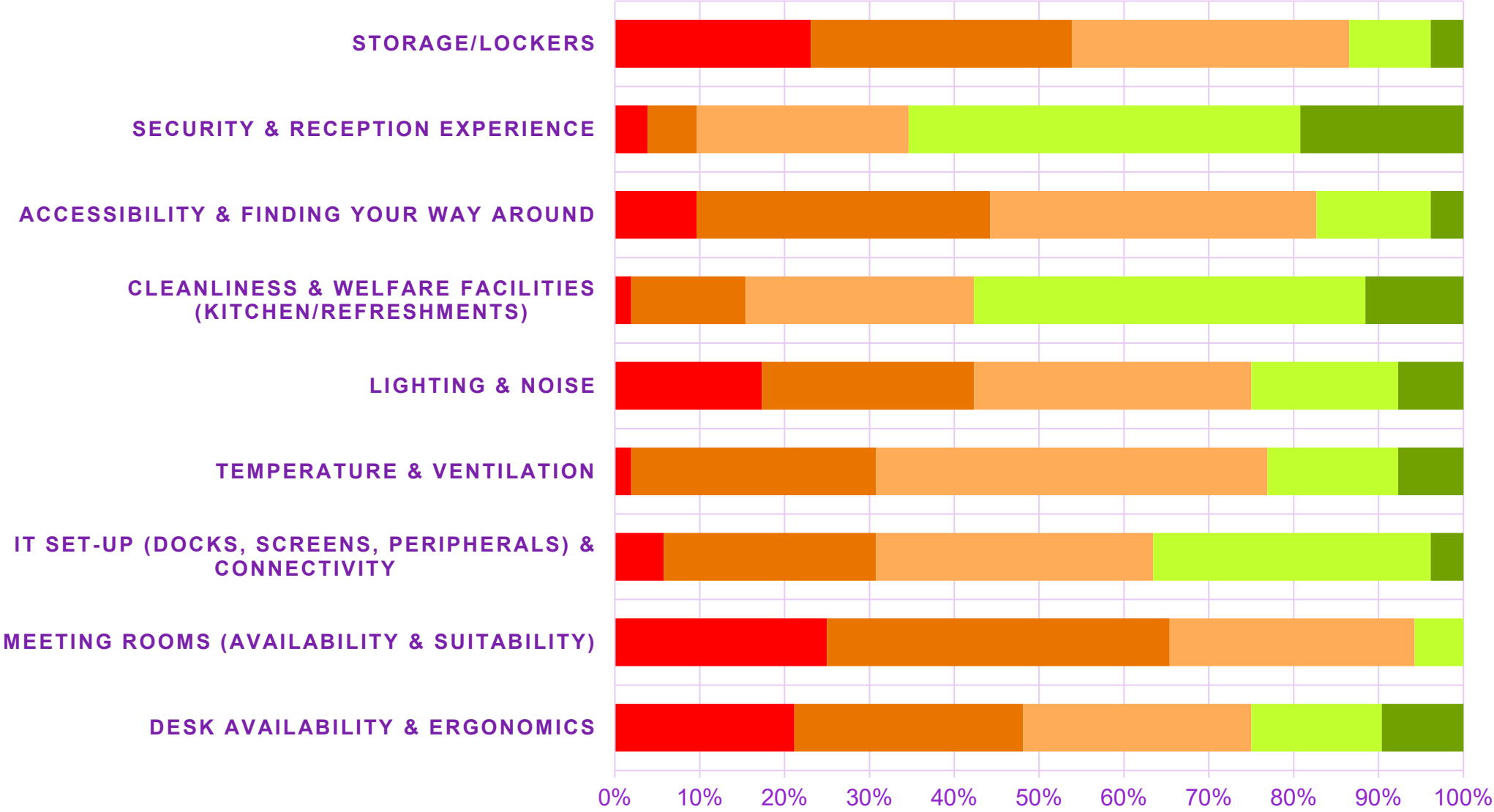
10. How often do you work from Guildhall?



11. Please rate the following aspects of working at Guildhall:



11. Please rate the following aspects of working at Guildhall:



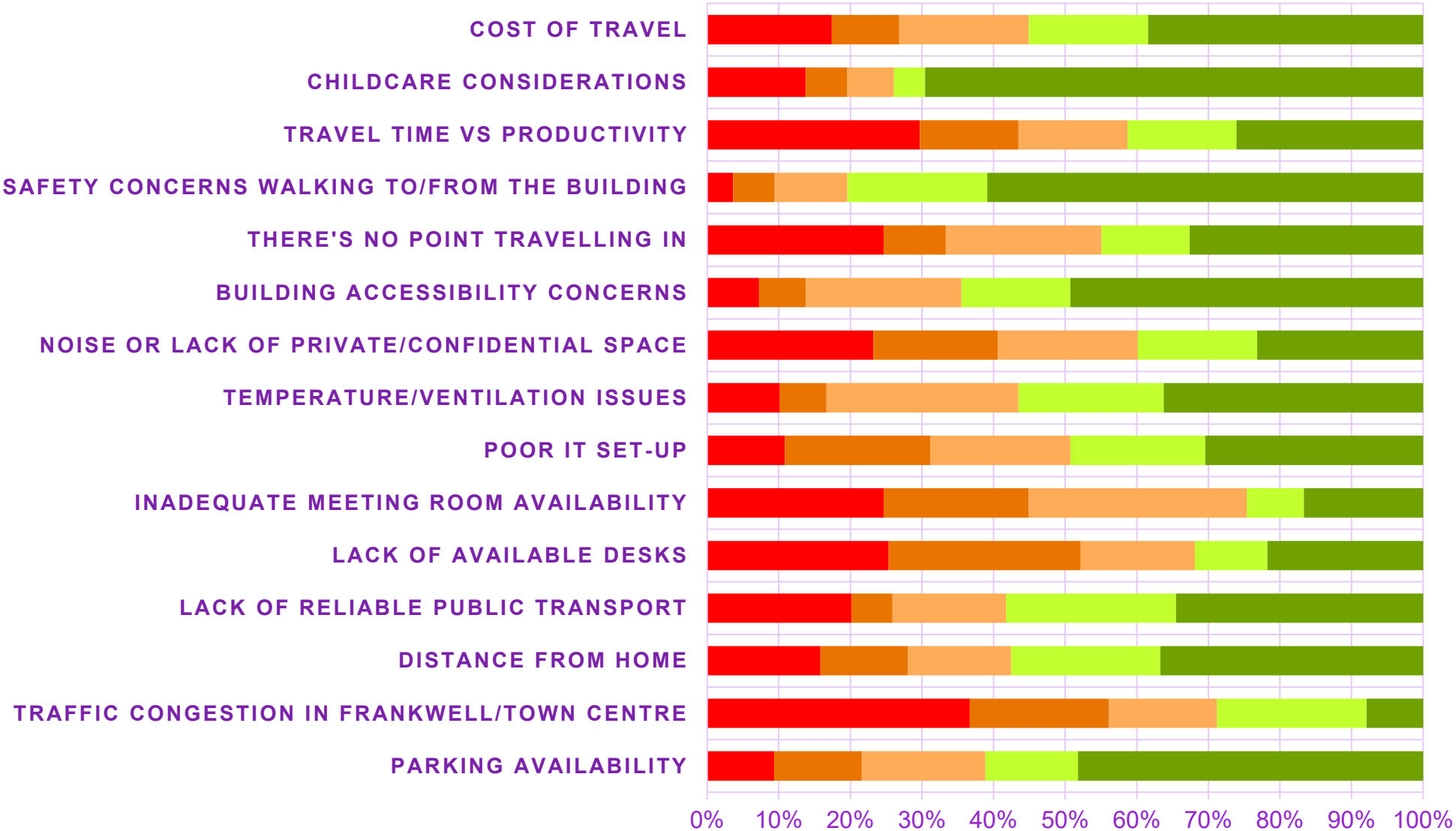
**Filtered to the respondents with Guildhall as their main workplace*

12. Thinking about working from the Guildhall, please rate the severity of the following:

NO SIGN

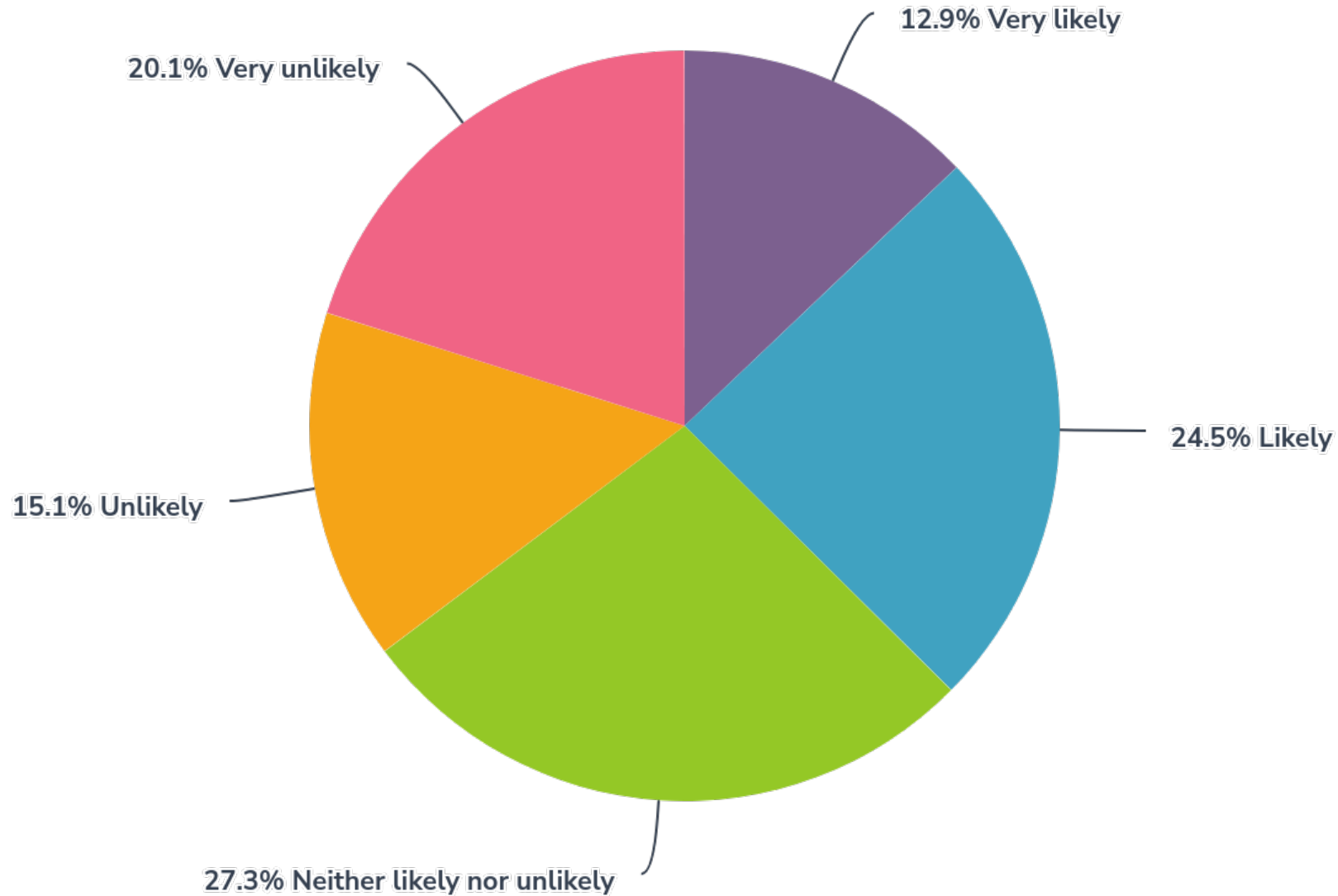
Page 243

- Major issue
- Significant issue
- Moderate issue
- Minor issue
- No issue

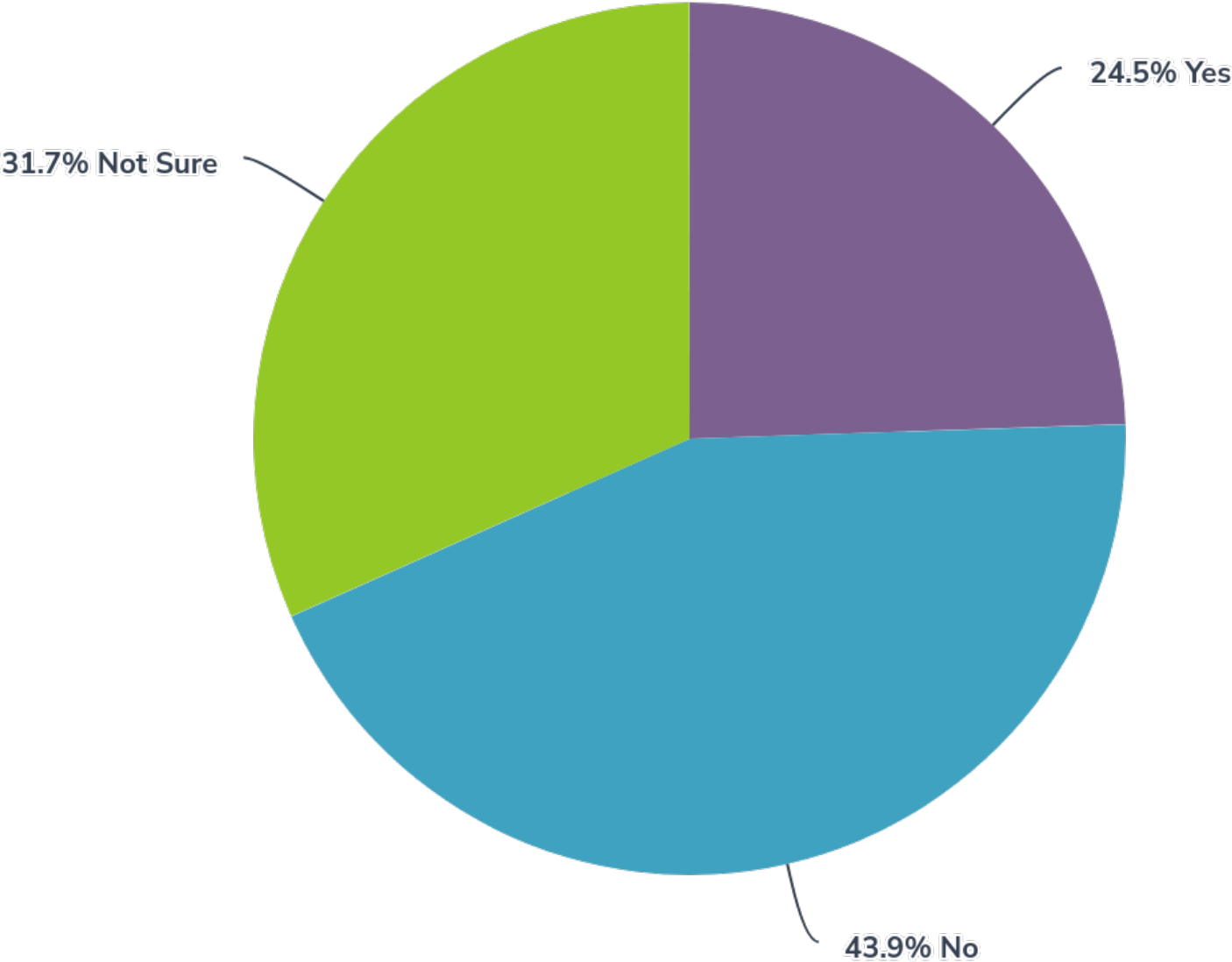


UNISON

13. If the main challenges/barriers of working from Guildhall were improved, how likely would you be to use the Guildhall more?



14. Do you think that the Guildhall is a suitable long-term base for Shropshire Council staff?

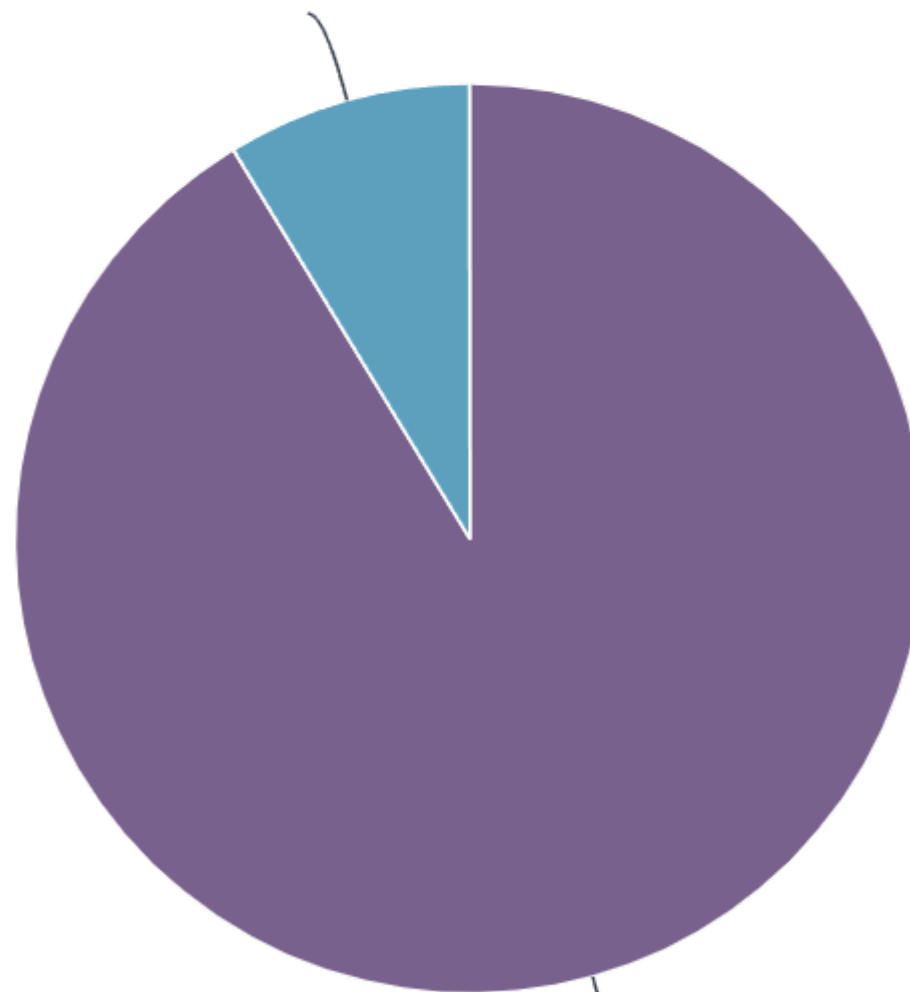


15. Please share any reasons why you think this below:

- *“Accessibility is poor. Car park flood risk. Issues with rooms, desks, the noise in the working areas. The lack of IT equipment in desks working off a laptop on a booth seat is not suitable.”*
- *“not enough space for everyone. It's not neurodivergent friendly, which causes staff issues just being in the building.”*
- *It's difficult to get to, travel time to and from the office has at least doubled.”*
- *“Lack of space for departments that need full time access.”*
- *“Meeting rooms are spread out throughout the building.”*
- *“Traffic at peak times, parking can be very busy at peak times”*
- *“It's not the best for Children's Services at the moment, the room is cramped and cluttered and feels quite oppressive.”*
- *“Classic Shropshire management has made it a crowded and horrible experience, by cramming desks in.”*
- *“The car park floods regularly, the town centre is a nightmare to navigate and Shirehall was much better located.”*
- *“The building is not fit for purpose. With the addition of rising rivers and the expectation that you can travel by public transfer when you live out of Shrewsbury is inappropriate and uncaring.”*
- *“I think that it is fine for those who have offices allocated to their team which they can use But for those who don't then it's not OK”*

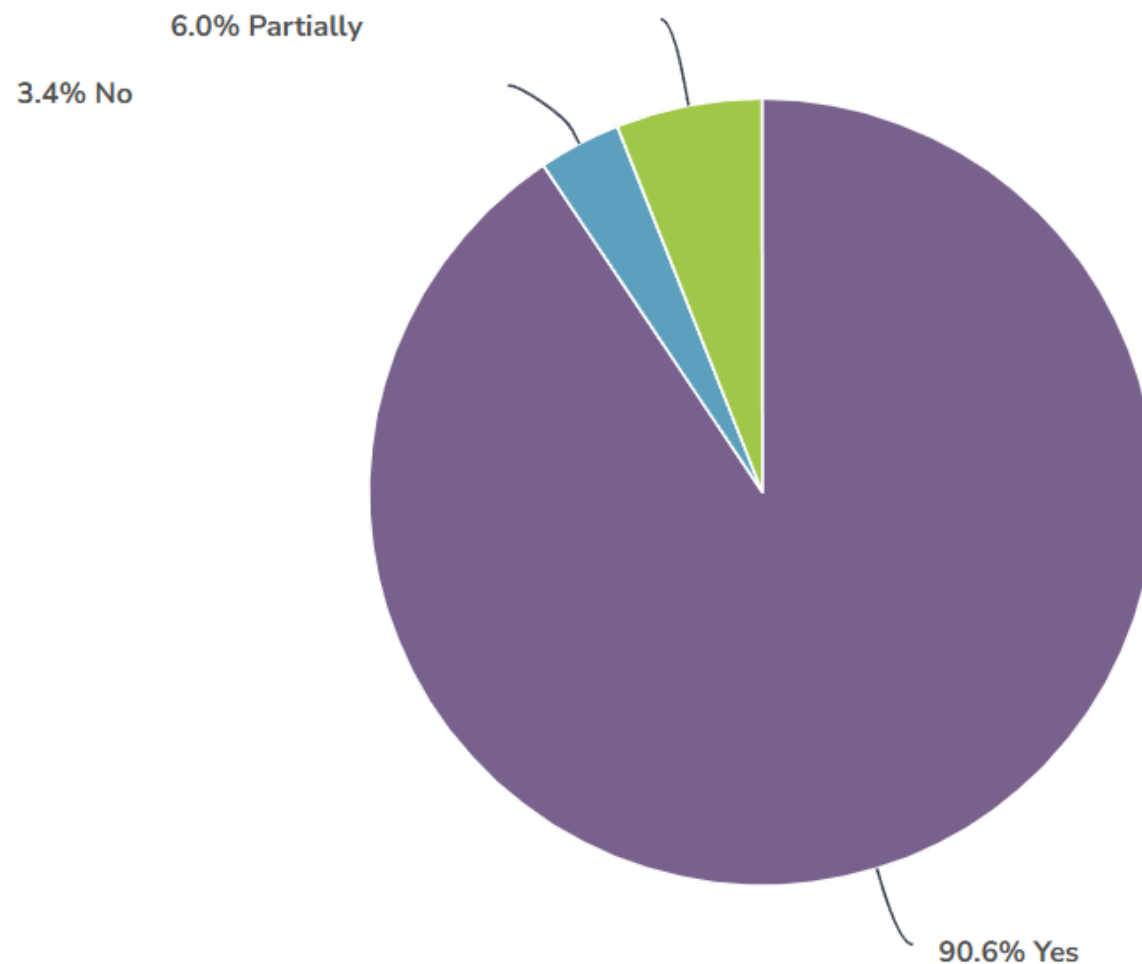
16. Have you ever worked at Shirehall?

8.7% No



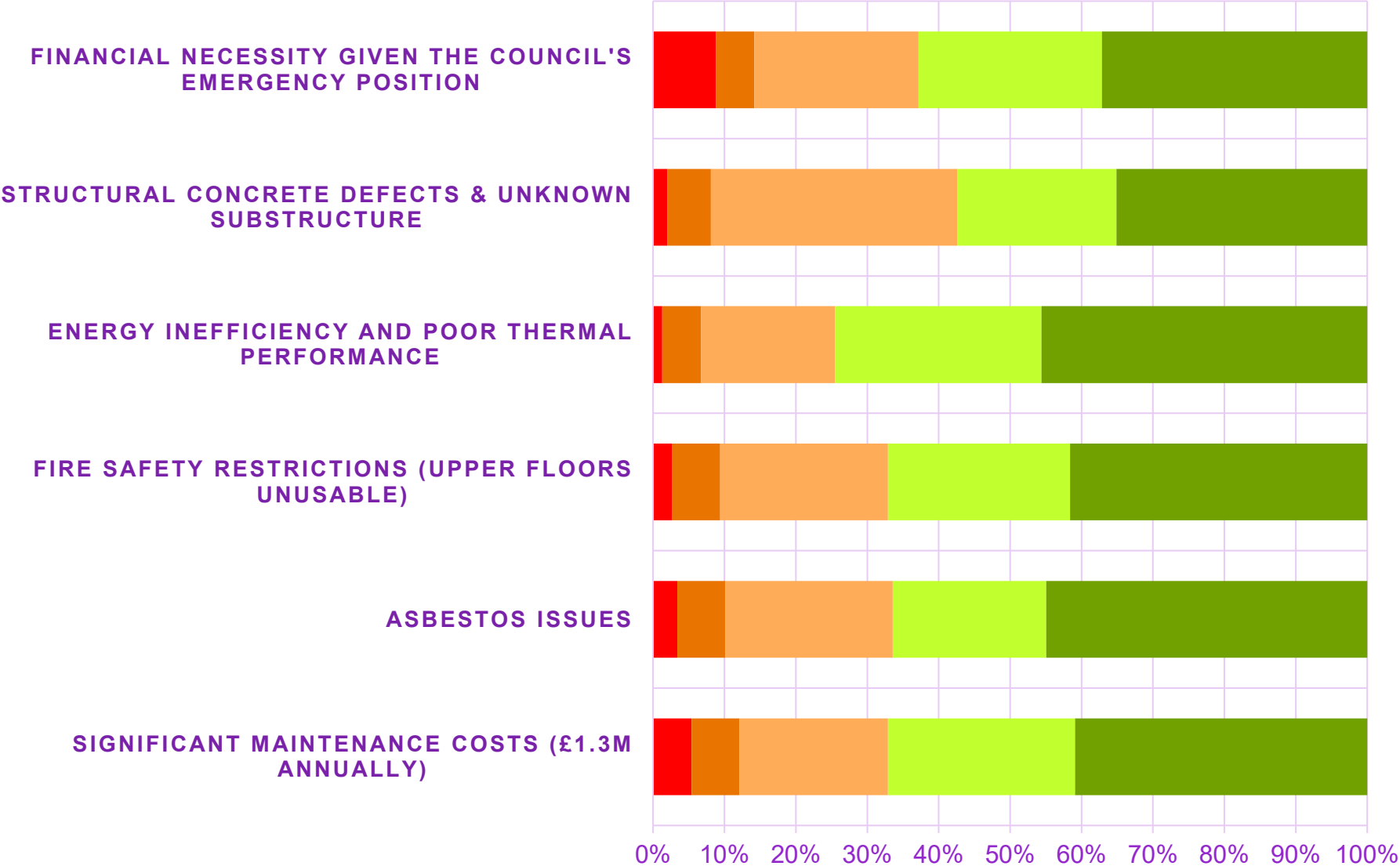
91.3% Yes

17. Before this survey, were you aware of Shropshire Council's financial emergency declared in September 2025 and its impact on asset decisions (including Shirehall)?

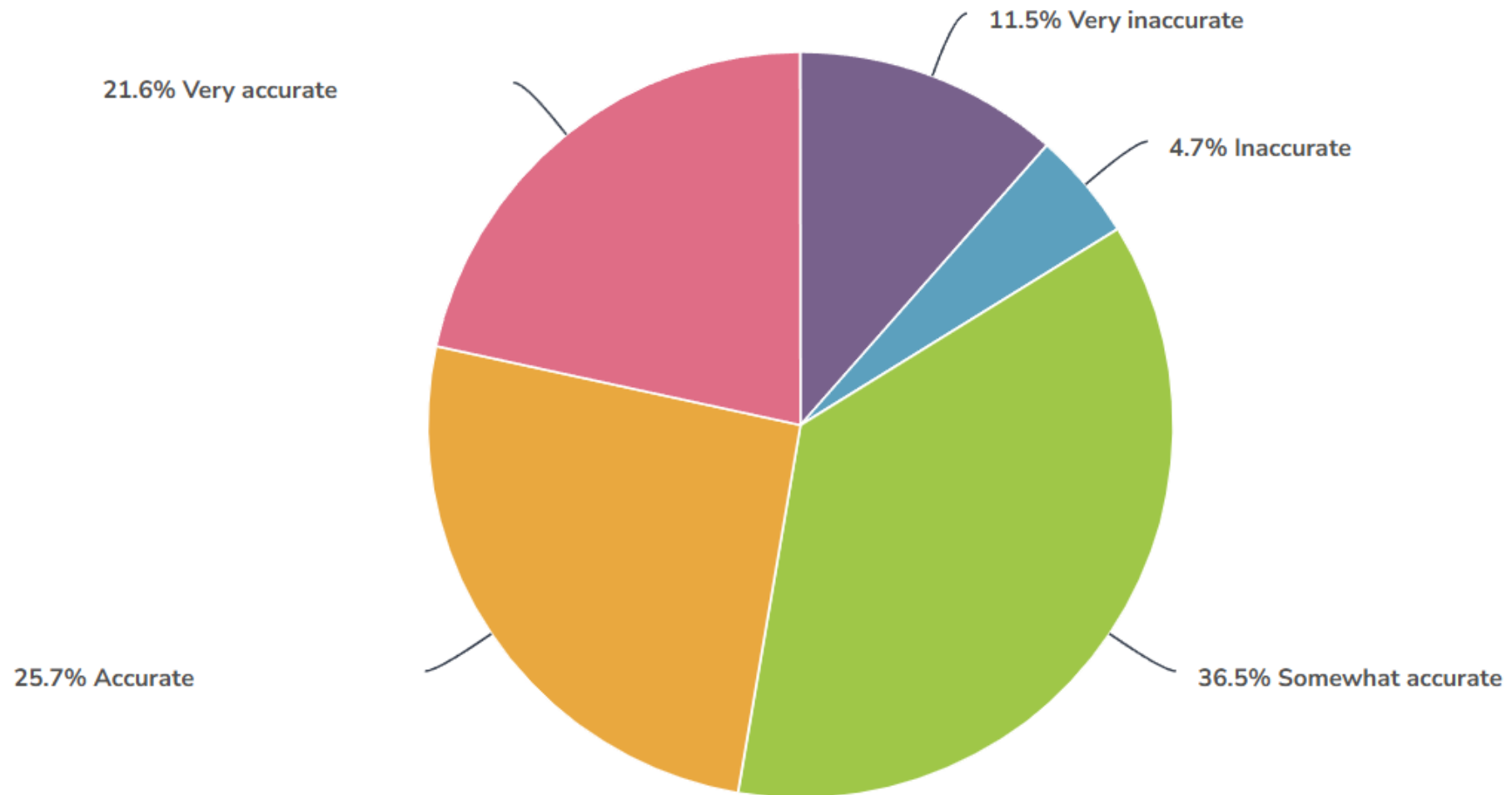


18. How strongly to you agree or disagree with the Council's stated reasons for vacating Shirehall?

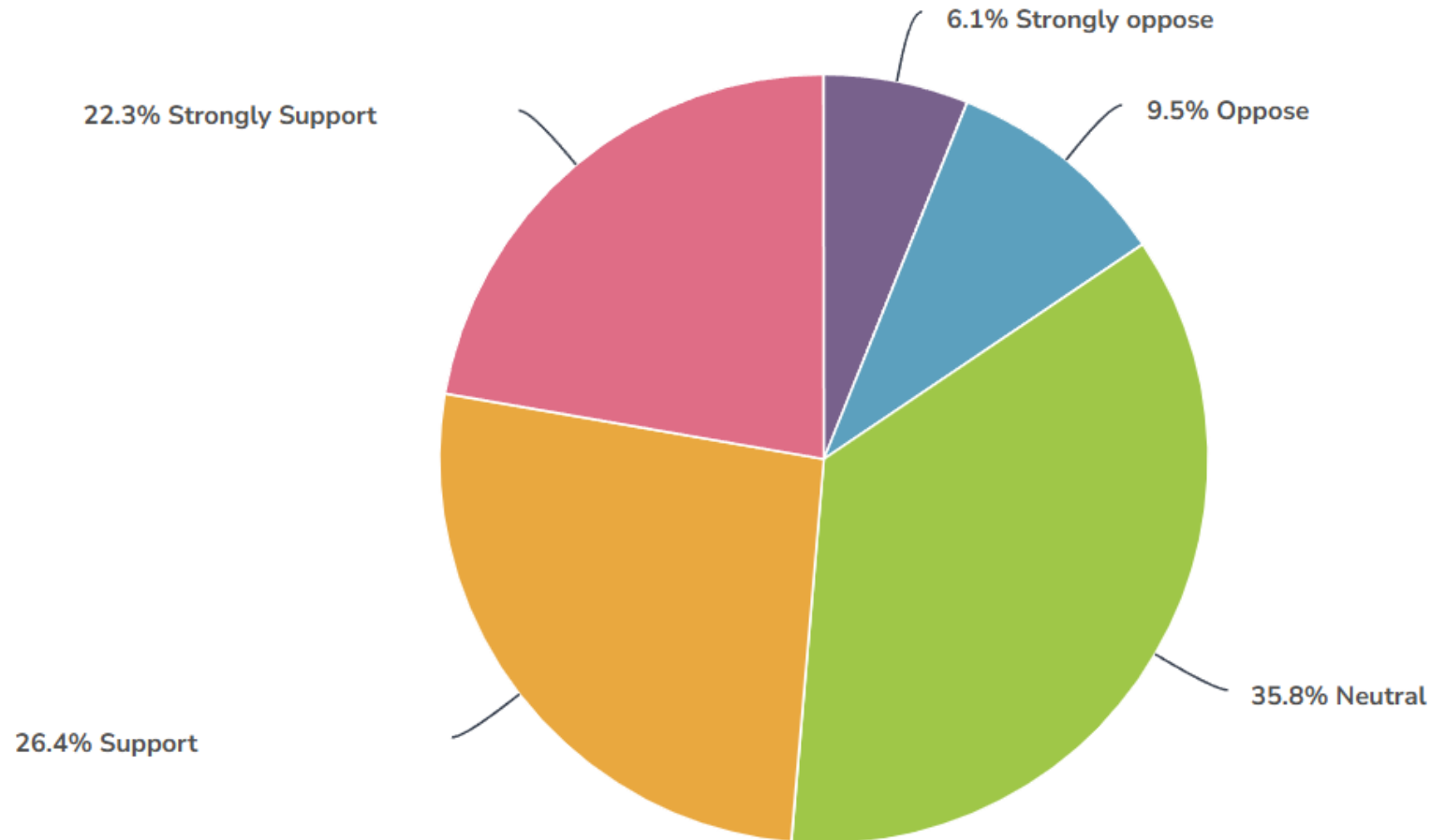
- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree



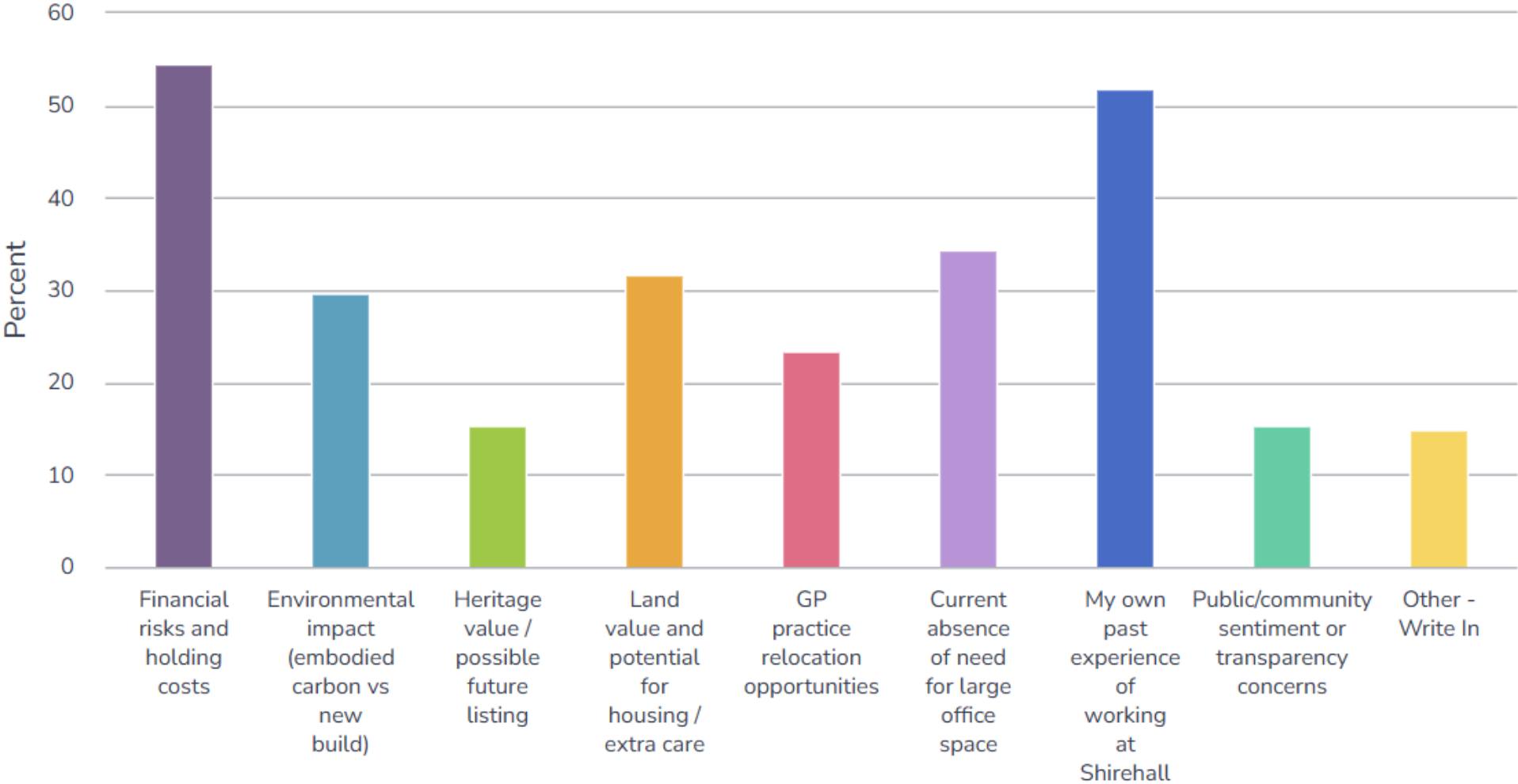
19. Based on your own experience of Shirehall, how accurate do you feel these reasons were?



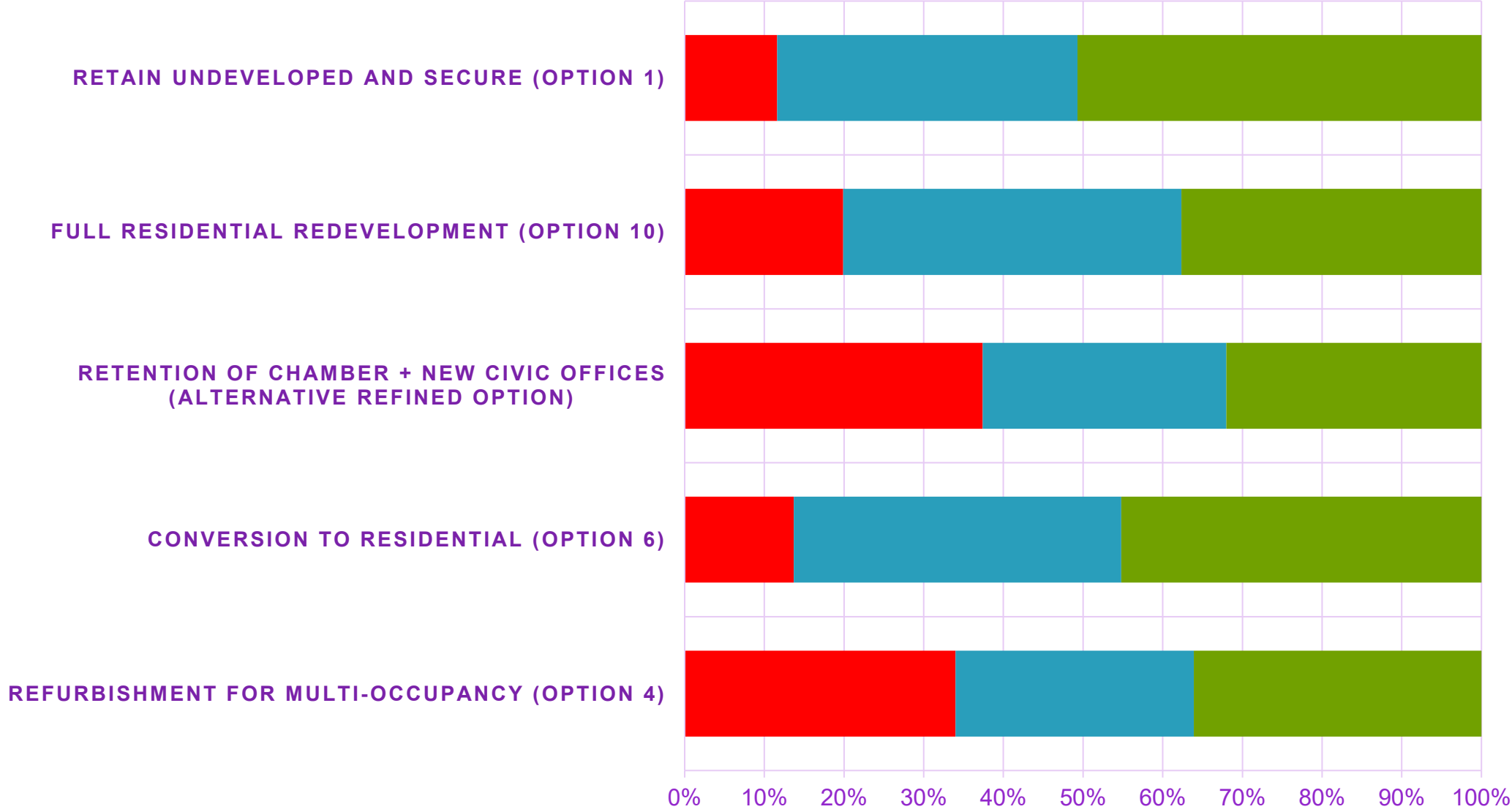
20. Shropshire Council is recommending full demolition of Shirehall and redevelopment into a mixed-use site (Option 11). To what extent do you support or oppose this recommendation?



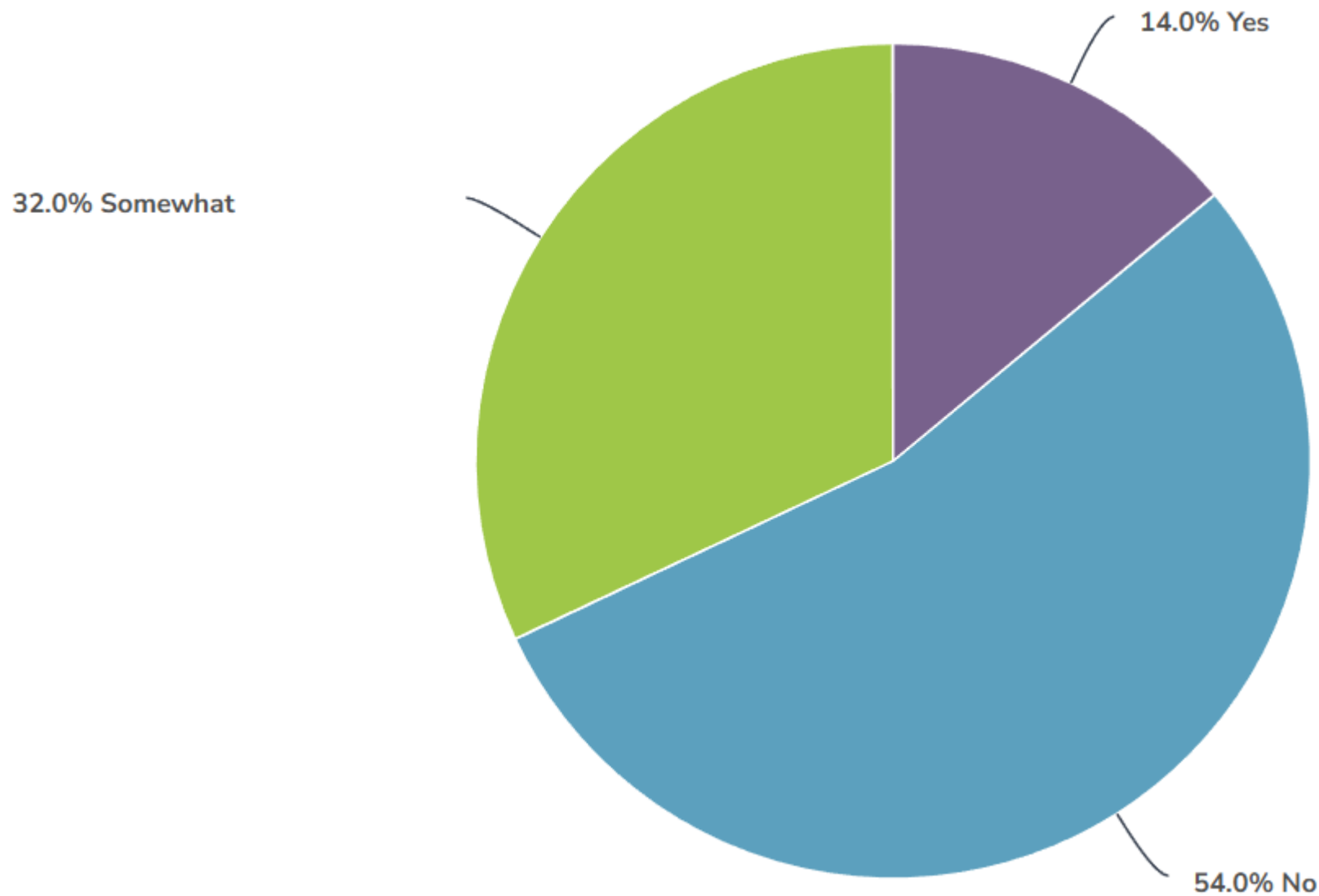
21. Which factors most influence your view on the future of the Shirehall site?(Select all that apply)



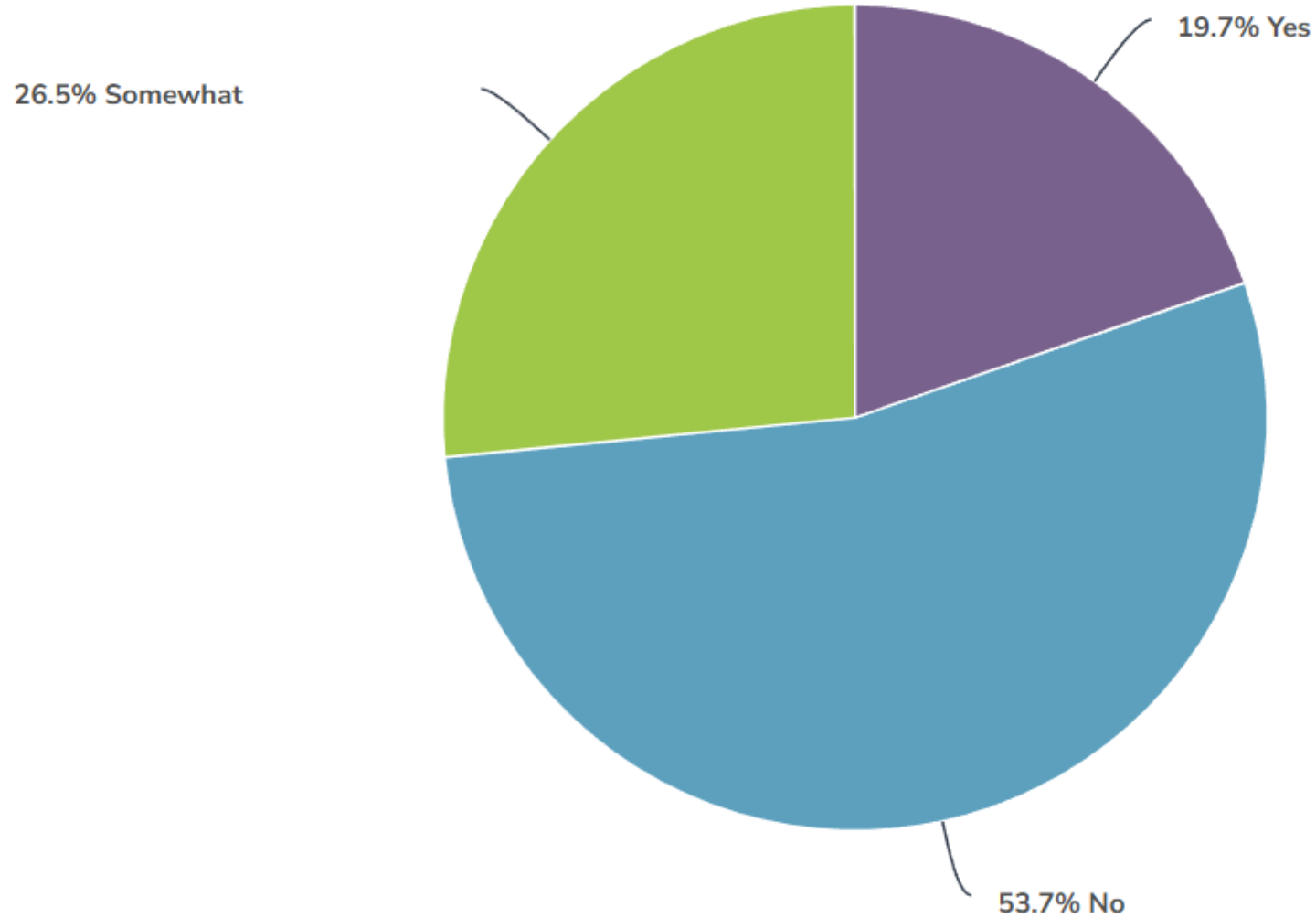
22. In your view, should the Council have more fully explored the following options before recommending demolition?



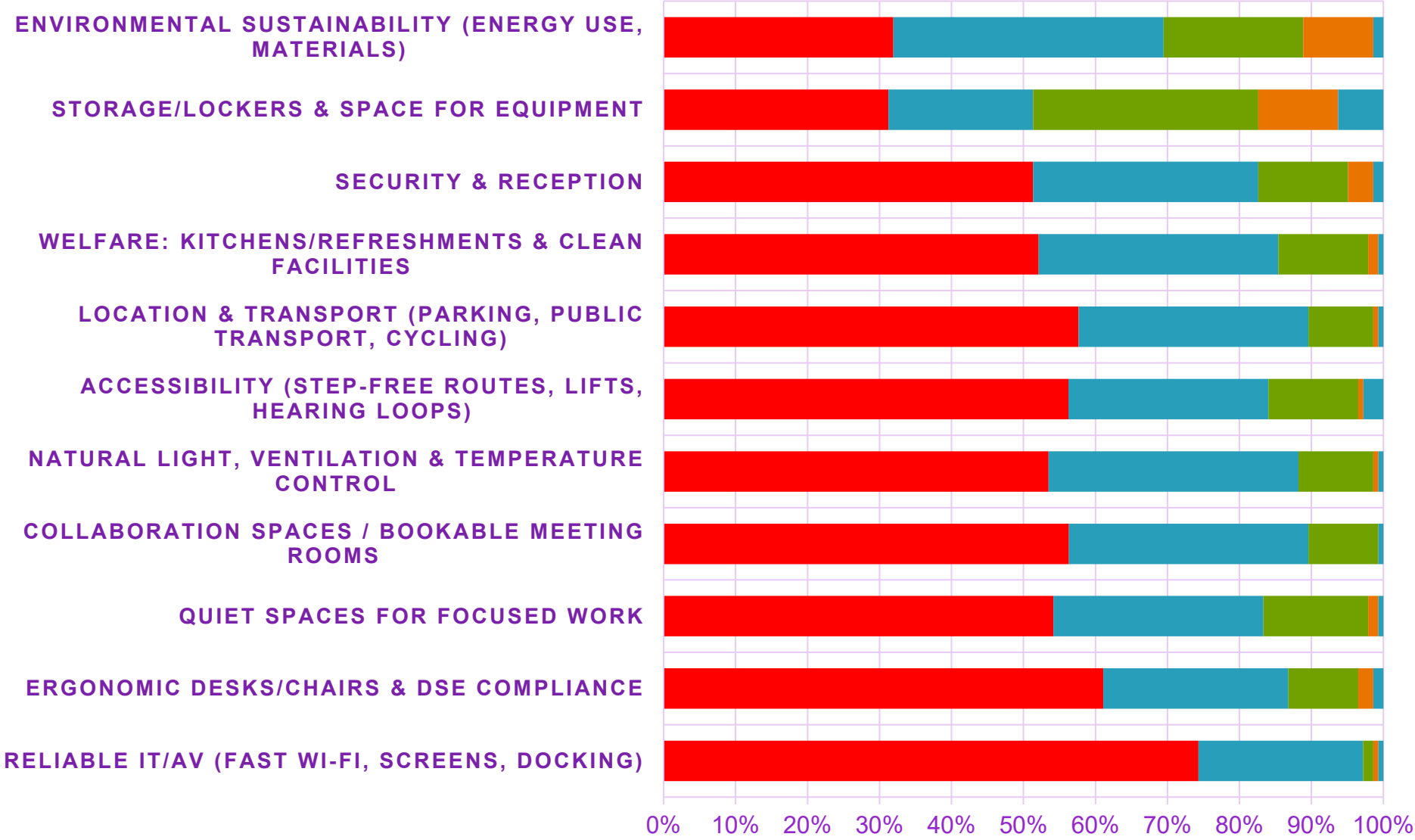
23. Do you believe the Council has communicated sufficiently and transparently about the Shirehall review?



24. Do you believe Shirehall has heritage or architectural value worth preserving?

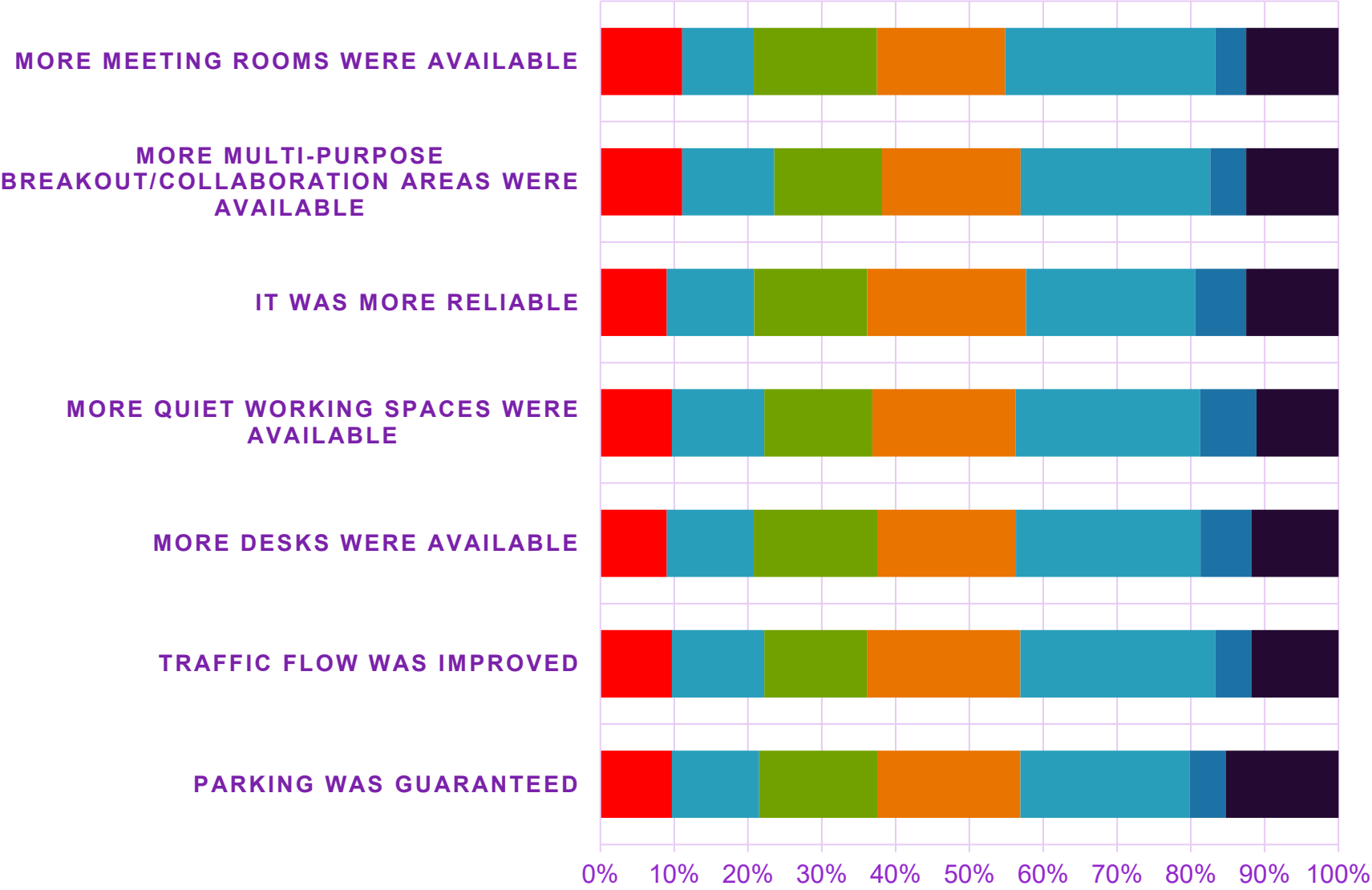


25. Thinking about future office accommodation, how important are the following:



26. How frequently would you use an office base if:

- Never
- Less than once a month
- 1–3 days per month
- 1 day per week
- 2–3 days per week
- 4–5 days per week
- Full-time/on most working days



27. What information or experiences do you believe UNISON must present to the Task and Finish Group to reflect the realities of staff working conditions since moving from Shirehall to Guildhall?

- *“It feels unwelcoming and lacks identity, to be a team without a dedicated work space impacts me.”*
- *“We should have a work space where we sit together, work together not have to book and make it feel like an arrangement not a work base.”*
- *“The traffic issues waste work time, and I worry there will be no parking spaces.”*
- *“The suggestion of park and ride is insulting, as a social worker that option doesn't work.”*
- *“Being neurodivergent and working in this space is extremely difficult, especially as it singles you out for your colleagues and draws attention to your needs.”*
- *“There are no quiet spaces for anyone to go if they need some time away from their office to decompress.”*
- *“Having to keep a blanket and/or cardigan in my office in case it gets too cold isn't acceptable.”*
- *“Everything feels temporary and transient.”*

27. What information or experiences do you believe UNISON must present to the Task and Finish Group to reflect the realities of staff working conditions since moving from Shirehall to Guildhall?

- *“The layout of the building and its accessibility - it's like a maze awful layout”*
- *“Senior management has been gaslighting the staff and public by overstating the problems of Shirehall to further their own agenda.”*
- *“Guildhall isn't fit for purpose.”*
- *“Being able to actually book a desk the availability is shocking and the booking system needs improving”*
- *“Guildhall is a far more appropriate space for people to work in and it makes absolutely no sense to move back to Shirehall.”*
- *“The decision making has been heavily biased and senior management misinterpreted the reports they were presented with.”*
- *“The most ecologically sensitive approach would be a small scale refurbishment of Shirehall and return it as a working space.”*
- *“Welfare amenities need improving (toilets that flush properly, windows that open easily, broken window coverings replaced)”*.

27. What information or experiences do you believe UNISON must present to the Task and Finish Group to reflect the realities of staff working conditions since moving from Shirehall to Guildhall?

- *“Defined and communicated access procedures for Guildhall (out of hours access, etc. etc.) Just improvements - the courtyard will be crumbling in a few years due to neglect.”*
- *“A better space for a Coroners Court is required.”*
- *“We downsized as there is no longer a requirement for such office space, and now they are trying to force people back to the office - an unsuitable one at that. Make it make sense!”*
- *“Our allocated office space is on the first floor. It is a much better environment to work in compared to the Shirehall. I know from colleagues in other teams that they work on the top floor where the space is not adequate and it is ridiculously hot in the summer. Different teams have differing views of the GH based on what was allocated to them.”*
- *“Health and well being concerns about ongoing requirement for home working for those teams that do not have a base within the building currently.”*
- *“The focus is always on Shrewsbury office space what about all the staff in other rural parts of the county who have been forced to work from home since the pandemic with no choice”*



Questions?

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Committee and Date

Council

26th February 2026

Item

Public



Tenancy Agreement Amendments

Responsible Officer:	Paula Mawson		
email:	Paula.Mawson@shropshire.gov.uk	Tel:	01743 256039
Cabinet Member (Portfolio Holder):	Cllr James Owen		

Synopsis

Following extensive tenant consultation, the revised tenancy agreement—endorsed by 94% of respondents—adopts a 52-week rent model, clarifies service charges, and updates tenant responsibilities, improving transparency, financial planning, and support for all tenants.

Executive Summary

- 2.1. This report presents the outcome of the statutory consultation on the revised Shropshire Council tenancy agreement. The changes support the administration's focus on financial recovery, transparency, improved services, strengthened engagement with residents, and commitment to ensuring housing meets the needs of all tenants as set out in the administrations A New Direction for Shropshire paper.
- 2.2. Over 3,700 tenants were consulted, with a 14% response rate, although please note the letter did state to tenants that if they chose not to respond this would be taken as a positive response; this is industry standard practice within housing. 94% of respondents supported the proposed changes, demonstrating strong tenant engagement and endorsement.
- 2.3. While the majority of respondents (94%) expressed support or no objection to the proposed move to a 52-week rent model, the consultation also highlighted important

concerns relating to budgeting habits and transition impacts. Many tenants — particularly older and disabled tenants — reported that they currently rely on the four rent-free weeks as a financial coping mechanism during periods of higher expenditure such as winter and the festive season. These concerns do not reflect opposition to the principle of the 52-week model, but rather anxiety about the process of change and the need for clear support during implementation. Targeted mitigation measures, including budgeting advice, direct support with Universal Credit and Housing Benefit changes, and tailored communication, will be provided to ensure no tenant is disadvantaged during the transition.

- 2.4. **52-Week Rent Model:** The agreement transitions from a 48-week to a 52-week rent charging model, reducing weekly rent payments and aligning with Universal Credit and Housing Benefit cycles. This change supports tenants' ability to budget more effectively and provides greater financial predictability.
- 2.5. **Clarity on Service Charges:** Service charge provisions have been clarified, with annual reviews and transparent breakdowns, ensuring tenants understand their obligations and entitlements.
- 2.6. **Updated Tenant Responsibilities:** Amendments reflect feedback from tenants, particularly regarding repairs and maintenance, to ensure fairness and accommodate the needs of older and disabled residents.
- 2.7. **Equality, Social Inclusion & Health Impact:** An Equality, Social Inclusion and Health Impact Assessment (ESHIA) was conducted. The process identified no significant negative impacts and highlighted positive outcomes for low-income and vulnerable households, supporting the Council's commitment to equity and wellbeing.
- 2.8. **Implementation & Support:** If agreed by Council the new agreement will be implemented from April 2026, following statutory notice of 28 days. Targeted support will be provided to tenants requiring assistance with budgeting or benefit changes, and clear communication will ensure a smooth transition.
- 2.9. **Financial & Operational Benefits:** The changes will streamline internal processes, reduce administrative costs, and strengthen the Housing Revenue Account, supporting the Council's long-term sustainability.
- 2.10. In summary, the revised tenancy agreement delivers on the administration's priority themes as outlined in A New Direction for Shropshire, including its focus on financial recovery, service reform, and strengthened community engagement. Approval is sought to proceed with implementation as outlined.

Recommendations

That Council:

- 3.1. Approve the adoption of the revised tenancy agreement, reflecting updated regulatory requirements and incorporating amendments made to ensure alignment with current industry standards, particularly within Section 3.4 (Repairs, Maintenance and Alterations).

- 3.2. Approve the transition from a 48-week to a 52-week rent charging model, aligning rent payments with Universal Credit and Housing Benefit cycles to improve tenant budgeting and financial resilience.
- 3.3. Approve the updated service charge schedule and annual review process, ensuring transparency and clarity for tenants regarding their obligations and entitlements.
- 3.4. Approve the proposed implementation timeline, with the new tenancy agreement and rent model to take effect from April 2026.
- 3.5. Delegate authority to the Service Director – Communities and Customer, in consultation with the Portfolio Holder for Housing & Leisure, to make any minor amendments to the proposed tenancy agreement as necessary or in response to further legal advice prior to implementation.

Report

Risk Assessment and Opportunities Appraisal

- 4.1. The implementation of the revised tenancy agreement and the transition to a 52-week rent model presents both risks and opportunities for Shropshire Council, tenants, and stakeholders. The Council has an Opportunity Risk Management Strategy and ten strategic risks that are reviewed regularly. The shift to the new administration's A New Direction for Shropshire priorities requires these risks to be reconsidered considering the Council's updated strategic direction, including the focus on financial recovery, service reform, and strengthened community engagement. This refreshed strategic context will inform future risk assessments, ensuring they reflect the Council's new priorities and the operational changes required to deliver them.
- 4.2. Opportunities include improved tenant budgeting and financial predictability, streamlined internal processes, enhanced transparency in service charges, and strengthened legal and regulatory compliance. These changes support the Council's strategic objectives and contribute to a fairer, more robust housing framework.
- 4.3. Risks primarily relate to tenant confusion or resistance to change, potential arrears management challenges during the transition, and the risk of legal or political challenge. There are also operational risks associated with implementation timelines and the need for staff training. Each risk has been assessed, and appropriate mitigation measures have been identified to ensure a smooth transition and to maximise the benefits of the new agreement.
- 4.4. Risk table

<i>Risk</i>	<i>Mitigation</i>
Tenant confusion or resistance	Budgeting support worked examples for weekly/monthly payments and supporting tenants with Universal Credit and Housing benefit with recalculations. Emphasis will be placed on avoiding detriment during the transition period.

Arrears management transition	Early review of arrears rules, updated income collection procedures, staff training.
Timeline slippage	Detailed project plan with milestones, regular monitoring, and clear accountability.
Legal challenge	Legal advice sought throughout; process compliant with Housing Act 1985 and best practice.
Impact on vulnerable tenants	Proactive identification, targeted support, and reasonable adjustments as required.
IT and process changes	Advance planning, system testing, and staff training prior to implementation.
Service charge confusion	Transparent breakdowns, annual reviews, and clear communication in all correspondence.

Financial Implications

- 5.1. Shropshire Council continues to manage unprecedented financial demands, and a financial emergency was declared by Cabinet on 10 September 2025. The overall financial position of the Council is set out in the monitoring position presented to Cabinet monthly. Significant management action has been instigated at all levels of the Council reducing spend to ensure the Council's financial survival. While all reports to Members provide the financial implications of decisions being taken, this may change as officers and/or Portfolio Holders review the overall financial situation and make decisions aligned to financial survivability. All non-essential spend will be stopped and all essential spend challenged.

These actions may involve (this is not exhaustive):

- scaling down initiatives,
- changing the scope of activities,
- delaying implementation of agreed plans, or
- extending delivery timescales.

- 5.2. Moving to a 52-week rent model will eliminate manual processing during rent-free weeks, resulting in greater efficiency for the Income and Finance teams. While some tenants expressed concern about losing the flexibility of rent-free weeks, these concerns relate to budgeting patterns rather than affordability. The 52-week model reduces weekly rent amounts and maintains the same annual cost, supporting long-term financial resilience.
- 5.3. Tenants will benefit from lower weekly payments, with no increase in total annual rent. For example, under the new model, weekly rent reduces from £135.00 (48-week model) to £124.61 (52-week model), saving tenants £10.39 per week.
- 5.4. Service charges will be reviewed annually and calculated based on actual costs, improving transparency and financial planning for both tenants and the Council.
- 5.5. The changes strengthen the Housing Revenue Account (HRA) by improving rent collection processes, reducing administrative costs, and ensuring legal compliance.

- 5.6 Targeted support will be provided for tenants who may need assistance with budgeting or adapting to the new payment schedule, with potentially minor costs for additional advice and support services.
- 5.7 The overall financial impact is neutral, with the revised agreement designed to maintain income levels while improving operational efficiency and tenant experience.

Climate Change Appraisal

- 6.1. A review of the proposed changes to the tenancy agreement and rent model indicates that the overall impact on climate change objectives is expected to be neutral. The following appraisal addresses each required area:
- 6.2. **Energy and Fuel Consumption:** No direct effect is anticipated. The revised tenancy agreement and rent model do not alter the Council's or tenants' energy or fuel usage patterns, nor do they introduce new requirements or incentives related to energy efficiency.
- 6.3. **Renewable Energy Generation:** No effect. The proposals do not include measures to increase or decrease renewable energy generation within the Council's housing stock or operations.
- 6.4. **Carbon Offsetting or Mitigation:** No effect. There are no new carbon offsetting or mitigation initiatives associated with these changes. The operational adjustments are administrative and do not impact the Council's carbon footprint.
- 6.5. **Climate Change Adaptation:** No effect. The changes do not introduce new adaptation measures or alter existing property standards related to climate resilience (e.g., flood risk, overheating, or insulation).
- 6.6. While the implementation of the revised tenancy agreement and 52-week rent model is not expected to have any direct or indirect impact on the Council's climate change objectives, it is important to note that these changes can indirectly support vulnerable tenants. By making rent payments more predictable and easier to budget—through alignment with benefit cycles and reduced weekly payment amounts—the new model can help tenants better manage their household finances. This improved financial stability may reduce the risk of fuel poverty, as tenants are better able to plan for and meet essential costs such as energy bills. This supports the Council's wider commitment to social inclusion and the wellbeing of low-income and vulnerable households.

Background

- 7.1. The development of the revised tenancy agreement has been undertaken in the context of the new administration's A New Direction for Shropshire strategic priorities. This includes a focus on financial recovery, improved transparency, service reform, and strengthened engagement with residents. These priorities shape the Council's approach to housing management, ensuring that policy changes support long-term sustainability and align with updated expectations for service delivery, accountability, and community partnership.
- 7.2. The revised tenancy agreement incorporates a wide range of amendments designed to modernise the document, ensure legal compliance, strengthen tenant and landlord

responsibilities, and address issues raised during tenant consultation. A full list of variations is provided in Appendix 5.

- The contents page and agreement structure have been reorganised to improve readability and ensure tenants can easily find and understand relevant terms. This supports transparency and improves accessibility of key information.
- Outdated references to “flexible secure tenancies”, which are no longer offered, have been removed throughout the agreement.
- New definitions have been added (e.g., the definition of “the home”, service of notices), ensuring clarity and legal compliance.
- Sections relating to rent and other payments have been rewritten to provide clearer explanations of rent, service charges and ancillary charges. The updated table now separates “total weekly rent” and “total weekly charge”, offering clearer breakdowns for tenants.
- Terms relating to rent, service charges and future changes have been rationalised to reflect current legislation and ensure tenants understand their financial obligations.
- A detailed service charge schedule has been added to increase transparency regarding any charges that may apply to specific schemes or properties.
- New terms have been added to strengthen clarity around the right to occupy, security of tenure, and succession, ensuring the agreement aligns with current housing legislation.
- Terms relating to claiming compensation for tenant improvements at the end of the tenancy have been removed to avoid creating unintended liabilities for the Council; tenants still retain rights under primary legislation.
- Tenants can no longer request to use their own contractor for repairs, ensuring repairs are delivered consistently, safely and cost-effectively through approved contractors.
- A substantially revised section now sets out clear responsibilities around repairs, maintenance and alterations, including later amendments to remove outdated or unreasonable expectations such as changing tap washers.
- New requirements around reporting repairs and damage ensure issues are reported promptly, reducing risk, cost and further deterioration.
- A strengthened Anti-Social Behaviour (ASB) section now explicitly covers violence, threats of violence, drug storage and drug dealing, reflecting the Council’s zero-tolerance approach and providing a clear basis for enforcement action.
- Updated terms on pets and animals, shared areas, refuse and dangerous materials, and parking offer clearer expectations for safe and respectful use of homes and communal areas.
- Language around ending a tenancy has been clarified, including expectations around removals, cleanliness, and tenant liabilities.
- A new section outlines the complaints process, ensuring tenants understand how to raise concerns and retain the right to escalate matters to the Housing Ombudsman.

7.3. The statutory consultation engaged 3,771 tenants and generated detailed responses, particularly from older tenants, disabled residents, and households receiving Housing Benefit or Universal Credit. While headline feedback shows strong overall support (94% of respondents either supported or did not object to the proposed 52-week model), the qualitative responses illustrate a more nuanced picture.

Many respondents reported long-standing budgeting routines built around the current rent-free weeks, which they use to manage winter bills, Christmas costs, or occasional arrears. Concerns centred not on the principle of the proposal, but on the emotional and practical challenge of changing established habits. The clarity of Universal Credit and Housing Benefit alignment, timing of payment cycles, and risk of administrative errors were highlighted as areas where reassurance is needed.

These concerns do not represent disproportionate impacts on protected groups under the Equality Act, but they do justify clear mitigation actions. In response, the Council will ensure:

- Direct support for tenants needing help with Universal Credit /Housing Benefit adjustments
- Clear worked examples of weekly and monthly impacts
- Advance communication emphasising that annual rent is unchanged
- Budgeting support targeted at vulnerable tenants
- Close monitoring of rent accounts during the transition

This approach allows the Council to address legitimate tenant concerns while progressing a model that improves long-term financial clarity and aligns with benefit cycles

7.4. An Equality, Social Inclusion and Health Impact Assessment was conducted to evaluate the impact of the proposed changes. The assessment identified no significant negative impacts and highlighted positive outcomes for vulnerable and low-income households, supporting the Council's commitment to equity and wellbeing.

7.5. The revised tenancy agreement introduces several significant changes:

- Transition to a 52-week rent charging model, reducing weekly payments and aligning with benefit cycles.
- Clarification and annual review of service charges, with transparent breakdowns for tenants.
- Updated tenant responsibilities, particularly regarding repairs and maintenance, reflecting feedback from consultation.
- Enhanced support for tenants requiring assistance with budgeting or adapting to new payment schedules.

7.7 Throughout the process, legal advice was sought to ensure compliance with the Housing Act 1985 and other relevant legislation. The consultation and proposed changes have been developed in accordance with statutory requirements and best practice guidance.

7.8 Subject to Council approval, the new tenancy agreement and associated changes will be implemented from April 2026, following the statutory notice period and comprehensive communication with tenants to ensure a smooth transition.

Additional Information

8.1. **Communication and Engagement:** All tenants will receive clear, timely communications regarding the changes, including explanatory materials, FAQs, and contact details for further support. STaR Housing will continue to offer drop-in sessions and dedicated support channels throughout the implementation period.

- 8.2. **Staff Training:** Income and Finance teams, as well as frontline housing staff, will receive enhanced training on the revised tenancy agreement, new rent model, and service charge procedures to ensure consistent and accurate advice is provided to tenants.
- 8.3. **Monitoring and Review:** The Council will monitor the impact of the changes through ongoing feedback, regular reviews, and engagement with tenant representatives. Adjustments will be made as necessary to address emerging issues and ensure the changes deliver intended benefits.
- 8.4. **Legal Compliance:** The process has been developed in accordance with statutory requirements, including the Housing Act 1985 and the Equality Act 2010. Legal advice has been sought throughout to ensure robust compliance and minimise risk.
- 8.5. **Support for Vulnerable Tenants:** Targeted support will be provided for tenants identified as requiring additional assistance, including help with budgeting, benefit changes, and adapting to new payment schedules. Reasonable adjustments will be made where necessary.
- 8.6. **Future Developments:** The Council will continue to review tenancy management practices and service charge arrangements in line with legislative changes, best practice, and tenant feedback, ensuring ongoing improvement and responsiveness to community needs.

Conclusions

- 9.1. The recommendations set out in this report support the new administration's priority themes outlined in A New Direction for Shropshire, particularly its focus on financial recovery, service reform, and strengthened engagement with residents. These priorities ensure that the revised tenancy agreement aligns with the Council's updated strategic direction and contributes to delivering fair, transparent, and community-focused housing services.
- 9.2. These reforms will improve financial resilience and budgeting for tenants, streamline internal processes, and ensure legal and regulatory compliance. The Equality, Social Inclusion and Health Impact Assessment confirms that the changes will have a positive impact on vulnerable and low-income households, with no significant negative effects identified. Risks associated with implementation have been carefully considered, with clear mitigation strategies in place, and opportunities for improved service delivery and operational efficiency have been identified.
- 9.3. Financial implications have been assessed, with the changes expected to be cost-neutral overall, while delivering operational savings and improved tenant experience. The climate change appraisal indicates no direct impact, and the Council remains committed to monitoring and reviewing the effects of these changes to ensure ongoing improvement.
- 9.4. In summary, the revised tenancy agreement aligns with the Council's strategic objectives, enhances transparency and fairness, and supports the long-term sustainability of housing services. Approval is sought to proceed with implementation as outlined, ensuring that tenants are fully supported throughout the transition and that the Council continues to deliver high-quality, equitable housing services for all residents.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

- A New Direction – September 2025 – Council Report

Local Member: N/A

Appendices

1. ESHIA Tenancy Agreement Changes
2. Appendix 1 – Tenant Questionnaire
3. Appendix 2 - Anonymised Consultation Responses summary
4. Appendix 3 – Proposed changes to Tenancy Agreement
5. Appendix 4 – Final proposed Tenancy Agreement
6. Appendix 5 – List of proposed variations
7. Appendix 6 - Tenancy Agreement Consultation Outcome

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Shropshire Council
Equality, Social Inclusion and Health Impact Assessment (ESHIA)
Stage One Screening Record 2024

A. Summary Sheet on Accountability and Actions

Name of proposed service change
<i>Tenancy agreement amendments Council report (Council-led revision of tenancy terms, including adoption of a 52-week rent model and updated service-charge clarity)</i>

Name of the officer carrying out the screening
<i>Jenny Daisley — Strategic Housing & Commissioning Manager</i>

Decision, review, and monitoring

Decision	Yes	No
Initial (Stage One) ESHIA Only?	x	
Proceed to Stage Two Full ESHIA or HIA (part two) Report?		x

If completion of a Stage One screening assessment is an appropriate and proportionate action at this stage, please use the boxes above, and complete both part A and part B of of this template. If a Full or Stage Two report is required, please move on to full report stage once you have completed this initial screening assessment as a record of the considerations which you have given to this matter.

Actions to mitigate likely negative impact or enhance positive impact of the service change in terms of equality and social inclusion considerations
Shropshire Council has reviewed consultation evidence gathered by Shropshire Towns and Rural Housing (STAR Housing) and assessed the equality and social-inclusion impacts of the amendments. Key considerations include: Clear communication of changes through written information, FAQs and tenant engagement opportunities provided operationally by STAR but strategically overseen by the Council. Identification of tenants who may require reasonable adjustments (e.g., older residents or disabled residents concerned about repair responsibilities), with Council oversight ensuring STAR implements adjustments fairly. Confirmed positive impacts for households on low incomes due to reduced weekly rent amounts under a 52-week rent model, improving budgeting and reducing financial stress.

Support processes (face-to-face, telephone, written channels) that ensure all groups — including those with vulnerabilities, refugees, rural tenants, and those with lower literacy — have equitable access to information.

This assessment concludes that there is no evidence of high negative impact across any Protected Characteristic, with several medium to low positive impacts.

Actions to mitigate likely negative impact or enhance positive impact of the service change in terms of health and wellbeing considerations

Council review of tenant feedback shows no direct negative health impacts anticipated.

Indirect positive health and wellbeing benefits identified through improved financial stability, clarity of obligations, and reduced confusion around rent-free weeks.

Council will ensure STAR offers support for tenants with anxiety about change, as identified in consultation responses.

Actions to review and monitor the impact of the service change in terms of equality, social inclusion, and health considerations

Shropshire Council will:

- Oversee STAR's continued engagement and support during implementation (from April 2026 onwards).
- Require regular reporting from STAR on:
 - Tenants requiring additional support
 - Equality-related issues raised
 - Complaints/queries related to the amended tenancy terms
- Monitor impacts on groups identified as having vulnerabilities, including older adults, disabled tenants, low-income households and care-leavers.

Council oversight ensures ongoing compliance with the **Public Sector Equality Duty (PSED)** and continuous improvement of mitigations.

Associated ESHIAs

This Stage One screening follows the initial STAR Housing consultation ESHIA (2025), with Council now applying strategic oversight to the revised proposals.

No other associated ESHIAs identified.

Actions to mitigate likely negative impact, enhance positive impact, and review and monitor the overall impacts with regard to climate change impacts and with regard to economic and societal impacts

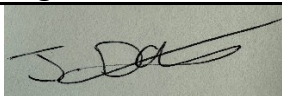
Climate change:

- No significant climate impacts identified.

Economic & societal impacts:

- Strong positive economic impact for tenants: weekly rents reduce when spread across 52 weeks, aligning with benefit payment cycles (UC, HB, PIP).
- Improved budgeting supports residents facing the cost-of-living pressures.
- Council oversight ensures consistent implementation across STAR-managed properties.

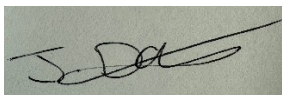
Scrutiny at Stage One screening stage

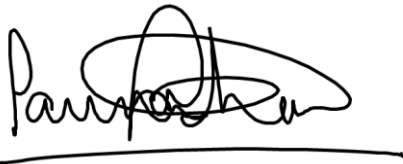
People involved	Signatures	Date
Lead officer for the proposed service change		11/02/2026
Officer carrying out the screening		11.02.2026
Any other internal service area support*		
Any external support**		

***This refers to other officers within the service area**

****This refers to support external to the service but within the Council, e.g, the Performance and Research Specialist for Rurality and Equalities, Public Health colleagues, the Feedback and Insight Team, performance data specialists, Climate Change specialists, etc.**

Sign off at Stage One screening stage

Name	Signatures	Date
Lead officer's name		11.02.2026

Service manager's name		11.02.2026

**This may either be the Head of Service or the lead officer*

B. Detailed Screening Assessment

Aims of the service change and description
Shropshire Council is amending its tenancy agreement to: Improve clarity of rights and responsibilities Align rent payments with standard 52-week benefit cycles Provide clearer, more transparent service-charge provisions The amendments aim to provide a modernised tenancy framework supporting financial stability, transparency and consistency for tenants. Consultation evidence gathered by STAR Housing has been reviewed by the Council to ensure equality, social inclusion and health considerations are fully accounted for.
Intended audiences and target groups for the service change
All tenants in properties managed by STAR Housing on behalf of Shropshire Council Families, older people, disabled residents, care-leavers and residents with vulnerabilities Rural communities within Shropshire Stakeholders including local councillors and neighbouring authorities where relevant
Evidence used for screening of the service change
Shropshire Council has reviewed: Tenant consultation documents and feedback Completed questionnaires (including equality-focused questions)

Summary reports on engagement levels and demographic impacts
STAR Housing's operational analysis and Equality Act due-regard narrative

This evidence has informed the Council's assessment of equality, social inclusion and health impacts.

Specific consultation and engagement with intended audiences and target groups for the service change

While the operational delivery was carried out by STAR Housing, Shropshire Council has reviewed and adopted the findings as part of its strategic due-regard responsibilities:

- Letters, FAQs and full draft agreements sent to all tenants
- Five in-person drop-in sessions across multiple accessible locations
- Dedicated telephone and email contact channels
- Social media communications targeting wider and younger audiences
- Strong engagement, with a 14% response rate and detailed evidence on protected characteristics

Initial equality impact assessment by grouping (Initial health impact assessment is included below this table)

Please rate the impact that you perceive the service change is likely to have on a group, through stating this in the relevant column.

Please state if it is anticipated to be neutral (no impact) and add any extra notes that you think might be helpful for readers.

Protected Characteristic groupings and other groupings locally identified in Shropshire	High negative impact Stage Two ESHIA required	High positive impact Stage One ESHIA required	Medium positive or negative impact Stage One ESHIA required	Low positive, negative, or neutral impact (please specify) Stage One ESHIA required
<u>Age</u> (please include children, young people, young people leaving care, people of working age, older people. Some people may belong to more than one group e.g., a child or young person for whom there are safeguarding concerns e.g., an older person with a disability)				Neutral impact. No adverse effects identified
<u>Disability</u> (please include cancer; HIV/AIDS; learning disabilities; mental health)			Medium positive impact due	

conditions and syndromes; multiple sclerosis; neurodiverse conditions such as autism; hidden disabilities such as Crohn's disease; physical and/or sensory disabilities or impairments)			to alignment with benefit cycles; reasonable adjustments available for repairs concerns.	
<u>Gender re-assignment</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				Neutral impacts across all categories.
<u>Marriage and Civil Partnership</u> (please include associated aspects: caring responsibility, potential for bullying and harassment)				Neutral impacts across all categories.
<u>Pregnancy and Maternity</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)			Medium positive (budgeting benefits).	
<u>Race</u> (please include ethnicity, nationality, culture, language, Gypsy, Roma, Traveller)			Neutral impacts across all categories.	
<u>Religion or Belief</u> (please include Buddhism, Christianity, Hinduism, Islam, Jainism, Judaism, Nonconformists; Rastafarianism; Shinto, Sikhism, Taoism, Veganism, Zoroastrianism, and any others)			Neutral impacts across all categories.	
<u>Sex</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)			Neutral impacts across all categories.	
<u>Sexual Orientation</u> (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)			Neutral impacts across all categories.	
<u>Other: Social Inclusion</u> (please		Positive impacts for low income		

include families and friends with caring responsibilities; households in poverty or on low incomes; people for whom there are safeguarding concerns; people you consider to be vulnerable; people with health inequalities; refugees and asylum seekers; rural communities)

households and vulnerable residents (clearer rent structure).-income households and vulnerable residents .

however, consultation feedback indicates that a smaller cohort of vulnerable residents — including those who rely on rent-free weeks as an established budgeting mechanism — may experience short-term difficulty adjusting to the new model. This does not amount to a disproportionate negative equality impact, but does require tailored support. Mitigations include clear communication, personalised budgeting support, and assistance with Universal Credit/Housing Benefit adjustments to help these tenants transition confidently.”

<u>Other: Veterans and serving members of the armed forces and their families</u>				Neutral to low positive — clearer budgeting supports financial stability.
<u>Other: Young people leaving care</u>				Neutral to low positive — clearer budgeting supports financial stability.

Although consultation responses highlighted that many tenants rely on rent-free weeks as part of their personal budgeting routine — particularly older residents, disabled tenants and those on low incomes — these concerns relate to established habits and the emotional impact of change rather than a disproportionate negative equality impact. The proposal does not increase annual rent and reduces weekly payments, which remains beneficial for low-income households. Any transition-related anxiety will be mitigated through targeted budgeting support, clear communication, and assistance with UC/HB adjustments.

Initial health and wellbeing impact assessment by category

Please rate the impact that you perceive the service change is likely to have with regard to health and wellbeing, through stating this in the relevant column.

Please state if it is anticipated to be neutral (no impact) and add any extra notes that you think might be helpful for readers.

Health and wellbeing: individuals and communities in Shropshire	High negative impact <i>Part Two HIA required</i>	High positive impact	Medium positive or negative impact	Low positive negative or neutral impact (please specify)
Will the proposal have a <i>direct impact</i> on an individual's health, mental health and wellbeing? For example, would it cause ill health, affecting social inclusion,				Neutral — A small number of vulnerable tenants may experience short-term anxiety linked to

independence and participation? .				the change from rent-free weeks to a continuous 52-week rent model. This relates primarily to adjustment of established budgeting habits rather than a direct long-term mental health impact. With mitigations in place — including tailored budgeting support, clear explanatory communications, and assistance with benefit realignment — this impact is expected to be temporary and proportionately managed.”
Will the proposal <i>indirectly impact</i> an individual’s ability to improve their own health and wellbeing? For example, will it affect their ability to be physically active, choose healthy food, reduce drinking and smoking? .				Low positive — better budgeting may support healthier choices and reduce stress
Will the policy have a <i>direct impact</i> on the community - social, economic and environmental living conditions that would impact health?				Neutral.

For example, would it affect housing, transport, child development, education, employment opportunities, availability of green space or climate change mitigation? .				
Will there be a likely change in <i>demand</i> for or access to health and social care services? For example: Primary Care, Hospital Care, Community Services, Mental Health, Local Authority services including Social Services? .				Neutral — no anticipated change. [ESHIA - Te...nt Changes PDF]

Guidance Notes

1. Legal Context

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services. It is up to us as an authority to decide what form our equality impact assessment may take. By way of illustration, some local authorities focus more overtly upon human rights; some include safeguarding.

It is about what is considered to be needed in a local authority's area, in line with local factors such as demography and strategic objectives as well as with the national legislative imperatives.

Carrying out these impact assessments helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010, and to thus demonstrate that the three equality aims are integral to our decision making processes.

These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

These screening assessments for any proposed service change go to Cabinet as part of the committee report, or occasionally direct to Full Council, unless they are ones to do with Licensing, in which case they go to Strategic Licensing Committee.

Service areas would ordinarily carry out a screening assessment, or Stage One equality impact assessment. This enables energies to be focussed on review and monitoring and ongoing evidence collection about the positive or negative impacts of a service change upon groupings in the community, and for any adjustments to be considered and made accordingly.

These screening assessments are recommended to be undertaken at timely points in the development and implementation of the proposed service change.

For example, a Stage One ESHIA would be a recommended course of action before a consultation. This would draw upon the evidence available at that time, and identify the target audiences, and assess at that initial stage what the likely impact of the service change could be across the national Protected Characteristic groupings and our additional local categories. This ESHIA would set out intended actions to engage with the groupings, particularly those who are historically less likely to engage in public consultation eg young people, as otherwise we would not know their specific needs.

A second Stage One ESHIA would then be carried out after the consultation, to say what the feedback was, to set out changes proposed as a result of the feedback, and to say where responses were low and what the plans are to engage with groupings who did not really respond. This ESHIA would also draw more upon actions to review impacts in order to mitigate the negative and accentuate the positive.

Meeting our Public Sector Equality Duty through carrying out these ESHIAs is very much about using them as an opportunity to demonstrate ongoing engagement across groupings and to thus visibly show we are taking what is called 'due regard' of the needs of people in Protected Characteristic groupings.

If the screening indicates that there are likely to be high negative impacts for groupings within the community, the service area would need to take advice on whether or not to carry out a full report, or Stage Two assessment. This is resource intensive but will enable more evidence to be collected that will help the service area to reach an informed opinion.

In practice, Stage Two or Full Screening Assessments have only been recommended twice since 2014, as the ongoing mitigation of negative equality impacts should serve to keep them below the threshold for triggering a Full Screening Assessment. The expectation is that Full Screening Assessments in regard to Health Impacts may occasionally need to be undertaken, but this would be very much the exception rather than the rule.

2. Council Wide and Service Area Policy and Practice on Equality, Social Inclusion and Health

This involves taking an equality and social inclusion approach in planning changes to services, policies, or procedures, including those that may be required by Government. The decisions that you make when you are planning a service change need to be recorded, to demonstrate that you have thought about the possible equality impacts on communities and to show openness and transparency in your decision-making processes.

This is where Equality, Social Inclusion and Health Impact Assessments (ESHIA) come in. Where you carry out an ESHIA in your service area, this provides an opportunity to show:

- What evidence you have drawn upon to help you to recommend a strategy or policy or a course of action to Cabinet or to Strategic Licensing Committee.
- What target groups and audiences you have worked with to date.
- What actions you will take in order to mitigate any likely negative impact upon a group or groupings, and enhance any likely positive effects for a group or groupings; and
- What actions you are planning to monitor and review the impact of your planned service change.

The formal template is there not only to help the service area but also to act as a stand-alone for a member of the public to read. The approach helps to identify whether or not any new or significant changes to services, including policies, procedures, functions, or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

There are nine Protected Characteristic groupings defined in the Equality Act 2010. The full list of groupings is: Age; Disability; Gender Reassignment; Marriage and Civil Partnership; Pregnancy and Maternity; Race; Religion or Belief; Sex; and Sexual Orientation.

There is also intersectionality between these. Eg a young person with a disability would be in the groupings of Age and Disability, and if they described themselves as having a faith they would then also be in the grouping of Religion or Belief. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging, or delivering services.

For the individuals and groupings who may be affected, ask yourself what impact do you think is likely and what actions will you currently anticipate taking, to mitigate or enhance likely impact of the service change? If you are reducing a service, for example, there may be further use you could make of awareness raising through social media and other channels to reach more people who may be affected.

Social inclusion is then a wider additional local category we use in Shropshire, in order to help us to go beyond the equality legislation in also considering impacts for individuals and households with regard to the circumstances in which they may find themselves across their life stages. This could be households on low incomes, or households facing challenges in accessing services, such as households in rural areas, and veterans and serving members of the armed forces and their families, or people that we might consider to be vulnerable, such as young people leaving care or refugee families.

Please note that the armed forces are now a grouping to whom we are required to give due regard under recent Armed Forces legislation, although in practice we have been doing so for a number of years now.

We are now also identifying care leavers as a distinct separate local grouping due to their circumstances as vulnerable individuals.

When you are not carrying out an ESHIA, you still need to demonstrate and record that you have considered equality in your decision-making processes. It is up to you what format you choose.-You could use a checklist, an explanatory note, or a document setting out our expectations of standards of behaviour, for contractors to read and sign. It may well not be something that is in the public domain like an ESHIA, but you should still be ready for it to be made available.

Both the approaches sit with a manager, and the manager has to make the call, and record the decision made on behalf of the Council.

Carry out an ESHIA:

- If you are building or reconfiguring a building.
- If you are planning to reduce or remove or reconfigure a service.
- If you are consulting on a policy or a strategy.
- If you are bringing in a change to a process or procedure that involves other stakeholders and the wider community as well as particular groupings

Carry out and record your equality and social inclusion approach:

- If you are setting out how you expect a contractor to behave with regard to equality, where you are commissioning a service or product from them.
- If you are setting out the standards of behaviour that we expect from people who work with vulnerable groupings, such as taxi drivers that we license.
- If you are planning consultation and engagement activity, where we need to collect equality data in ways that will be proportionate and non-intrusive as well as meaningful for the purposes of the consultation itself.
- If you are looking at services provided by others that help the community, where we need to demonstrate a community leadership approach

3. Council wide and service area policy and practice on health and wellbeing

This is a relatively new area to record within our overall assessments of impacts, for which we are asking service area leads to consider health and wellbeing impacts, and to look at these in the context of direct and indirect impacts for individuals and for communities.

A better understanding across the Council of these impacts will also better enable the Public Health colleagues to prioritise activities to reduce health inequalities in ways that are evidence based and that link effectively with equality impact considerations and climate change mitigation.

Health in All Policies – Health Impact Assessment

Health in All Policies is an upstream approach for health and wellbeing promotion and prevention, and to reduce health inequalities. The Health Impact Assessment (HIA) is the supporting mechanism

- Health Impact Assessment (HIA) is the technical name for a process that considers the wider effects of local policies, strategies and initiatives and how they, in turn, may affect people's health and wellbeing.
- Health Impact Assessment is a means of assessing both the positive and negative health impacts of a policy. It is also a means of developing good evidence-based policy and strategy using a structured process to review the impact.
- A Health Impact Assessment seeks to determine how to maximise health benefits and reduce health inequalities. It identifies any unintended health consequences. These consequences may support policy and strategy or may lead to suggestions for improvements.
- An agreed framework will set out a clear pathway through which a policy or strategy can be assessed and impacts with outcomes identified. It also sets out the support mechanisms for maximising health benefits.

The embedding of a Health in All Policies approach will support Shropshire Council through evidence-based practice and a whole systems approach, in achieving our corporate and partnership strategic priorities. This will assist the Council and partners in promoting, enabling and sustaining the health and wellbeing of individuals and communities whilst reducing health inequalities.

Individuals

Will the proposal have a *direct impact* on health, mental health and wellbeing?

For example, would it cause ill health, affecting social inclusion, independence and participation?

Will the proposal directly affect an individual's ability to improve their own health and wellbeing?

This could include the following: their ability to be physically active e.g., being able to use a cycle route; to access food more easily; to change lifestyle in ways that are of positive impact for their health.

An example of this could be that you may be involved in proposals for the establishment of safer walking and cycling routes (e.g., green highways), and changes to public transport that could encourage people away from car usage. and increase the number of journeys that they make on public transport, by foot or on bicycle or scooter. This could improve lives.

Will the proposal *indirectly impact* an individual's ability to improve their own health and wellbeing?

This could include the following: their ability to access local facilities e.g., to access food more easily, or to access a means of mobility to local services and amenities? (e.g. change to bus route)

Similarly to the above, an example of this could be that you may be involved in proposals for the establishment of safer walking and cycling routes (e.g. pedestrianisation of town centres), and changes to public transport that could encourage people away from car usage, and increase the number of journeys that they make on public transport, by foot or on bicycle or scooter. This could improve their health and well being.

Communities

Will the proposal directly or indirectly affect the physical health, mental health, and wellbeing of the wider community?

A *direct impact* could include either the causing of ill health, affecting social inclusion, independence and participation, or the promotion of better health.

An example of this could be that safer walking and cycling routes could help the wider community, as more people across groupings may be encouraged to walk more, and as there will be reductions in emission leading to better air quality.

An *indirect impact* could mean that a service change could indirectly affect living and working conditions and therefore the health and well being of the wider community.

An example of this could be: an increase in the availability of warm homes would improve the quality of the housing offer in Shropshire and reduce the costs for households of having a warm home in Shropshire. Often a health promoting approach also supports our agenda to reduce the level of Carbon Dioxide emissions and to reduce the impact of climate change.

Please record whether at this stage you consider the proposed service change to have a direct or an indirect impact upon communities.

Demand

Will there be a change in demand for or access to health, local authority and social care services?

For example: Primary Care, Hospital Care, Community Services, Mental Health and Social Services?

An example of this could be: a new housing development in an area would affect demand for primary care and local authority facilities and services in that location and surrounding areas. If the housing development does not factor in consideration of availability of green space and safety within the public realm, further down the line

there could be an increased demand upon health and social care services as a result of the lack of opportunities for physical recreation, and reluctance of some groupings to venture outside if they do not perceive it to be safe.

For further advice: please contact

Lois Dale via email lois.dale@shropshire.gov.uk, or

Phil Northfield via email Phillip.Northfield@shropshire.gov.uk

Consultation Response Questionnaire

Name:

Address:

Date:

1. Awareness & understanding of rent clear weeks:

- a. Are you aware that you currently have 4 rent-clear weeks? Yes/No
- b. Do you understand that under the proposed change, the total rent amount annually will not increase? Yes/No

2. Preference regarding rent clear weeks:

- a. Would you prefer to continue paying rent over 48 weeks with 4 rent-clear weeks? Yes/No
- b. If yes, please explain why paying a smaller amount each week over 52 weeks is not preferred?

3. Budgeting regarding rent clear weeks:

- a. How would a consistent weekly rent payment over 52 weeks affect your ability to budget?

- b. Do you currently plan around the 4 rent-clear weeks for larger expenses? Yes/No

4. Impact of change to rent clear weeks:

- a. Would the change to 52 weeks cause any difficulty or benefit for you financially or practically? Yes a lot/Yes a little/No
- b. If yes, please describe any negative impacts and any concerns you may have

5. Support with changes to rent clear weeks:

- a. Would you need any support to adapt to the proposal to pay across 52 weeks rather than 48?
Yes/No
- b. What types of support would you need if this change is implemented (e.g. budgeting advice, payment flexibility)?

6. General including service charges:

- a. Do you have any concerns in relation to the other proposed changes to your tenancy agreement
Yes/ No
- b. If yes, please describe below:

7. Any concerns:

- a. If you have expressed concerns above, do you have any suggestions for alternatives to the proposed changes? Yes/No
- b. If yes, please describe below: Comment Box

8. Any benefits:

- a. Will the proposed changes have any positive benefits for you? Yes/No
- b. If yes, please comment below: Comment box

The next questions are all about you. We use this information to make sure we are delivering services to all sections of our community and that the feedback we have is representative. You do not have to complete this section if you don't want to, but it will help us to understand the feedback we receive and improve our services if you do.

1. What age group are you? (please tick)

16-24		45-54		75-84	
25-34		55-64		85+	
35-44		65-74		Prefer not to say	

2. Do you have any long-standing illness or disability that limits your daily activity?

Yes

No

Prefer not to say

3. If yes, can you describe below. Please don't feel you have to complete this if you would rather not say. We ask this to check we understand the needs of people who are responding to the survey.

Vision (for example blindness or partial sight)

Hearing (for example deafness or partial hearing)

Mobility (for example walking short distances or climbing stairs)

Dexterity (for example lifting and carrying objects, using a keyboard)

Learning or understanding or concentrating

Memory

Mental health

Stamina or breathing or fatigue

Other

Prefer not to say

If other, please state below:

4. Which one of following best describes you?

Working full time

Working part time

Zero-hour contract

Self employed

Apprenticeship

Training

Student

Retired

Unemployed

Other

Prefer not to say

5. We work hard to understand the equality impact of any decisions we take. Do you have any comments to make about your own needs and any concerns in relation to the proposals set out within the consultation?

Thank you for taking the time to complete this survey.

How we will use your information:

The information you have provided will be used to inform decision making. The survey results data will be shared within STAR Housing and Shropshire Council. We will not share the survey data with any third parties. We will only publish anonymised responses, parts of responses, or a summarised version of

responses and will ensure individual survey respondents cannot be identified. Your response will be stored securely and kept in line with STAR Housing's Records and Documents Retention Schedule.

We comply with data protection laws concerning the protection of personal information, including the General Data Protection Regulation (GDPR). For more information on how information is held by STAR Housing and your rights to gain access to the information we hold on you please see our corporate privacy policy at <https://www.starhousing.org.uk/home/accessing-information/our-privacy-notice/>

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Appendix 2 – Report Summary: Anonymised Consultation Responses

Purpose of the Consultation

To gather feedback on proposed amendments to the tenancy agreement, including the shift from a 48-week rent model with four rent-free weeks to a consistent 52-week rent model, alongside updates to service charges, repairs responsibilities, succession, pets and parking.

Profile of Respondents

- Predominantly older tenants (55+), including a significant proportion aged 65–84
- High levels of long-term illness or disability
- Many receiving Housing Benefit or Universal Credit
- A large proportion not in employment or retired

This represents a tenant group more sensitive to changes affecting budgeting routines.

Awareness and Understanding of the Proposal

- Most respondents understood the proposal does not increase annual rent
- Some confusion remained around UC/HB payment cycles and timing of changes
- Clear communication was a consistent request

Views on Moving to 52-Week Rent Collection

Supportive Views

A significant minority of respondents were **supportive or neutral** towards the proposal, particularly where:

- Alignment with monthly UC/HB cycles
- Preference for predictable weekly/monthly payments
- Reduced confusion compared to rent-free weeks

Concerns and Objections

- Reliance on rent-free weeks to manage winter bills, Christmas costs, arrears
- Anxiety about UC/HB recalculation and risk of administrative errors
- Worries about change rather than the proposal itself
- Higher stress levels for vulnerable tenants during transition

Financial Resilience

- Rent-free weeks are relied upon to:
 - Manage **Christmas and Easter costs**
 - Pay higher **winter fuel bills**
 - Catch up on arrears or essential household expenses
- Many respondents stated they **budget specifically around these weeks** and view them as a vital coping mechanism during the cost-of-living crisis.

Support Needs Identified

- Where a move to 52 weeks is implemented, respondents identified a need for:
- Assistance notifying UC/HB
- Budgeting advice and financial inclusion support
- Practical examples ahead of implementation
- Reassurance that tenants will not lose out during the transition
- Other Key Tenancy Agreement Issues Raised

Service Charges

- Significant concern about:
 - **Lack of clarity** on what service charges cover
 - Perceived **poor value for money**, especially where services are not visible
 - Fear of **new or increased charges**, particularly for older and fixed-income households

Transparency and itemisation were repeatedly requested.

Other Tenancy Agreement Issues:

- Desire for more transparency on service charges
- Concerns over expected repairs responsibilities
- Requests for clarity on pets, succession and tenancy terms
- Importance of proportionate enforcement of ASB and parking rules

Overall Summary

While many respondents support or are neutral toward the 52-week model, there is significant reliance on the current 48-week approach as a coping mechanism. The

proposal is seen as logical but change-intensive, particularly for vulnerable tenants. Clear communication and strong transition support are essential.

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Appendix 3 – Proposed changes to section 3.4 Repairs, Maintenance and Alteration of the new proposed tenancy agreement.

The following section was consulted on as part of the new proposed tenancy agreement.

When seeking to understand tenant concerns, there were 8 specific references to this section, and having reviewed the comments it is felt that the following slight amendments should be made to the final tenancy agreement being put forward for adoption and approval by Shropshire Council.

Note: deletions/amendments are shown below in red

3.4 Repairs, Maintenance and Alterations

3.4.1 You must have due regard for ensuring reasonable condition of the Property and in your use of common areas, your neighborhood and neighbours. This responsibility applies to you, members of your household and any other person living in or visiting the property including children.

3.4.2 You are responsible for repairs, which would not have been necessary if you had given us notice about another repair. You are responsible for repairs which either would not have been necessary at all or would not have been so extensive.

3.4.3 You are responsible for repairing and maintaining all improvements and fixtures and fittings made or fitted by you in and around the property, for example, kitchens, bathrooms, sheds and outbuildings.

3.4.4 You will carry out any repairs to your home that are not our responsibility (in the event that we are required to carry out such repairs, they will be recharged to you). This includes:

- Replacing or repairing any fixtures or fittings (such as locks and keys, hinges, glass in doors and windows, baths, toilets, sinks and basins) which require attention due to misuse by you or members of your household or visitors to your home.
- Repairing and, if necessary, renewing, gate catches and fireplace tiles
- Maintaining in a good state of repair any fixtures and fittings that you install in your home (including fires, cookers and electrical appliances);
- Maintaining in a good state of repair all toilet seats.
- Maintaining internal doors
- Surface damage to internal plasterwork
- Pelmet, curtains and picture rails
- Shed latches, bolts and catches

3.4.5 You are responsible for carrying out the following activities:

- Pest control.
- Bleeding radiators

- Cleaning and removing limescale from baths, sinks, basins and showerheads
- Lubricating hinges and locks
- Adjusting doors when you have new carpets fitted.
- Decorating the inside of your home and keeping it in a reasonable state of decoration.
- Keeping all baths, sinks and cisterns, sanitary fittings and drains clean and unblocked.
- Renewing chains and plugs for sinks, baths and basins.
- Replacing light bulbs, batteries and fuses.

3.4.6 You must take reasonable steps to prevent pipes freezing in winter, particularly by using any heating which we have provided on your property.

3.4.7 You must make sure that there is always adequate ventilation and heating within the property to avoid condensation building up within the property and causing damage. You must follow any advice given by us, our managing agents or contractors, to prevent condensation.

3.4.8 You must not lay floor coverings or mats or place decorative items or materials on communal landings or common areas.

3.4.9 You are responsible for keeping any common areas clean, tidy and clear of all items. We may remove any items left in the common areas and recharge you the cost of storing or disposing of the item.

3.4.10 If you do not maintain the inside and outside of the property, including gardens, hedges, trees and boundaries, to a reasonable condition, we may require you to make good condition of the property or we or our Managing Agents may carry out the work required and charge you the costs of the work.

Shropshire Council Tenancy Agreement and Conditions

Contents of the Tenancy Agreement

Shropshire Council Tenancy Agreement and Conditions	1
THE AGREEMENT	2
THE TENANCY TERMS AND CONDITIONS	7
1. SECTION 1: GENERAL	7
2. SECTION 2: RENT	7
3. SECTION 3: YOUR RIGHTS	9
4. SECTION 4: YOUR DUTIES AND RESPONSIBILITIES	11
5. SECTION 5: OUR DUTIES AND RESPONSIBILITIES	20
6. SECTION 6: ENDING THE TENANCY	21
7. SECTION 7: MISCELLANEOUS	24
SERVICE CHARGE SCHEDULE	25

THE AGREEMENT

1. By signing this agreement, you are agreeing to become our tenant, and to abide with the terms and conditions of the tenancy.
2. All Introductory Tenancies are for a twelve-month trial period with a statutory option to extend them for a further six months if we have specified concerns about the conduct of the tenancy.
3. Whether the Introductory Tenancy will become a Secure tenancy at the end of the introductory period is determined in accordance with the Tenancy Policy.
4. If there is no extension and no possession proceedings in progress at the end of the introductory period, the tenancy will automatically become a Secure tenancy. The types of tenancy you are being offered are set out in the box below and are explained in more detail in the Tenant Handbook.
5. Secure Tenancies have no fixed term and are sometimes known as lifetime tenancies.
6. If more than one person is named below, this is a joint tenancy and each person has the full responsibilities and rights set out in the Terms and Conditions.

The Property		
Address		
Postcode		
Property Type:		
Property Size:		
Maximum number of occupants:		
Adaptations		
Special features		
The Tenancy		
Tenancy Start Date		
Tenancy type		
Introductory Period		
Tenancy type at the end of the introductory period		
Name	Date of Birth	National Insurance Number
Former Tenancy Address		
From		
To		
Outstanding amount	£0.00	
Payments		
Weekly Net Rent:	£0.00	
Weekly Service Charge: <i>Please refer to Service Charge Schedule for breakdown</i>	£0.00	
Total Weekly Rent:		

Other Charges:	£0.00
Former Tenancy Arrears	£0.00
Gardening Scheme	£0.00
Total Weekly CHARGE (made up of rent, service charge and other charges added together)	£0.00

DRAFT

7. Your landlord is Shropshire Council. You can serve any notices (including notices in legal proceedings) on us at the address set out below. This is our notice to you of our address as required by section 48(1) of the Landlord and Tenant Act 1987.

**Shropshire Council
Guildhall
Frankwell Quay
Shrewsbury
SY3 8HQ**

8. The landlord's managing agent is Shropshire Towns and Rural Housing Limited ("STAR Housing"), Ptarmigan House, Shrewsbury Business Park, Sitka Drive, Shrewsbury, SY2 6LG. STAR Housing are an Arm's Length Management Organisation ("ALMO" or "Managing Agent"). This is based on agreement with Shropshire Council to manage the homes, tenancies and neighbourhoods of the Council houses, flats, bungalows and garages. The role of the ALMO or Managing Agent includes collecting rent, ordering repairs and making improvements to all housing. Shropshire Council still owns all the homes.
9. Please read this agreement carefully before accepting the tenancy. You are entering into a legal contract with us. If you need help to understand your Tenancy Agreement or any of the Terms or Conditions below, you must contact us as soon as possible or get advice from a solicitor or the Citizens Advice Service. Details of who to contact and how are in your Tenant Handbook.
10. When the agreement has been signed, the conditions become binding on you as tenant(s) and the Council as landlord. You may lose your home if you do not keep to the conditions and you should notify the Council or our managing agent if you feel we have failed to meet our obligations.
11. For data protection purposes, you agree that we may process personal information, which you have provided or has been provided by third parties, to perform the functions of managing your tenancy and the provision of general housing and support needs. Any processing will be undertaken in accordance with the provisions of the General Data Protection Regulations 2018 and any other relevant legislation and regulation and in accordance with our policies on disclosure or information and confidentiality. By entering into this tenancy agreement, you consent to such processing.
12. Any legal notice or other communication arising from this Agreement will be validly served on you if served on you either by hand; by hand delivery to your property; by post at the property or your last known address or by any other valid means. It will be deemed that you have received all letters and notices the same day if we delivered them by hand; the second working day after posting if sent by first class post; or the third day if sent by second class post.

13. You agree that, to the best of your knowledge, the information you have provided to us, in agreeing to the terms of this tenancy, is true. You must not carry out or commit any fraud related to your occupation of the property. Housing fraud can result in both criminal prosecution and civil financial penalties.

Signed (Tenant 1)		Date	
Signed (Tenant 2)		Date	
Signed on behalf of Shropshire Council			
Name:		Date:	
Signature		Position	

THE TENANCY TERMS AND CONDITIONS

1. SECTION 1: GENERAL

1.1. Your Home

- 1.1.1. Your home includes the house or flat, any fixtures and fittings that we provide and any garden, paths, hedges, outbuildings, garage and fences within the boundaries of your home.
- 1.1.2. Your home does not include common entrances, halls, stairways, landings and other areas (including communal gardens and yards) that are used by you and by our other tenants or other occupants of neighbouring properties (called “shared areas” in this agreement).

1.2. Notices

- 1.2.1. For the purpose of section 48 of the Landlord and Tenant Act 1987, our address for the service of notices including notices in connection with legal proceedings is the address given in section 1 of this agreement or any other address that we provide to you for this purpose.
- 1.2.2. Any legal notice or any other communication arising from this agreement or relating to your tenancy will be validly served on you if posted or delivered to your home or fixed to the main door of your home whether or not you are still living there.
- 1.2.3. Nothing in this Tenancy shall give to any other person any benefit or the right to enforce any term of this Tenancy and you and/or we may vary or end this Tenancy without being required to obtain the consent of any other person.

2. SECTION 2: RENT

2.1. Your Duty to Pay Your Rent

- 2.1.1. You must pay the total weekly charge (made up of rent, service charge, and other charges added together) listed in this Tenancy Agreement, a week in advance, every Monday
- 2.1.2. Payment must be made in advance of the rent being due.
- 2.1.3. If your tenancy starts on a day other than a Monday, your first payment must include the rent due for that part of the week together with one week's rent in advance.

- 2.1.4. You will pay any rent arrears owing on another Shropshire Council Property, as set out at the start of this Tenancy Agreement above, in weekly instalments.
- 2.1.5. Each joint tenant has a responsibility to pay in full the rent and all other charges listed in the Agreement above.
- 2.1.6. If your Property is in supported accommodation with a community alarm and/or intensive housing management service, it is a condition of your tenancy that you pay for the services you receive.
- 2.1.7. If you live in general purpose housing and currently, or at any point during your tenancy, you receive an intensive housing management service, it is a condition of your tenancy that you pay for the services you receive.
- 2.1.8. If neither you nor any other member of your household can maintain and cultivate your garden in accordance with your obligations under this tenancy agreement, below and you have opted into the Gardening Scheme, we will carry out the work required on your behalf. The cost of being in the Gardening Scheme will be reflected in the payment schedule in the Tenancy Agreement above.

2.2. Our Duties Relating to Your Rent

- 2.2.1. We will retain on your rent account an amount of credit equivalent to four weeks' rent which will be refunded at the end of the tenancy. Any additional credit will be refunded to you upon request.
- 2.2.2. We may change your rent at any time. We will tell you of any change in rent before the change, but we reserve the right to change your rent even if you do not receive this notice. We will give you at least four weeks' written notice of any increase or decrease in the rent payable.
- 2.2.3. Changes in rent or other charges will normally happen annually in April, but this may not always be the case. Rents are set in accordance with the legislation and the regulatory framework which apply at the time of the change.
- 2.2.4. Service Charges are calculated on a fixed basis. We may add to, increase, decrease, remove, reduce or vary the Services and/or Other Charges that are provided to you. The New Services and/or Other Charges shall not take effect until at least 4 weeks after the notice of variation is sent.

3. SECTION 3: YOUR RIGHTS

3.1. Right to Occupy

- 3.1.1. You have the right to occupy your home without interruption or interference from us during this tenancy (except for the obligation to give access to us and our contractors as set out below) as long as you comply with the terms of this agreement.
- 3.1.2. You have security of tenure only so long as you occupy your home as your only or principal home. If you stop living in your home as your only or principal home, you will lose security of tenure and this tenancy will no longer be secure. If this happens, we can give four weeks' notice in writing to end the tenancy. If, at the expiry of the notice, your home is occupied, we will still need a possession order from the County Court.

3.2. Succession

- 3.2.1. Succession is where a tenant dies and their partner or relative takes over the tenancy. When you die, your tenancy may pass to your partner or a relative who has lived with you continuously for the 12 months before your death. The property must be their main home at the time of your death.
- 3.2.2. If you, yourself, are a successor (for instance, because you have succeeded on the death of a previous tenant) then your partner and relatives will not have the right of succession.
- 3.2.3. If your tenancy passes to a relative or your partner when you die, and the property is larger than their needs, or has been designated for a specific use such as a sheltered housing scheme for elderly people, we may ask them to move to another suitable property. We will take steps to find alternative accommodation. However, if they are unwilling to move and it is reasonable in the circumstances, we may seek a court order to gain possession of the property.
- 3.2.4. In certain circumstances you may also have the right to assign your tenancy to someone who qualifies as a successor. You are advised to seek legal advice before proposing to assign your tenancy. You must complete any repairs for which you are responsible before assigning your tenancy.

3.3. Occupation, Lodgers, Sub-letting and Right to Buy

- 3.3.1. Lodgers can live with you provided it does not cause overcrowding or exceed the maximum number of occupants set out in the Tenancy Agreement above.

- 3.3.2. Secure Tenants can sub-let part of their home with our written consent. It is a criminal offence to sublet the whole of the property.
- 3.3.3. Introductory Tenants can only assign their tenancy in accordance with a Family Court order under the legislation which applies at the time the order is made.
- 3.3.4. Secure tenants can assign their tenancy:
- By exchanging tenancies, with our written consent, in accordance with the legislation and regulatory provisions which apply at the time of the application and with certain conditions which we will inform you of if consent is given
 - In accordance with a Family Court order under the legislation which applies at the time the order is made
 - To someone who would be eligible to succeed to the tenancy under the legislation and regulatory provisions that apply at the time of the application
- 3.3.5. Secure Tenants have the Right to Buy their home except for supported housing or properties that are deemed, by us or our Managing Agent, to be substantially adapted which are excluded from the Right to Buy. Time as an Introductory Tenant will count toward the qualifying period and eligibility for discount for the Right to Buy.

3.4. Improvements and Alterations

- 3.4.1. Secure Tenants only have the **right to carry out alterations or improvements** to their home, with our express written consent. All improvements must be done to our satisfaction. You may be asked to remove, at your own expense, any structures you have added, and make good the fabric of the building. Alternatively, if we do not request removal, any alterations will fall under our ownership at the end of the tenancy.

3.5. Policies, Legislation and Personal Information

- 3.5.1. You have the right to see our policies and those of our managing agents and contractors.
- 3.5.2. You have the right to see certain personal information relating to your tenancy or housing application. The main rights that you have (which may be limited in the case of special categories of data) are to see the contents of electronic and manual files; have a copy of the file or parts of it if you pay a charge; and ask for any information that is not accurate or not needed in the file to be corrected or removed.

4. SECTION 4: YOUR DUTIES AND RESPONSIBILITIES

4.1. Use and Occupation of Your Home

- 4.1.1. You must occupy the property as your only or principal home. We will take steps to serve the required notice and recover possession of the property where we do not believe you are living there. You must inform us immediately if you know that you will be away from the property for more than four consecutive weeks.
- 4.1.2. You must move into the property by the tenancy start date in the agreement above. If you do not you may not be able to claim support with your housing costs.
- 4.1.3. If we have evidence that you have not moved into your property or that you have moved out without telling us, we may, for safety reasons, tell the electricity, gas and water services that we believe your property is empty.
- 4.1.4. You are responsible for insuring your contents against deliberate, malicious, criminal or accidental damage.
- 4.1.5. You are responsible for ensuring the number of people living in the property does not either exceed the maximum number of occupants set out in this Agreement or result in statutory overcrowding.
- 4.1.6. You must supply us with details of any person who is living with you in the property and immediately upon any change to such details. You must also inform us and our Managing Agent immediately upon the death of any person who has a right to reside with you at the property.
- 4.1.7. The Council or its Managing Agent may conduct tenancy audits of the property. If requested, you must provide proof of your identity and anyone living with you.
- 4.1.8. You must only use the property as a private dwelling house. You must not run a business from the property without our written consent. For this purpose, businesses include but are not limited to:
- A vehicle maintenance business
 - A printing business
 - Any business where you must use hydraulic equipment, industrial machinery or chemicals
 - A shop or wholesale business where customers would have to visit your property
 - Any business that would mean business vehicles would be parked at your property or in the area near your property. For example, if you wanted to run a vehicle-hire company, delivery business or taxi business
 - An animal breeding business
 - A haulage or lorry business
- 4.1.9. If the property has a door entry system you must use it properly and must not prop or allow doors to be propped open. You will be recharged for the cost of any replacement keys or key fobs for door entry systems.

4.2. Overcrowding

- 4.2.1. You will not allow more than the permitted number of occupants (which is given in the “Maximum Number of Occupants” section, above) to live in your home, without our prior written permission.

4.3. Access

- 4.3.1. You must allow us, our Managing Agents and contractors reasonable access to your property to inspect the condition of the property and to carry out general repairs and improvements. This includes inspections and servicing of the gas and electrical supply, gas appliances, solid fuel and other forms of heating systems, asbestos safety checks, fire safety checks, treatment for pest or vermin infestation or to carry out repairs.
- 4.3.2. We will normally give you at least 24 hours’ notice if access is required, but you will give immediate access in an emergency. If you do not give immediate access or you are not at home in an emergency, we may enter your home.
- 4.3.3. You will allow us to show prospective new tenants around your home if you have given us notice to terminate your tenancy. If we want to do this, we will give you at least 48 hours’ notice.
- 4.3.4. You must ensure safe access for us, our Managing Agent or our contractors in order to inspect, carry out repairs, gain access to roofs and loft spaces or for any other reason including the annual gas safety inspection.
- 4.3.5. You must not allow an accumulation of personal property to prevent or obstruct any inspection, repairs or access to the property.
- 4.3.6. Should we require the property to be empty for works, repairs or improvements to be carried out you must, on reasonable notice, move to suitable temporary accommodation for the duration of the works, repairs or improvements. You must leave the temporary accommodation and return to the property on completion of the works, repairs or improvements.

4.4. Repairs, Maintenance and Alterations

- 4.4.1. You must have due regard for ensuring reasonable condition of the Property and in your use of common areas, your neighbourhood and neighbours. This responsibility applies to you, members of your household and any other person living in or visiting the property including children.

- 4.4.2. You are responsible for repairs which would not have been necessary if you had given us notice about another repair. You are responsible for repairs which either would not have been necessary at all or would not have been so extensive.
- 4.4.3. You are responsible for repairing and maintaining all improvements and fixtures and fittings made or fitted by you in and around the property, for example, kitchens, bathrooms, sheds and outbuildings.
- 4.4.4. You will carry out any repairs to your home that are not our responsibility (in the event that we are required to carry out such repairs, they will be recharged to you). This includes:
- Replacing or repairing any fixtures or fittings (such as locks and keys, hinges, glass in doors and windows, baths, toilets, sinks and basins) which require attention due to misuse by you or members of your household or visitors to your home;
 - Repairing and, if necessary renewing, gate catches and fireplace tiles;
 - Maintaining in a good state of repair any fixtures and fittings that you install in your home (including fires, cookers and electrical appliances);
 - Maintaining in a good state of repair all toilet seats;
 - Maintaining internal doors
 - Surface damage to internal plasterwork
 - Pelmet, curtain and picture rails
 - Shed latches, bolts and catches
- 4.4.5. You are responsible for carrying out the following activities:
- Pest control.
 - Bleeding radiators
 - Cleaning and removing limescale from baths, sinks, basins and showerheads
 - Lubricating hinges and locks
 - Adjusting doors when you have new carpets fitted.
 - Decorating the inside of your home and keeping it in a reasonable state of decoration;
 - Keeping all baths, sinks and cisterns, sanitary fittings and drains clean and unblocked;
 - Renewing chains and plugs for sinks, baths and basins;
 - Replacing light bulbs, batteries and fuses;
- 4.4.6. You must take reasonable steps to prevent pipes freezing in winter, particularly by using any heating which we have provided in your property.

- 4.4.7. You must make sure that there is always adequate ventilation and heating within the property to avoid condensation building up within the property and causing damage. You must follow any advice given by us, our managing agents or contractors to prevent condensation.
- 4.4.8. You must not lay floor coverings or mats or place decorative items or materials on communal landings or common areas.
- 4.4.9. You are responsible for keeping any common areas clean, tidy and clear of all items. We may remove any items left in the common areas and recharge you the cost of storing or disposing of the item.
- 4.4.10. If you do not maintain the inside and outside of the property, including gardens, hedges, trees and boundaries, to a reasonable condition, we may require you to make good the condition of the property or we or our Managing Agents may carry out the work required and charge you the costs of the work.

4.5. Telling us About Repairs

- 4.5.1. You must inform the us or our Managing Agent of any defects to the property that are our responsibility as soon as you become aware of them including defects to common areas.
- 4.5.2. We cannot repair your property unless you have contacted us to say what you think is wrong. We cannot accept any liability to repair your property until you have contacted us. This applies to your home and to communal areas.

4.6. Damage

- 4.6.1. You will not cause any damage to your home. If damage is caused in any way, then you will be responsible for making good the damage. This does not include fair wear and tear. If you do not repair the damage for which you are responsible, we can carry out the work and recharge you for the cost of the work.
- 4.6.2. You must keep the Property, outbuildings and garden, including any trees and hedges, in a reasonable condition.
- 4.6.3. You are responsible for the cost of repairs that are the result of neglect or misuse, or deliberate, malicious, criminal or accidental damage by you, people living in the property or people visiting the property.
- 4.6.4. You must take all reasonable precautions to protect the property from fire which includes but is not limited to:

- Ensuring that all means of escape from the property are kept free from obstruction
- Ensuring that any fire or smoke detection equipment installed in the property is working correctly. This means that you must test the fire or smoke alarms regularly. If a fire or smoke alarm fitted by us is not working correctly, you must notify us as soon as you become aware it is not working; and
- Ensuring you do not do anything that in our opinion reduces fire safety at the property, or in any communal areas. This includes but is not limited to removing or damaging any fire detection devices or removing, altering or damaging any structures that provide fire separations (such as doors and walls)

4.6.5. You must not allow an accumulation of personal property to cause structural damage to the property.

4.7. Alterations

4.7.1. You must not alter the boundary of the property without our permission. This includes altering or erecting any fence, hedge or boundary wall.

4.7.2. If alterations are made to the property without permission or are not carried out to a reasonable standard, we may require you to make good the condition of the property or we, or our Managing Agents will carry out the work required and charge you for the costs of the work.

4.8. Anti-Social Behaviour and Violence

4.8.1. You are responsible for your own behaviour, the behaviour of members of your household including your children; and anyone living in or visiting the property including behaviour in shared common areas.

4.8.2. You or any person living in or visiting the property must not do anything that causes or is likely to cause a nuisance or annoyance to a neighbour or a person living, working in or visiting the local area. This includes people living in the locality of your home, street or estate regardless of whether they are Council or private tenants or owner occupiers.

4.8.3. You or any person living in or visiting the property must not harass or threaten to harass or use or threaten to use violence or intimidate a person in the local area because of their race, colour, ethnic origin, nationality, age, sexuality, religion, gender, illness or disability or any other protected characteristic. Examples of harassment include, but are not limited to:

- Violence or threats of violence;

- Abusive or insulting words or behaviour;
- Stalking;
- Damage or threats of damage to property belonging to another person, including damage to any part of a person's home or to our offices;
- Writing threatening, abusive or insulting communications, including over social media, or graffiti;
- Making untrue allegations.

4.8.4. You or any person living in or visiting the property must not use or threaten to use violence towards any person living in the property.

4.8.5. You or any person living in or visiting the property must not use violence, threats or intimidation towards any partner or anyone living in or visiting the property to try to remove them from the tenancy or cause them to leave. This includes but is not limited to emotional and financial abuse and coercive control.

4.8.6. You or any person living in or visiting the property must not use or threaten to use violence towards any person living in the locality of your home, street or estate regardless of whether they are Council or private tenants or owner occupiers.

4.8.7. You or any person living in or visiting the property must not use the property for any criminal, immoral or illegal purpose, which includes storing or handling stolen goods.

4.8.8. You or any person living in or visiting the property must not harass or threaten to harass or intimidate or use or threaten violence verbally or physically towards our employees, councillors, anyone contracted to do work for the Council, our managing agents, our contractors or tenant representatives. This includes but is not limited to contact by email, social media and letter.

4.8.9. You or any person living in or visiting the property must not create a health and safety risk.

4.8.10. You or any person living in or visiting the property must not damage any of our property or possessions or those of any of our tenants; your neighbours or any member of their household or visitors

4.9. Anti-Social Behaviour and Drugs

4.9.1. You, or any person living in or visiting the property, must not, either in your property or in the area near your property, use, possess, produce,

or supply any drugs or substances that are illegal under the Misuse of Drugs Act 1971 or under any other or subsequent part of the criminal law.

4.9.2. In particular you must not:

- Cultivate and/or prepare any of these drugs;
- Supply any of these drugs to another person;
- Offer to supply any of these drugs to another person;
- Possess any of these drugs with the intention of supplying them to another person;
- Alter your home in such a way as to enable it to be used for supplying drugs to other persons.

4.10. Pets and Animals

4.10.1. Pets and animals may only be kept in the property with our prior written consent and permission. You are responsible for requesting such permission. Such permission can be withdrawn at any time.

4.10.2. You cannot keep at or bring into your home or any shared area:

- A dangerous wild animal (as defined by the Dangerous Wild Animals Act 1976); or
- A dangerous dog, including types defined as such by the Dangerous Dogs Act 1991.

4.10.3. You, or any person living in the property may only keep domestic pets if they do not cause a nuisance or annoyance to anyone living, working or visiting the locality or do not cause any damage to the property. We may ask you to remove any pet if it causes nuisance or annoyance or damage to the property. You must provide details of any pets you have in the property.

4.10.4. You, or any person living in the property, must not keep dogs in flats with shared communal areas unless they are assistance dogs in accordance with the legislation which applies at the time of the tenancy.

4.10.5. You, or any person living in the property, must not breed any animals from your property as a business.

4.10.6. You, or any person living in the property, must not keep in or around the property any dangerous, offensive, harmful or inflammable materials except those that can reasonably be put to domestic use.

4.11. Shared Areas

4.11.1. You must keep any shared areas (especially fire exits) tidy and completely free from obstruction or rubbish. Where there are shared

areas, and a cleaning service is not provided, you must keep them clean. This is the joint responsibility of you and the other tenants who use the shared areas.

- 4.11.2. You must not put, leave or store any item in any shared area. If you do, we can remove it and dispose of it without warning.
- 4.11.3. If there is a separate electricity supply for shared areas, you must not use electricity from that supply.
- 4.11.4. You must not use any shared area for the storage, repair, dismantling or maintenance of any bicycle, vehicle (including a mobility scooter), motorcycle, caravan, boat or trailer without our prior written consent. This consent may be withdrawn at any time.
- 4.11.5. If your home is a flat, you must not obstruct or keep or store anything in the hallways, staircases or landings. You must not put anything belonging to you in a shared area or alter anything in a shared area (including fixtures).

4.12. Refuse and Dangerous Materials

- 4.12.1. You are responsible for keeping your home in a safe condition and free from hazards.
- 4.12.2. You must not do, or allow, any act which may endanger your home or any neighbouring property.
- 4.12.3. You must not do anything that may invalidate the buildings insurance of your home or cause the premium to be increased.
- 4.12.4. You, or any person living in the property, must not keep petroleum based fuel or bottled gas anywhere inside the property, or in common areas.
- 4.12.5. You, or any person living in the property, must not erect on the property any barbed wire, broken glass or other material that may cause injury.
- 4.12.6. You, or any person living in the property, must ensure that all refuse is contained in a bin and placed outside the property in accordance with the local waste collection authority's requirements.
- 4.12.7. You, or any person living in the property, must dispose of your household furniture, belongings and other bulky waste properly by taking it to a household recycling centre or arranging collection by an authorised waste carrier. You must not leave it in common areas, the garden or outside the property other than on the day of collection.

4.12.8. You must not collect or keep anything in your home of a nature or in a quantity that creates a risk of damage to your home or any neighbouring property or to the health or safety of any person (including you, members of your household, visitors, neighbours and our staff and contractors). This includes:

- Items such as newspapers that create a fire hazard when in large quantities;
- Anything that is unhygienic; and
- Anything that blocks thoroughfares, paths, entrance or exit routes.

4.12.9. You, or any person living in or visiting the property, must not knowingly or recklessly damage any property or possessions belonging to us or our managing agents, our contractors, any neighbours, any of our other tenants, any other person living in the area near the property or any member of their household, lodger, sub-tenant or visitor.

4.13. Noise Nuisance

4.13.1. You, or any person living in or visiting the property, must not use any device or equipment, or do anything, which creates so much noise that it causes a nuisance or annoys your neighbours.

4.14. Parking

4.14.1. You, or any person living in or visiting the property, may only park a motor car or motorcycle within the boundaries of the property if a garage, car hardstanding and a properly constructed pavement and kerb crossing has been provided.

4.14.2. You must not park trade vehicles, caravans, trailers or any other vehicle on the property without our written consent.

4.14.3. You, or any person living in or visiting the property, must not park any car, caravan, trailer, motorcycle, lorry or other vehicle in your garden or on any Council owned grass verge, crossover, shared area or paved or grassed area unless it is a parking area that we have given you written permission to use.

4.14.4. You must not park in such a way as to interfere with access to any adjoining or neighbouring properties or in a way that causes or is likely to cause nuisance or annoyance to others.

4.14.5. You must not park any vehicle that is unroadworthy or untaxed at your home or on any land that we own. If you do so, we can remove it and dispose of it, having given you 24 hours' notice in writing of our intention to do so. If we do this, you will refund to us the costs we incur.

5. SECTION 5: OUR DUTIES AND RESPONSIBILITIES

5.1. Changes to the Tenancy Agreement and Consent

- 5.1.1. Except for changes in rent, or any other charges (as set out within this tenancy agreement, above), the terms of this agreement can only be changed if we give you written notice allowing 28 days for you to tell us your views on the proposed changes. We will consider the views of all tenants who respond. Following the consultation, you will receive a 28-day Notice of Variation setting out the final version of the changes and the date they will take effect.
- 5.1.2. Where these Tenancy Conditions say you need to get our consent, we will not unreasonably withhold it although it may be subject to conditions. If you do not keep to these conditions we may withdraw our consent. We will give you a written explanation if we attach conditions to our consent; do not give consent or if consent is withdrawn.

5.2. Repairs and Maintenance

- 5.2.1. We undertake to keep in repair and proper working order our installations for supplying water, gas, electricity and sanitation and the installations for space and water heating.
- 5.2.2. We undertake to keep in repair the structure and exterior of the property.
- 5.2.3. We are not responsible for repairs that arise because of deliberate, malicious, criminal or accidental damage caused by you, people living in the property or people visiting the property.
- 5.2.4. In an emergency and/or where life, property or contents may be at risk we will attempt to contact you using the emergency contact information you have provided. If we have not been able to contact you or if you refuse access for any reason we will enter the property, using keys made available for our use by our contractor, or where a key is not available by using reasonable force; make safe the cause of the emergency; make good any damage, and ensure you are provided with replacement keys as soon as we can reasonably contact you.

6. SECTION 6: ENDING THE TENANCY

6.1. Your Right to Possession

- 6.1.1. We will not interfere with your rights to the possession of the property unless there is a breach of these Terms and Conditions. You will be given an opportunity to explain and put right any breaches before we consider legal action unless there is a threat of violence or significant risk of harm requiring immediate legal action.
- 6.1.2. If the breach persists, Introductory Tenants may receive a Notice of Proceedings for Possession. The Notice will give the reasons why the action is being taken and when and how to request a review of the decision.
- 6.1.3. If the breach persists, Secure Tenants, may receive a Notice of Seeking Possession giving the reasons for the action and the grounds under Schedule 2 of the Housing Act 1985 for possession.

6.2. Termination of the Tenancy by You

- 6.2.1. If you are an Introductory or Secure Tenant and you want to give up your tenancy you must give us at least four weeks' written notice, ending on a Sunday. All keys to the property must be received by us before 12 noon on the following day (Monday).
- 6.2.2. If you are Secure Tenant, you may terminate the tenancy agreement during the fixed term by serving a break notice on us at least four weeks before the break date ending on a Sunday. The break notice shall be of no effect if, at the break date stated in the break notice:
- you have not paid any part of the rent which was due to have been paid in respect of the tenancy OR
 - vacant possession of the whole of the property is not given OR
 - you are in breach of any of the terms of the tenancy agreement relating to the state of repair and condition of the property
- 6.2.3. Subject to the clauses above, following the service of a break notice a Secure Tenancy ends on the relevant break date. Termination of the tenancy agreement on the break date shall not affect any other right or remedy that either party may have in relation to any earlier breach of the Tenancy Agreement.
- 6.2.4. If a joint tenant gives notice ending the tenancy, the tenancy will be brought to an end. We will then decide whether any of the other joint tenants will be given a new tenancy or allowed to remain during the remainder of a Secure Tenancy.

- 6.2.5. Whichever form of tenancy you have, you must ensure that the condition of the property and our fixtures and fittings are the same when you move out as at the start of the tenancy other than for fair wear and tear. We reserve the right to recover any reasonable costs we incur in replacing, repairing or reinstating any missing or damaged items and alterations which either do not comply with relevant regulations or codes of practice or for which we did not give our written consent.
- 6.2.6. You must make sure that any member of your household, lodger, sub-tenant or visitor leaves the property when your tenancy ends.
- 6.2.7. During the four-week notice period, where requested to do so and on being given reasonable notice, you must allow us or our Managing Agents access to inspect the condition of the property.
- 6.2.8. You must remove your furniture, furnishings, clothing and rubbish on or before the day your tenancy ends. If any of your possessions (or the possessions of any other person) are left at your home or in any shared area at the end of your tenancy (this includes when we have obtained a court order for the possession of your home or when you have moved out), we will treat those possessions as having being abandoned and can dispose of them as we see fit (this may include destroying them). You will be charged for any costs that we incur. If any such possessions are sold, the money from the sale (after deducting the costs of the sale, storage and removal) can be used to pay any sum that you owe us. Any remaining balance will be paid to you.
- 6.2.9. In the event of your death, your executor or personal representative must notify us in writing and terminate the tenancy. The tenancy will continue until we receive notice and failure to terminate may incur further costs against your estate including any unpaid rent.
- 6.2.10. You will pay the following outgoings relating to your home and will indemnify us against any loss or liability arising from your failure to pay during the duration of the tenancy:
- Council tax or any tax replacing it;
 - Water and sewerage charges;
 - Charges for gas and electricity;
 - Telephone charges, including rental, repair, maintenance and reconnection charges; and
 - TV licence and any other charges relating to television services.

6.3. Termination of the Tenancy by Us

- 6.3.1. We may re-enter the property let on a-Secure Tenancy (or any part of the property) at any time after any of the following:
- 6.3.1.1. Any rent is unpaid for twenty-one days after becoming payable whether it has been demanded or not
 - 6.3.1.2. Any breach of any condition of this tenancy agreement has occurred
 - 6.3.1.3. An act of insolvency on the part of the tenant
- 6.3.2. If we re-enter the property (or any part of it) in line with this clause, the tenancy agreement will end immediately without prejudice to any other right or remedy in respect of any breach of the tenancy agreement by the tenant.
- 6.3.3. We will begin to review a Secure Tenancy at least 12 months prior to the end of the fixed term. The criteria, process, advice and assistance arrangements and right to review are set out in the Tenancy Policy.
- 6.3.4. If we are not going to renew your Secure Tenancy, we will give you at least six months' notice that the fixed term is coming to an end. We will make it clear that we do not propose to grant another tenancy, the reason for that decision, and how to request a review of the decision.
- 6.3.5. A further notice ending the tenancy will be sent to you at least two months prior to the end date. If we do not propose to grant another tenancy and if you fail to leave at the end of the fixed term we will obtain a possession order from the court.
- 6.3.6. Our obligation to complete the review and consider granting a further tenancy is conditional upon you co-operating with the review, acting in good faith and providing sufficient information to us to enable the assessment to be properly carried out.

7. SECTION 7: MISCELLANEOUS

7.1. Complaints

- 7.1.1. We take complaints seriously. If you feel that we have broken this agreement or not carried out any of our responsibilities, please refer to our complaints procedure. You can get copies of this from our office. If we do not deal with your complaint, or you feel that we are still not following the Agreement, you can get legal advice from a citizens' advice bureau, or law centre or solicitor or the Independent Housing Ombudsman Service.

7.2. Help and Advice

- 7.2.1. Where appropriate, we may work with you to give you support, advice or help to sort out any problems without having to take legal action including:

- Providing you with advice about rent arrears, benefits entitlement and money management
- Providing you with general advice about looking after the property; garden and shared common areas
- Putting you in contact with support agencies who can help you with your health and wellbeing including adaptations to the property or substance misuse issues
- Giving you advice about the repairs you are responsible for
- Assisting with mediation to help you to sort out any problems you may have with your neighbours

Service Charge Schedule

1. Communal Cleaning	Stairwells, corridors, lobbies	£

	Windows in shared areas	
	Sanitary supplies in communal facilities	
	Jet washing external entrances or bin stores	
2. Grounds Maintenance	Lawn mowing, pruning, hedge trimming	£
	Tree maintenance	
	Litter picking in communal green spaces	
	Weed control, path clearance	
3. Communal Lighting	Energy costs for hallway lights, external block lighting	£
	Maintenance/replacement of light fittings	
4. Lift Maintenance	Routine servicing	£
	Emergency repairs	
	Lift emergency call systems	
5. Door Entry & Access Control	Intercom systems	£
	Fob access systems	
	Electric doors and gates	
6. Fire Safety Systems (Shared Areas)	Fire alarm testing & servicing	£
	Emergency lighting	
	Fire extinguishers and signage	
	Smoke ventilation systems	
7. Caretaking or Estate Staff	Estate inspections	£
	Minor reactive work in communal areas	
	Sweeping and general upkeep	
8. Communal TV Aerials or Satellite Systems	Shared systems maintenance only	£
	TV licence/streaming subscriptions	
9. Waste Services	Bulk refuse collection (e.g., mattresses, furniture)	£
	Bin store cleaning or pest control	
	Recycling service enhancements	
10. Pest Control (Communal Areas Only)	Rodent or insect treatments in shared corridors or bin rooms	£
11. Communal Heating or Hot Water	Fuel/Water costs	£
	Water testing	
	Boiler servicing (shared systems only)	
	Solar Panel Maintenance	

Service Charge Schedule

	Maintenance	£

12. Communal Parking Facilities	Minor reactive work in communal facilities	
13. Community Centres/Communal Areas (only accessible by a controlled group of tenants)	Cost of providing these facilities including business rates	£
	Purchase and maintenance of equipment	
14. Sewage	Cost of providing sewage facilities	£
15. Pond Maintenance	Cost of maintaining a communal pond	£
16. CCTV/24 Hour Security - where required	Cost of providing/maintaining CCTV	£
	Cost of providing 24 hour security	
17. Communal Broadband/WiFi	Cost of providing/maintaining a communal broadband/WiFi connection	£
18. Maintaining Aids & Adaptations	Cost of providing/maintaining aids and adaptations e.g. stair lifts	£
19. Insurance	Cost of providing buildings insurance in the case of shared ownership properties	£
20. Intensive housing management	Cost of providing intensive housing management	£
21. Management company costs	Costs relating to a management company responsible for providing services to a property/estate	£
22. Administration Fees	Calculating and managing service charges	£

List of Variations / Reasons & Effects of Change

	Section / Page	Variation	Reason / Effect
1.	Contents of the Tenancy Agreement (Page 1)	Re-structured and adapted the contents.	This will make your tenancy agreement easier to navigate and to ensure the terms and conditions can be readily understood and accessed.
2.	The Agreement (Page 2)	Removal of reference to 'flexible secure' tenancies	'Flexible secure' tenancies are no longer offered.
3.	The Agreement – Payments (Page 3 & 4)	Clarity added to payments table, "total weekly rent" (net rent and service charge) and then "total weekly charge" (including ancillary charges).	This will clearly breakdown the net rent, service charges, other charges and the total charge.
4.	The Agreement – Point 8 (Page 5)	Additional explanation of the relationship between STAR as an Arm's Length Management Organisation and Shropshire Council.	This provides further clarity and information.
5.	Section 1: General (Page 7)	New terms which set out the definition of the 'home' and service of notices.	This will provide both clarity and compliance with relevant legislation.
6.	Section 2: Rent (Page 7 & 8)	Removed terms, included new terms and rephrased some of the language regarding the payment of rent, service charges and other charges.	This will provide clarity for payment of rent. Also, will provide clarity on service and other charges and explain process should any changes be required in the future.

7.	Section 3: Your Rights: Right to Occupy (Page 9 & 10)	Inclusion of terms relating to the right to occupy and loss of security of tenure. Also included a section on Succession.	This will provide both clarity and compliance with relevant legislation.
8.	Section 3: Your Rights: Right to Occupy (Page 9 & 10)	Removal of reference to 'flexible secure' tenancies	'Flexible secure' tenancies are no longer offered.
9.	Section 3: Your Rights: Improvements and Alterations (Page 10)	Removal of terms relating to claiming of compensation for certain improvements made to a property at end of the tenancy.	To keep the agreement consistent and current. Tenants will still have the rights under housing law, but the tenancy agreement will not create extra compensation duties.
10.	Section 3: Your Rights: Improvements and Alterations (Page 10)	Removal of terms relating to the right to ask for use of an alternative contractor.	To ensure repairs and maintenance are managed fairly, consistently and cost-effectively across all properties. Repairs will be carried out by approved contractors only.
11.	Section 4: Your Duties and Responsibilities: Repairs, Maintenance and Alterations (Page 12, 13 & 14)	New terms which include tenant responsibilities and activities in relation to repairs, maintenance and property alterations. NB: Proposing to amend slightly following the outcome of the consultation to remove tenant responsibility for certain items such as changing tap washers etc.	Provides clarity as to which day to day repairs or activities tenants must handle themselves, allowing for the landlord to focus on our obligations in relation to repairs. This will ensure properties remain safe and in good condition.
12.	Section 4: Your Duties and Responsibilities: Telling Us About Repairs and Damage (Page 14)	New terms regarding the reporting of repairs and damage to property.	This clarifies the tenant's duty to report issues promptly and responsibility for damage caused by them, their household or visitors. This will help us to act sooner to remedy issues, which will reduce cost and further damage.

13.	Section 4: Your Duties and Responsibilities: Anti-Social Behaviour and Violence/Drugs (Page 15, 16 & 17)	New terms regarding the Anti-Social Behaviour, specifically relating to Violence and Drugs.	Violence or threats of violence, storage or dealing of illegal drugs in or around the property are not tolerated and serious breaches can result in tenancy action.
14.	Section 4: Your Duties and Responsibilities: Pets and Animals (Page 17)	New terms regarding Pets and Animals.	To balance tenants' enjoyment of pets with the need to prevent nuisance or damage. To also comply with the legislation and ensure tenants, wider community and staff safety.
15.	Section 4: Your Duties and Responsibilities: Shared Areas (Page 18)	New terms regarding Shared Areas.	This will provide both clarity and compliance with relevant legislation.
16.	Section 4: Your Duties and Responsibilities: Refuse and Dangerous Materials (Page 18 & 19)	New terms regarding Refuse and Dangerous Materials.	This will provide both clarity and compliance with relevant legislation and prevent health hazards, pests and fire risks.
17.	Section 4: Your Duties and Responsibilities: Parking (Page 19 & 20)	New terms regarding Parking.	This provides further clarity and information.
18.	Section 6: Ending The Tenancy: Termination of the Tenancy by You (Page 22)	Rephrased some of the language regarding removal of furniture, furnishings, clothing, and rubbish.	This provides further clarity and information.
19.	Section 6: Ending The Tenancy: Termination of the Tenancy by You (Page 22 & 23)	New terms regarding outgoings relating to your home and removal of reference to 'flexible secure' tenancies.	This provides clarity in respect of tenants' liabilities during your tenancy.

20.	Section 7: Miscellaneous: Complaints (Page 24)	New term regarding Complaints	Provides tenants with a clear route to raise concerns and ensure issues are dealt with fairly. Tenants can make complaints through the complaints procedure. This does not affect your legal rights to escalate to the Housing Ombudsman if unhappy with the outcome.
21.	Service Charge Schedule (Page 25 & 26)	Addition of a service charge schedule	To provide clarity and a breakdown of all potential service charges.

Date: 03 December 2025

Item: Tenancy Agreement Consultation Outcome



1. Background

1.1 STAR Housing undertook a tenant consultation on behalf of Shropshire Council over the period 6th October 2025 – 9th November 2025 (allowing an additional week either side with postal entries received up to 17th November included) on two key changes: adopting a 52-week rent charging model and reviewing the structure of service charges (fixed), in addition to a general update of the existing tenancy agreement.

1.2 In total, 3,771 tenants were consulted, and the following responses were received:

	Number of Responses	Supported Proposals	Neutral/ Unspecified to Proposals	Rejected Proposals
Responses Received	538 (14%)	313	89	136
No Response received (treating as accepting all changes as per consultation documentation)	3,233 (86%)	3,233	-	-
Total	3,771 (100%)	3,546 (94%)	89 (2%)	136 (4%)

1.3 Attached is a copy of the questionnaire sent to tenants.

1.4 Key findings based on the 538 responses received can be summarised as follows:

- Awareness of 4 rent-clear weeks: 79% yes (427)
- Understand no increase in annual rent: 83% yes (444)
- Preference: 94% would prefer to pay over 52 weeks, with 4% preferring to keep 48 weeks with 4 rent clear weeks. NB: no response received is treated as accepting all changes as per the consultation documentation.
- Impact of switching to 52 weeks: 60% report little or no material impact; 3% a lot of impact
- 19% of respondents plan major expenses around rent clear weeks including Christmas and Easter, highlighting budgeting importance.
- Support to adapt: 7% request support (mainly budgeting, Universal Credit changes, and Direct Debit setup)
- Concerns about other tenancy changes: 7% of respondents raised concerns (service charges, repairs responsibilities, parking, pets, succession)

- 1.5 Where provided the following is a summary of the age, disability and employment status of respondents:
- Age: (488 responses) The most common age group among respondents was 65-74 years (26%), 75-84 years (23%), 55-64 years (16%) with two thirds of respondents aged 65 or above.
 - Long standing illness/disability: (506 responses) Yes 53%, No 35%, Prefer not to say 6% including mobility, breathing and mental health issues
 - Employment status: (498 responses) Retired 53% relying mostly on pensions or benefits, emphasising the need for predictable rent payments, Working full time 11%, and unemployed 8%.
- 1.6 Full responses received are included in Appendix 2. Please note responses are recorded exactly as they are received, including spelling mistakes.
- 1.7 Clear guidance and support will be essential to help tenants adjust to the new payment schedules.

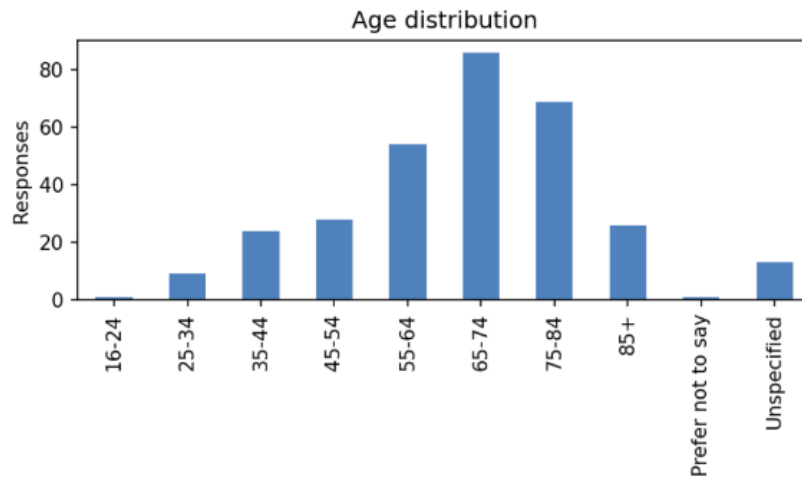
2. Report Detail

2.1 During the consultation period STAR Housing promoted the consultation with staff briefed ready to answer questions, in the first instance, referring tenants to their consultation pack or the website for full details. For those tenants where the pack or online resources were not suitable tenants could email a dedicated inbox for support or contact the incomes team via telephone. Consultation reminders were posted on STAR social media on a weekly basis and an article included in the STAR tenant newsletter which was distributed during the consultation period.

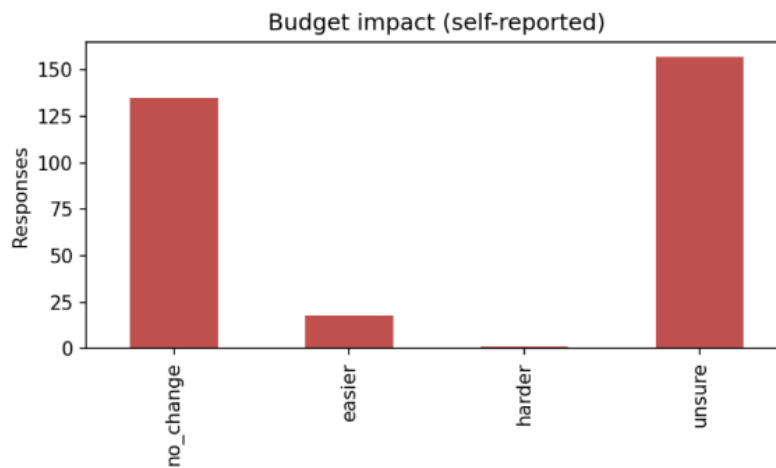
2.2 For those tenants preferring in person communication, drop-in sessions were held on 23rd October at Llywn Fields and Jubilee Community Room (Aspen Grange), on 30th October at Beech Road and Sheldon Court and an additional session at The Severn Centre in Highley was held at the request of the local clerk to Highley and Tasley Parish Council on 24th October.

2.3 14 tenants contacted the Consultation inbox with queries. The income team were responsible for providing a response. 17 tenants attended the various drop-in sessions. Telephone calls were also made directly to the income team. Not all queries received were related to the proposed changes to the tenancy agreement. All queries were discussed at length and where follow up support was required, this was provided. Queries received via email, telephone or in person were not included in the consultation response numbers, however all tenants who contacted STAR Housing were encouraged to submit their consultation questionnaire, with support provided to those who requested.

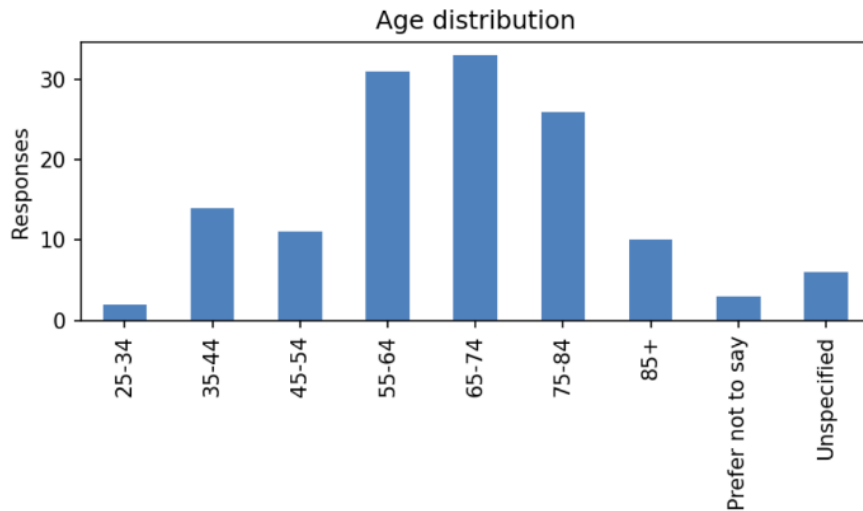
2.4 313 respondents supported the proposed changes. This cohort showed a good awareness of the current 4 rent clear weeks (264 – 85%) and that this would not increase the overall rent payable (281 – 90%). Only 23 (7%) currently planned around the rent clear weeks. 10 respondents (3%) said that they would need support to adapt and 160 (51%) reported a long-standing illness/disability. The age profile of this group is as follows:



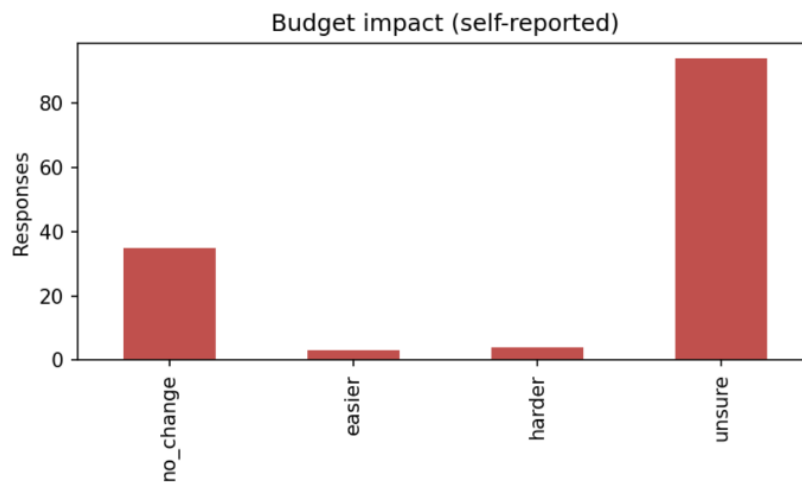
2.5 The self-reported budget impact of the proposed changes to this cohort was as follows:



2.6 The 136 respondents who did not support the proposed changes showed a good awareness of the current 4 rent clear weeks (115 – 85%) and that this proposal would not increase the overall rent payable (113 – 83%), however the understanding of this group was slightly less than those who supported the proposals. 75 (55%) of these respondents planned around the rent clear weeks with a slightly higher proportion 15% (20 respondents) than those in favour of the proposals, reporting that they would need support to adapt to the changes. 75 (55%) reported a long-standing illness/disability. The age profile of this group was as follows:



2.7 Despite 75 (55%) respondents reporting that they currently plan around the rent clear weeks, only a small number of respondents self-reported that the budget impact would be harder:



2.8 Service charges were specifically referenced as part of the consultation to make it clear to all parties that service charges would continue to be calculated on a 'Fixed' basis. Internally, changes are being made to the processes involved in calculating the current service charges to allow for an in-depth annual review. Charges will be calculated annually based on actual cost of the previous year and known changes for the preceding year, rather than the current historical charges just inflated annually by CPI etc. The revised tenancy agreement provides clarity around service charges and will be supported by the implementation of a new service charges module in Housing One. Full details of the proposed changes to service charges for 2026-27 are included in the paper 10b Rent Setting Approval for FAR's consideration and will also be discussed separately at Customer Services Sub-committee.

2.9 In response to question '6a Do you have any concerns in relation to the other proposed changes to your tenancy agreement?' we received 38 legible responses where details were provided, they can be summarised as follows:

No of Responses	Concern Raised	Action Required

8	Concerns about the repairs which are proposed to fall under tenant responsibilities. Concerns included age, disability and the cost of doing this.	Relates to section 3.4 Repairs, Maintenance and Alterations see Appendix 3 for details of proposed amendments in response
8	Concerns around the clarification and breakdown of service charges including whether they are payable over 48/52 weeks	Publication of FAQs when consultation responses are publicised. Concerns will be alleviated by the introduction of Housing One Service Charge module.
2	Concerns about wanting to opt out of service charges	Service charges are a property based charged and if applicable to the property, need to be levied/paid.
2	Concerns about how service charges are calculated for Grounds Maintenance	Grounds Maintenance service charges have been reviewed during 2025-26 to ensure accuracy. To be implemented from 2026-27.
2	Concerns about grounds maintenance standards	Include Grounds Maintenance specifications as part of publicised FAQs to support tenants to understand what their service charges cover.
1	Concerns around pest control	Repairs team have investigated this specific query and will continue to deal with pest control when it is reported.
4	Concerns around parking, and in particular the parking of cars which have failed their MOTs.	Inclusion of questions around this topic in the publicised FAQs. Enforcement of this issue would only be in the case of abandoned vehicles, as STAR Housing will not be checking the MOT status of cars which are parked correctly.
1	General concern on cost	Any concerns on affordability will be picked up and supported by the income team. Inclusion in FAQs when consultation responses are publicised.
1	Wanted tenancy agreement succession to pass onto spouse regardless of whether it had been passed on before	Income team to contact individual to discuss situation.
1	Concerned with the removal of employees and contractors' responsibility to not threaten or intimidate tenants.	Employees and contractors are subject to service standards and any breach of this would result in disciplinary procedures.
1	Concerned that the restriction on breeding animals will not be adhered to.	Any concerns by tenants would be investigated and dealt with appropriately.
3	Do not like change e.g. change causing anxiety	Any tenants requiring support will be supported by Housing Team
1	Query on what would be payable in a 53-week year	Information was provided on this in the consultation pack; however, we will include in FAQs when consultation responses are publicised.

1	Concerned about DWP preventing rent being paid.	There should be no issues with the DWP as rent payable over 52 weeks is normal. Any queries from tenants will be supported by the income team. Inclusion in FAQ's when consultation responses are publicised.
1	Concerned about being allowed pets	Domestic pets which are not classed as a dangerous breed and do not cause a nuisance, damage etc are allowed by tenants with written consent. Inclusion in FAQs when consultation responses are publicised.
1	Concerned that rent will increase at other times of the year, in addition to April.	Whilst this is possible with the new tenancy agreement, in practice this is unlikely to occur.

2.10 We would propose that a slight change is made to section '3.4 Repairs, Maintenance and Alterations' based on the feedback received from tenants. The changes remove repairing responsibility of tenants for locks, gates, lagging and other insulation materials, broken or cracked glass in internal doors or windows, sealant, tap washers and starters in fluorescent lights. These changes will have a minimal financial impact to the STAR Housing/HRA as these elements are currently undertaken by STAR.

2.11 Included at appendix 5 is a table detailing the changes to the tenancy agreement as shared with tenants as part of the consultation pack.

2.12 Based on the overall support for the proposed changes with >94% of tenants falling into acceptance of the proposals, we would recommend that the new tenancy agreement is put to Shropshire Council for approval with STAR Housing planning mitigation for a small group of tenants including:

- Proactively contacting the 35 who requested help; offering budgeting support, DD setup, a Universal Credit/Housing Benefit update guide and sharing of the produced FAQs document.
- Acknowledgement that Christmas/March can be a pressure time for tenants financially with 102 planning around rent free weeks and offer support to enable them to overpay on their account and continue to take these rent clear weeks should their account be in credit.

2.13 The next step is to produce a report for Shropshire Council Full Council requesting the approval of the new tenancy agreement included in Appendix 4. This process fulfils the Preliminary Stage 1B requirements, where the Council is required to consider all comments made. The tenancy agreement is a Shropshire Council legal document, and they may make changes if they consider them to be valid. Whilst the report is submitted for approval, work will commence on the production of the draft website page detailing the consultation results including the publication of the FAQs document with targeted communications on service charges transparency, repairs responsibilities, parking and pets etc. The website will also include a copy of the final tenancy agreement.

2.14 Support will be made available by the income team for the tenants requesting budgeting help including Housing Benefit, Universal Credit, Alternative Payment Arrangements adjustments and Direct Debit and payment set up.

2.15 Providing the report is approved by Council, the adoption of the new tenancy agreement and implementation of a 52-week rent charging model can commence from April 2026. To implement this a 28-day notice of variation is served on all existing tenants. This is Stage 2 (and the final stage) of the statutory

consultation. It is proposed that this be included in the annual rent uplift letter which is also required 28 days before the new rent year. This will reduce the volume of information being sent to tenants and reduce postage costs.

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Committee and Date

Council

26th February 2026

Item

Public



Social Housing Rent and Service Charges 2026

Responsible Officer:		Paula Mawson, Service Director Communities & Customer	
		Duncan Whitfield, s151 Officer	
email:	Paula.Mawson@shropshire.gov.uk Duncan.Whitfield@shropshire.gov.uk	Tel:	01743 256039
Cabinet Member (Portfolio Holder):		Cllr James Owen	

1. Synopsis

This report seeks approval from Shropshire Council for the 2026/27 Housing Revenue Account (HRA) rent levels and service charges, in line with statutory requirements, Government policy, and the comprehensive service charge review undertaken by Shropshire Towns and Rural Housing (STaR Housing).

Failure by the Council to set a lawful budget and rent for its housing stock by 26th February would have a consequence that the Council could not make administrative arrangements to send letters of notice to tenants of their rent increase at least four weeks prior to the start of the next financial year. A delay caused by a call in would seriously prejudice the Council and the public's interest.

Shropshire Council currently has 4,159 homes managed on its behalf by Shropshire Towns and Rural Housing (STaR Housing). Under the management agreement, which began in 2013, STaR Housing operates as the Council's arm's-length management

organisation. The Council’s housing stock is predominantly post-war, traditional, low-rise accommodation, with the majority of homes located in the Oswestry and Bridgnorth areas.

The report outlines:

- The requirement to apply the 4.8% rent increase set by Government policy (Consumer Prices Index CPI September 2025 + 1%).
- The proposed introduction of updated service charges based on actual cost recovery + 15% management and administration fee (excluding sewage).
- The outcomes of the statutory consultation on rent charging and service charge structure, where 94% of respondents raised no objection.
- The Government’s newly announced staged rent convergence mechanism (£1/week from 2027/28 and £2/week from 2028/29). The expected increase of £0.660m HRA income through the proposed rent and service charge adjustments.

The proposals ensure continued financial viability of the HRA, full cost recovery for services, and compliance with all regulatory requirements.

2. Executive Summary

- 2.1 The Council must set rents and service charges for 2026/27 in accordance with the Government’s Rent Standard. With CPI (September 2025) confirmed at 3.8%, rents may increase by 4.8% from 6 April 2026. Applying the full uplift is essential to maintain HRA financial stability, given that rental income represents 93% of HRA revenue.
- 2.2 A statutory consultation was undertaken with tenants as part of the rent and service charge review in relation to the changes from 48 weeks to 52 week rents, with 94% of respondents raising no objection to the proposals.
- 2.3 A full review of all service charges has been undertaken to modernise charging arrangements, increase transparency, and correct long-standing cost under-recovery. It is proposed that charges should now be set using actual cost, plus a 15% management and administration fee, except for sewage where CPI+1% applies for affordability reasons.
- 2.4 The review increases service charge income from £1.174m in 2025/26 to £1.913m in 2026/27, providing the necessary revenue to fund service delivery.

Table1: Average Rent Impacts (1% and 2% increases) – (For information - Social rent is set at the lowest, government-regulated levels to ensure maximum affordability, while affordable rent is permitted at up to 80% of market rent, making it higher but still below typical private sector costs)

Stock Type	Current Average Weekly Rent (£)	+1% Increase (£/wk)	New Rent (£/wk)	+2% Increase (£/wk)	New Rent (£/wk)

Social Rent 1 bed	87.74	0.88	88.61	1.75	89.49
Social Rent 2 bed	101.20	1.01	102.21	2.02	103.22
Social Rent 3 bed	111.16	1.11	112.27	2.22	113.39
Social Rent 4 bed	119.66	1.20	120.85	2.39	122.05
Affordable Rent 1 bed	92.64	0.93	93.57	1.85	94.50
Affordable Rent 2 bed	125.20	1.25	126.45	2.50	127.70
Affordable Rent 3 bed	134.90	1.35	136.25	2.70	137.60
Affordable Rent 4 bed	179.91	1.80	181.71	3.60	183.51

These figures illustrate how percentage-based rent changes translate into real terms for tenants. For most property types, a 1% uplift equates to between £0.88 and £1.35 per week, while a 2% uplift equates to between £1.75 and £3.60 per week, depending on property size. This supports clearer understanding of the financial impact of the Rent Standard uplift and the proposed staged rent convergence mechanism.

- 2.5 The Government has published a formal Direction setting out the statutory rules for reintroducing staged rent convergence from 2027/28. This Direction will allow the Council to implement additional uplifts of £1/week in 2027/28 and £2/week in 2028/29.

3. Recommendations That Council:

- 3.1 Approve an increase to Social and Affordable rents of 4.8% from 6 April 2026, in line with Government rent policy.
- 3.2 Approve the adoption of the Government's staged rent convergence mechanism — following the publication of the formal Government Direction setting out the statutory rules for implementation — which will allow:
- an additional £1/week uplift from 2027/28, and an additional £2/week uplift from 2028/29.
- 3.3 Approve revised service charges for 2026/27, calculated on the basis of:
- Actual cost of service delivery
 - Plus 15% management and administration fee (excluding sewage)
 - Over 52 weeks.
- 3.4 Approve the draft HRA revenue and capital budgets for 2026/27 as shown in Appendices 2 and 3.

- 3.5 Delegate authority to the Section 151 Officer or Deputy and relevant Service Director of Communities & Customer, in consultation with the relevant Portfolio Holder, to finalise rent and service charge implementation and issue statutory notifications.

Report

4. Risk Assessment and Opportunities Appraisal

- 4.1 **Key Risks** - The proposed rent and service charge setting for 2026/27 has been assessed against key financial, operational, legal, and regulatory risks. This section sets out the primary risks associated with the proposals, together with mitigation measures, and identifies the opportunities created through adoption of the updated rent and service charge framework.

- 4.1.1 **Failure to set rents and service charges correctly** - Incorrect or non-compliant rent and service charge calculations could result in breach of statutory and regulatory duties. This includes the requirement to set HRA rents in accordance with the Government Rent Standard and ensure that service charges reflect actual costs incurred.

Mitigation:

- Calculations are aligned with the Government Rent Standard (CPI +1%).
- Service charges have been fully reviewed and recalculated using actual costs plus a 15% management and administration fee.
- Cross-checking and validation undertaken by STaR Housing, Finance Business Partners, and the Service Director.

- 4.1.2 **Breach of statutory notice periods** - Failure to obtain Council approval in time could risk the Council's ability to issue the statutory minimum 28 days' notice of rent and service charge changes.

Mitigation:

- A timetable has been developed providing 39 days' notice, exceeding statutory requirements.
- Early approval sought to meet all deadlines.
- Close monitoring of letter production and despatch schedule.

- 4.1.3 **Under-recovery of service costs** - Historic arrangements resulted in significant under-recovery across several service areas, particularly open-space maintenance, communal utilities, fire safety systems, and lifts. Continuing with outdated charging models would jeopardise the long-term financial sustainability of the HRA.

Mitigation:

- Revised methodology ensures charges reflect actual service delivery costs.
- A 15% management/admin fee added to all applicable categories.
- Annual review cycle to avoid a return to under-recovery.
- Property-level cost modelling for grounds maintenance and utilities.

- 4.1.4 **Increased service charges may disproportionately affect tenants not in receipt of Housing Benefit or Universal Credit**. While 75% of tenants receive some form of benefit support, a minority may face financial strain.

Mitigation:

- STAR Housing Income Team will offer advice, early intervention, and hardship fund support.
- Charges are based on cost recovery and are not profit-generating, ensuring fairness under the Landlord and Tenant Act 1985.
- Benefit-eligible service charges remain fully recoverable for tenants on HB/UC.
- A Stage One Equality, Social Inclusion and Health Impact Assessment (ESHIA) has been undertaken (Appendix 4). The assessment identified no high negative impacts requiring a Stage Two assessment and concluded that impacts are neutral or low positive overall, with mitigation in place for groups who may experience short-term affordability pressures during the transition. Ongoing monitoring and targeted tenant support arrangements are in place to address any emerging issues.

- 4.1.5 **Inaccurate rent or service charge modelling due to changes in employer pension contributions** - Some 2026/27 service charges cannot be finalised until employer pension contribution rates are confirmed.

Mitigation:

- Provisional charges calculated using latest available cost information.
- Final charges to be confirmed once pension data is released, with delegated authority for technical adjustments.
- Governance checks in place before submitting final schedules for approval.

- 4.1.6 **Non-compliance with emerging legislation** (Awaab's Law, Consumer Standards, Decent Homes 2) - Insufficient income to fund property safety works, energy efficiency upgrades or other compliance measures could place the Council at risk of regulatory intervention.

- Awaab's Law is a new legal requirement introduced after the death of the young child Awaab Ishak. It places strict duties on social landlords to investigate and fix damp and mould within set timescales, strengthen evidence requirements, and ensure tenants are kept safe through faster, more accountable repairs processes.
- Consumer Standards are regulatory standards set by the Regulator of Social Housing covering safety, quality of homes, transparency, engagement with tenants, neighbourhood management and how landlords handle complaints. From April 2024 these standards have become more detailed and enforceable, with routine inspections.
- Decent Homes 2 is the Government's forthcoming update to the Decent Homes Standard. It will introduce new expectations around building safety, energy efficiency, damp and mould prevention, and the quality and modernisation of homes.

Mitigation:

- Proposed rent increases and full cost-recovery charging ensure adequate funding for compliance work.
- Programme of investment set out in the HRA Business Plan supports ongoing compliance.
- Risk monitored through regular reporting to senior management and Members.

- 4.1.7 **Delay in finalising responsibilities for grounds maintenance land parcels** - Work is underway to confirm which land parcels should remain HRA-funded and which should transfer to the General Fund.

Mitigation:

- Joint review with Shropshire Council Street Scene teams to confirm land ownership responsibilities.
- Revised estimates prepared pending final confirmation.
- Service charges updated accordingly once decisions are formalised.

- 4.1.8 **Increased voids or arrears resulting from charge changes** - Significant changes in service charges could create concerns among tenants unfamiliar with new cost structures. This could impact rent collection or tenancy sustainment.

Mitigation:

- STaR Housing Income Team will undertake enhanced tenant communications.
- Case-by-case affordability support provided.
- Transition to 52-week rent cycle improves affordability and smooths payments.

4.2 Opportunities

- 4.2.1 Improved financial sustainability for the HRA - Implementing full rent and service charge recovery supports the long-term resilience of the HRA, ensuring essential services and compliance-related investment can continue.
- 4.2.2 Transparent, fair, and modernised service charge structure - The review replaces outdated and opaque categories (e.g. “SERV”) with clearly itemised charges. This enhances tenant understanding and aligns with Consumer Standards as per the regulator of Social Housing.
- 4.2.3 Stronger alignment to regulatory expectations - By ensuring rents follow the Rent Standard and service charges reflect actual costs, the Council significantly reduces the risk of regulatory breaches under the Regulator of Social Housing.
- 4.2.4 Greater readiness for Decent Homes 2 and Awaab’s Law - Improved cost recovery enables investment into building safety, energy efficiency and responsive repairs, supporting compliance with forthcoming legislation.

- 4.2.5 Better use of the STAR Management Fee - By recovering the cost of communal and property-based services appropriately, the STAR Management Fee can be reprioritised toward front-line housing services.
- 4.2.6 More accurate future financial planning - The staged rent convergence mechanism (from 2027/28) provides clearer medium-term forecasting and supports continued financial modelling, scenario testing, and strategic planning.

5. Financial Implications

- 5.1. The Housing Revenue Account (HRA) is a ring-fenced account and must be managed in accordance with statutory obligations, ensuring that income and expenditure relate solely to the Council's retained housing stock. Rental income remains the single most significant revenue stream, accounting for approximately 93% of total HRA income, and therefore the proposed rent increase is essential to maintain financial sustainability.
- 5.2. The Government Rent Standard permits an annual increase of CPI (September 2025) + 1%, resulting in a 4.8% uplift for 2026/27. Failure to apply this increase would reduce HRA income by £1.032m in the coming financial year, materially impacting the Council's ability to:
- Fund the repairs and maintenance programme
 - Comply with statutory safety requirements
 - Meet capital programme commitment.
 - Sustain service delivery under the management agreement with STaR Housing

Applying the full rent uplift contributes to an overall projected increase of £1.760m in HRA income from 2025/26 to 2026/27, inclusive of rent and service charge changes. Illustrative examples of how 1% and 2% rent changes are translated into weekly amounts for different property types are provided in the Executive Summary table 1.

- 5.3 A comprehensive review of service charges undertaken in 2025 identified significant historic under-recovery across multiple service areas. From 2026/27, charges will be calculated using actual service delivery costs plus a 15% management and administration fee (excluding sewage, which will increase by CPI+1% for affordability reasons).

The financial impact of the revised methodology includes:

- Increase in total recoverable service charge income from £0.927m to £1.389m, reflecting a £0.462m improvement.
- Major increases in areas such as grounds maintenance (£0.088m → £0.223m), heating and water (£0.017m → £0.060m), and IHM (£0.508m → £0.654m).

This uplift is essential to ensure services no longer operate at a deficit and that the STaR Management Fee can be directed toward frontline delivery rather than subsidizing under-recovered costs.

- 5.4 Approximately 75% of tenants receive Housing Benefit or Universal Credit, meaning eligible service charge increases will be covered through the benefits system and will not adversely affect most households.

For tenants not in receipt of benefits, STaR Housing will provide targeted affordability support, including hardship fund access and proactive engagement.

- 5.5 The Government's revised staged mechanism for rent convergence — the process of gradually bringing current rents up to their target formula levels, with around 75% of tenants having these adjustments covered through Housing Benefit or Universal Credit and support available for those who do not — applying:

- £1 per week from 2027/28, and
- £2 per week from 2028/29,

Replaces earlier expectations of a £2 uplift from 2026/27. Appendix 2 shows a medium-term summary of the Housing Revenue Account, which at the time of preparing this report does not reflect the impact of rent convergence. Indicative modelling incorporating the revised rent convergence mechanism estimates £5.5m of additional HRA income over the first five years. This uplift would provide essential capacity to support building safety, Decent Homes and energy efficiency investment and enable a reduction in the level of borrowing required for this investment as currently indicated for 2029/30 and 2030/31 as shown in Appendix 3. However, as can be seen from Appendix 2, the significant contributions of revenue financing for capital expenditure over the 5-year period are resulting in the need for the HRA revenue reserve to support expenditure budgets over the next 5 years.

The level of contributions from revenue to capital expenditure reduces from 2029/30, which necessitates the proposed property investment programme to be financed from borrowing or external grants opportunities instead, however the need for this proposed level of borrowing should be mitigated in these latter years due to the anticipated increased rental income from rent convergence. Full modelling will be presented to a future full council in the 2026 HRA Business Plan.

- 5.6 The Council declared a financial emergency on 10 September 2025, and all non-essential expenditure across the organisation is being reviewed. While the HRA is ring-fenced, its sustainability relies on prudent rent and service charge setting. Any reduction in expected income would compromise the ability to:

- Maintain Decent Homes Standard
- Deliver EPC C by 2030
- Comply with Awaab's Law and Regulatory Consumer Standards
- Fund planned investment in existing stock and supported housing services

Borrowing within the HRA remains governed by the debt cap agreed at Council in February 2025, and future investment relies on maintaining a viable business plan. Based on the 2026/27 budget submitted for approval, and as can be seen from Appendix 2, HRA reserves are forecast to reduce from £16.124m on 1 April 2026 to £14.055m million by 31 March 2027. By 31st March 2031 these are estimated to reduce to £4.076m.

Capital financing for stock investment, sustainability measures and building safety works is supported primarily through the Major Repairs Reserve and revenue contributions. Sustainable borrowing is expected to commence from 2029/30, aligned with Business Plan projections, however as per paragraph 5.5, it is intended to mitigate the need for borrowing at the levels shown following appraisal of the impact of rent convergence

6. Climate Change Appraisal

6.1. Carbon Offsetting or Mitigation - The HRA Business Plan includes significant investment in measures that reduce carbon emissions from Council homes. These include improvements to insulation, installation of air source heat pumps and increased use of solar photovoltaic (PV) panels. Such measures directly contribute to lowering energy consumption and emissions across the housing portfolio.

The proposed rent and service charge adjustments ensure the necessary income is available to maintain and expand these programmes. This is particularly important given the Council's statutory and regulatory obligations relating to energy efficiency, damp and mould prevention, and building safety arising from Awaab's Law and the emerging Decent Homes 2 framework.

6.2. Climate Change Adaptation - The Council's investment plans incorporate interventions that make homes more resilient to climate impacts, such as:

- Insulation upgrades to protect against more extreme temperatures
- Improved ventilation systems to mitigate damp, mould and condensation risks
- Flood resilience measures in vulnerable areas

The updated service charge structure—particularly for communal heating, electricity, water, and building safety systems—ensures resources are available to operate and maintain these systems effectively.

6.3 Energy and Fuel Consumption - The proposed investment trajectory anticipates a reduction in household energy consumption due to:

- Improved insulation
- Air source heat pumps
- More efficient communal energy systems
- The long-term transition to modern, low-carbon heating technologies

The move to a 52-week rent and service charge cycle also supports household budgeting, enabling more consistent payment patterns and potentially reducing peak financial stress that can exacerbate fuel poverty.

The Council's commitment to achieving EPC C for all homes by 2030 will also deliver measurable reductions in carbon output across the housing stock

6.4 Renewable Energy Generation - The HRA Business Plan supports the installation of renewable energy technologies across new and existing homes. A growing proportion of properties are already equipped with air source heat pumps and solar PV, and this is planned to increase year-on-year.

As of December 2025, at least 15% of Council homes are already fitted with renewable technologies, with further rollout planned as part of ongoing capital investment programmes.

Service charges for communal energy systems (such as future air source heat pump installations) will ensure that the operational costs of low-carbon systems are correctly and sustainably funded.

6.5 The rent and service charge proposals for 2026/27 play a critical enabling role in delivering Shropshire Council's climate change commitments by:

- Supporting decarbonisation and improved energy efficiency
- Funding climate-resilient upgrades to homes
- Ensuring transparent and sustainable charging for communal energy systems
- Reducing fuel poverty risks through improved budgeting structures
- Facilitating ongoing investment in renewable energy technologies

These measures collectively ensure that the HRA continues to contribute positively to Shropshire Council's climate change objectives while maintaining and improving the quality, safety and sustainability of homes for tenants

7. Background

7.1. The Housing Revenue Account (HRA) is a statutory ring-fenced account through which the Council manages the finances associated with its retained housing stock. Income and expenditure must relate solely to landlord services provided to Council tenants, with rental income forming the primary revenue stream. Approximately 93% of total HRA income is derived from dwelling rents, demonstrating the critical importance of accurate and compliant rent-setting to ensure the long-term sustainability of the account.

7.2. The Government's Rent Standard sets out the framework for annual rent increases for local authorities and registered providers. Rents may rise by CPI (September) + 1%, unless a national rent cap is applied. CPI for the 12 months to September 2025 was 3.8%, which allows a maximum permissible uplift of 4.8% for the 2026/27 financial year. There is no Government-imposed rent cap for 2026/27, meaning the full uplift may be applied.

Shared Ownership rents continue to be calculated at 2.75% of the landlord's share at the time of purchase. From the following April, rents are reviewed annually in line with the terms set out in the lease. As additional shares in the property are purchased, rent will decrease proportionally, based on the original property value.

The Government has confirmed a revised approach to rent convergence — the mechanism used to bring actual rents into line with formula rents over time. After several years without convergence uplifts, the Government announced on 28 January 2026 that it will reintroduce convergence from 2027/28 through staged increases of £1 per week in 2027/28 and £2 per week in 2028/29. This replaces earlier assumptions and marks the formal restart of convergence from 2027/28. This policy shift is particularly significant for Shropshire Council, where 96% of rents remain below target, meaning the majority of properties qualify for future

convergence adjustments. Based on current modelling, the revised convergence mechanism is expected to generate an additional £5.5 million in rental income over the next five years, supporting the Property Investment Programme and reducing the level of borrowing otherwise required.

- 7.3. STaR Housing, as the Council's arms-length housing management organisation, administers rent-setting calculations, service charge modelling, and tenant consultation activities on behalf of the Council. A detailed rent setting and service charge review process takes place annually, with governance overseen by STaR Housing's Board, Shropshire Council officers, and portfolio holder.

A tenant consultation process was undertaken as part of the rent setting and service charge review. STaR Housing issued consultation information to all affected tenants, outlining the proposed rent increase, the updated service charge methodology, and the reasons for the changes. Tenants were provided with opportunities to respond through written feedback and survey responses. All responses were reviewed as part of the decision-making process. Overall, 94% of respondents raised no objection to the proposals, indicating strong tenant understanding and acceptance of the changes.

- 7.4 Shropshire Council continues to work with STaR Housing to meet its core landlord responsibilities aligned with the consumer standards and regulatory framework. Agreed actions are in place to ensure continuous improvement.

While there is a solid foundation in several operational areas, the current regulatory environment demands sustained improvement. Continued close collaboration between the Council and STaR Housing will be essential to address the identified gaps, strengthen compliance, and ensure the Council is in a positive position for regulatory inspection.

It is important to note the operating environment is becoming increasingly challenging due to strengthened regulatory requirements (including Awaab's Law, updated Consumer Standards and the forthcoming Decent Homes 2 framework), which will require sustained investment and robust governance. Performance has also been delivered against a backdrop of historic under-recovery of service charges and wider financial pressures across the Council.

For 2026/27, STaR Housing has undertaken a comprehensive review of service charges, examining every category of chargeable service, including communal utilities, grounds maintenance, fire safety compliance activities, lifts and automated doors, management company recharges, cleaning contracts, and aids and adaptations servicing. The review concluded that historic practices had led to significant under-recovery of costs, with several charges not reflecting the true cost of service delivery. The updated methodology moves service charges to actual cost recovery plus a 15% management and administration fee (excluding sewage), ensuring full cost transparency, equity, and legal compliance.

The service charge review also identified estates and land parcels currently maintained through the HRA, but which may sit outside HRA responsibility. STaR Housing is working with Shropshire Council's Street Scene Team to re-establish correct responsibility for these areas before finalising 2026/27 charges.

STaR Housing is funded via a Management Fee and a Works fee paid from the HRA. The Management Fee is proposed to increase by 4.8% in line with rent increases, as it has in previous years and capital works costs will continue to be recharged to the HRA and Housing Capital programme as and when they are incurred.

7.5 Shropshire Council declared a financial emergency on 10 September 2025, indicating severe financial pressures across the authority. On 28 January 2026 the Government announced a series of reforms affecting affordable housing. These include reintroduction of staged rent convergence uplifts, access to low-cost borrowing, revisions to the Decent Homes Standard, strengthened Minimum Energy Efficiency Standards, changes to Section 106 policies, and creation of a national Social Housing Taskforce. STaR Housing and Shropshire Council are assessing the impact of these measures, with full analysis to be included in the 2026 HRA Business Plan.

While the HRA is legally ring-fenced and not directly affected by General Fund restrictions, it remains essential that the HRA sustains its own financial viability. Any reduction in anticipated rent or service charge income would adversely affect the Council's ability to fund:

- Essential repairs and maintenance
- Building safety compliance (including requirements arising from Awaab's Law)
- Decent Homes Standard compliance
- Energy efficiency improvements to achieve EPC C by 2030
- Ongoing servicing and operation of communal systems

The proposed rent and service charge levels for 2026/27 contribute to an overall projected increase of £0.660m in HRA income compared to 2025/26, supporting the long-term sustainability of the Council's housing services.

7.6 The emerging HRA Business Plan due to be presented to Council in May outlines a programme of significant investment in both new and existing housing over the next 30 years, with borrowing requirements forecast to peak at £172m by 2030/31, remaining within the approved debt cap of £174m. Continued implementation of the rent standard is crucial to fund this investment responsibly.

Investment also includes improvements to energy performance, installation of renewable heating (such as air source heat pumps), fire safety enhancements, and upgrades to communal areas and building fabric—all of which rely on a stable and predictable rent income base.

8. Additional Information

8.1. Shropshire continues to experience significant and sustained housing need. The number of households in the county increased by 7.6% between 2011 and 2021, outpacing overall population growth and the national average. This pressure is reflected in the housing register, with 5,082 (as of 01.02.2026) households currently seeking affordable housing, including high numbers of older people, wheelchair users and those with urgent medical needs.

Private sector rents have risen by more than 3% in the past year, and average house prices have reached £287,000, limiting access to market housing for many local residents. We are yet to see the impact on the private rent sector of the Renters Rights Act which will strengthen protections for renters but may impact on the market as landlords review their position. These affordability pressures reinforce the importance of maintaining a sustainable and well-funded HRA to continue delivering and maintaining affordable homes.

8.2 To ensure the Council is able to consider how it can respond effectively to changing needs, a strategic housing survey is planned for 2026. This will collect detailed data on:

- Future needs across all age groups
- Requirements for specialist and supported housing
- Barriers to moving and affordability constraints
- Tenants' preferences around tenure, adaptations and community integration
- Evidence on demand for temporary accommodation and low-cost home ownership

The findings will shape ongoing updates to Shropshire's Housing Strategy and inform future HRA investment decisions and policy development. Alongside this, the emerging development programme proposes the delivery of 230 Affordable Rent homes, 157 Shared Ownership homes and 364 Social Rent homes across Shropshire. Consideration of this development programme and the proposed funding through a combination of authorised HRA borrowing, Homes England grant and retained Right to Buy receipts will be presented to Council in May alongside the updated HRA Business Plan.

8.3 The rent and service charge recommendations form part of a long-term strategic framework for the HRA. The financial modelling has been subject to rigorous scenario testing, examining:

- Variation in inflation
- Void levels
- Bad debt rates
- Rent policy changes
- Timing of Government rent convergence

This testing confirms that failure to implement the recommended increases would materially weaken the HRA's sustainability, undermine compliance programmes and limit the Council's capacity to invest in existing and new homes.

8.4 The proposals have been developed to ensure ongoing compliance with:

- The Government Rent Standard
- The Consumer Standards (Regulator of Social Housing) and the corresponding regulatory inspection regime.
- The Landlord and Tenant Act 1985
- Emerging requirements under Awaab's Law and Decent Homes 2 (please refer to 4.1.6 for further information on the requirements).

Accurate rent and service charge setting will support the Council's preparedness for future regulatory inspections and strengthen governance, transparency and tenant engagement.

8.5 The Council and STaR Housing continue to work closely with:

- Housing Plus Group
- Connexus
- Cornovii Developments Ltd
- Homes England
- Internal partners including Street Scene, Finance, Legal, Housing Options and Housing Strategy

These partnerships ensure that charging, investment and service delivery decisions are grounded in local need, financial realism and legal compliance. The emerging HRA Business Plan identifies £59.981 of investment in existing homes over the next five years. Based on current assumptions, borrowing of approximately £7.534m million is required to support essential building safety and compliance works while maintaining statutory reserve levels as shown in Appendix 3, however, final investment phasing will be confirmed in the 2026 HRA Business Plan, which will include the impact of rent convergence also and therefore the level of borrowing required will be reassessed at that point.

9. Conclusions

- 9.1. The proposed rent and service charge setting for 2026/27 represents a necessary and balanced approach to sustaining the long-term viability of the Housing Revenue Account while ensuring continued compliance with statutory, regulatory and financial obligations. Applying the full CPI + 1% rent uplift, alongside the updated service charge methodology, provides essential income to maintain core landlord services, meet increasing regulatory requirements, and support planned investment in safety, energy efficiency and stock improvement.
- 9.2. The comprehensive service charge review addresses historic under-recovery and introduces a transparent, fair and legally compliant charging framework that strengthens the financial resilience of both the HRA and STaR Housing's delivery model. The statutory consultation confirms broad tenant acceptance of the proposals, and support mechanisms remain in place for households who may experience affordability pressures.
- 9.3. In the context of significant national policy changes, emerging obligations under Awaab's Law and Decent Homes 2, and the Council's declared financial emergency, the recommended approach provides a prudent and responsible basis for forward planning. Approval of the proposals will ensure the Council is well-positioned to maintain high-quality homes, deliver essential compliance programmes, and progress strategic housing priorities across Shropshire.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Local Member: n/a

Appendices

1. Appendix 1 – Fees and Charges Schedule 2026-2027
 2. Appendix 2 – HRA revenue Budget
 3. Appendix 3 – Property Investment Programme
 4. Appendix 4 – ESHIA
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Housing Revenue Account- Fees and Charges	Description of fee/charge	Fee for 2025/26 - (48 weeks)	Fee for 2026-27 (52 weeks)	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
Fees for 2025/26 were based on 48 weeks and the fees for 2026/27 are based on 52 weeks							
Housing rents	Housing Rents-Increased by Formula rent calculation	Subject to separate recommendation	Subject to separate recommendation		D	1	
Heating charges	Various properties	£0.00-£16.17	£0.69-£25.63	N/A	D	1	
Water charges	Various properties	£1.49-£6.46	£2.13-£6.25	N/A	D	1	
Emergency lighting	Emergency Lighting Service Charges	£0.00	£1.07	New	D	1	
Fire Alarm/Extinguisher servicing charges	Various properties	£0.00-£1.63	£0.92-£2.69	N/A	D	1	
Window Cleaning	Various properties	£0.00- £0.68	£0.66-£1.31	N/A	D	1	
Aids & Adaptations servicing	Servicing of Stairlifts	£0.00	£3.69	New	D	1	
	Servicing of WD Toilets	£0.00	£1.58	New	D	1	
	Servicing of Ceiling Hoist (per ceiling hoist)	£0.00	£1.66	New	D	1	
	Servicing of Automatic Doors	£0.00	£9.20	New	D	1	
	Passenger Lifts	£0.00	£1.18-£1.25	New	D	1	
	Servicing of Automatic Doors	£0.00	£0.34-£1.15	New	D	1	
	Servicing of Stairlifts	£0.00	£0.92	New	D	1	
Cleaning & Sanitary Supplies	Various properties	£0.41-£0.74	£0.12-£1.28	N/A	D	1	
Communal Cleaning	Communal Cleaning	£2.99-£11.70	£2.38-£12.73	-13.8%/22.9%	D	1	
Laundry Equipment Servicing & Repairs	Various properties	£0.00	£0.41-£0.65	New	D	1	
Communal Stand Alone Community Rooms	Various properties	£0.00	£0.00	0.0%	D	1	To be subject of tenant consultation with outcome determining the recommended charges for 2027-28
Grounds Maintenance	Garden Assist - Lawn Cut - Annual Maintenance (20mm to 60mm).	2.45 + VAT	£0.00	See Below	D	1	Change to charging model - see new
	Garden Assist - Hedge Cutting - Annual Maintenance.	1.22 + VAT	£0.00	See Below	D	1	hourly rate information below
	Garden Assist - Hourly Rate.	£0.00	62.64 + VAT	NEW CALCULATION BASIS	D	1	Existing customers will be offered 50% discount capped at maximum of £10 per week (including VAT).
	Property Based Grounds Maintenance - Hourly Rate for Service Charges.	Various	£74.02	NEW	D	1	
	Hourly Rate Chargeable for ad hoc VOID work provided by Grounds Maintenance Team - Quoted per job.	£46.50	£74.46	60.1%	D	1	
	Hourly Rate Chargeable for ad hoc Cornovii/Management Company work provided by Grounds Maintenance Team - Quoted per job.	46.50 + VAT	68.29 + VAT	46.9%	D	1	
Management Company Recharges	Various properties	£0.00-£6.97	£4.59-£10.40	N/A	D	1	
Communal TV Aerials	Communal TV Aerials - Mandatory Charge	£0.93	£0.99	15.3%	D	1	
IHM	Intensive Housing Management Countywide (standard sheltered support)	£20.94	£21.49	2.7%	D	1	
	Intensive Housing Management - Temporary Accommodation (dispersed units)	£77.51	£71.65	0.1%	D	1	
Supported Housing scheme	Service Charge	£275.96	£261.25	2.6%	D	1	
	License Fee	£73.50	£72.91	7.5%	D	1	

Housing Revenue Account- Fees and Charges	Description of fee/charge	Fee for 2025/26 - (48 weeks)	Fee for 2026-27 (52 weeks)	% Change	Basis of Charge (Statutory/ Discretionary)	Charging Category	Notes
	Intensive Housing Management	£56.26	£54.92	5.8%	D	1	
Combined Charges	Various properties	£1.17-£16.47	N/A	N/A	D	1	All charges now detailed out separately
Sewage Services	Various	£0.59-£5.55	£0.57-£5.37	4.8%	D	3	
Temporary Accommodation service charges	Various properties	£12.00-£44.96	£12.58-£47.12	4.8%	D	1	
Community alarms	Leased Services						
	Leased Service (Council tenants) - service charge set by STAR Housing (charge per quarter)	£51 + VAT	£0.00	N/A	D	1	STAR Housing no longer providing Community Alarm services apart from within own Sheltered Schemes.
	Leased Service (Non-Council tenants) - charge set by STAR Housing (charge per quarter)	£51 + VAT	£0.00	N/A	D	1	
	Other charges						
	Monitoring charge on non-leased unit charge set by STAR Housing (charge per quarter)	£14.70 + VAT	£0.00	N/A	D	1	
	Former Grant Supported - Council Tenant Sheltered Schemes	2.45 + VAT	2.35 + VAT	3.8%	D	1	
	Former Grant Supported - Other	2.45 + VAT	£0.00	N/A	D	1	
	Installation Charge:						
	Alarm Installation Charge - set by STAR Housing (per item)	£46.25	£0.00	N/A	D	1	
	Replacement Pendants:						
	Per pendant. Charge set by STAR Housing (per item)	£56.50	£0.00	N/A	D	1	
	Other peripheral equipment e.g. key safe (cost plus installation & admin charge)	Cost plus installation & admin charge (+VAT where due)	£0.00	N/A	D	1	
Parking Bays	Secured Parking Bays (Tenant)	£2.85 per wk. (+VAT where due)	£2.75 per wk. (+VAT where due)	4.8%	D	1	
	Secured Parking Bays (Non-Tenant)	£3.45 per wk. (+VAT where due)	£3.35 per wk. (+VAT where due)	4.8%	D	1	
	Replacement padlock (drop down bollards)	£11.30 plus cost of new lock + VAT	£11.85 plus cost of new lock + VAT	4.8%	D	1	Per item
Repairs recharged to current & former tenants	Charges payable to STAR Housing for various works such as missed appointment, tenant damage and house clearance.	Cost recovery plus 15% admin if applicable	Cost recovery plus 15% admin if applicable	0.0%	D	1	
Garage rents	Bridgnorth & Oswestry (VAT charged to Council tenants on third or more garages and all non-tenants)	£8.40 per week (+VAT where due)	£8.15 per week (+VAT where due)	4.8%	D	1	
	Oswestry - non-tenant	£10 per wk. +VAT	£9.70 per wk. +VAT	4.8%	D	1	
	Garage base	£1.50 per wk. (+VAT where due)	£1.45 per wk. (+VAT where due)	4.8%	D	1	

APPENDIX 2 SHROPSHIRE COUNCIL HOUSING REVENUE ACCOUNT

2025/26 Budget £	2025/26 Forecast £		2026/27 Initial Budget £	2027/28 Initial Budget £	2028/29 Initial Budget £	2029/30 Initial Budget £	2030/31 Initial Budget £
		<u>Income</u>					
(22,729,478)	(21,994,000)	Dwellings Rent	(23,684,000)	(24,443,000)	(25,224,000)	(26,027,000)	(27,346,000)
(102,700)	(102,700)	Garage Rent	(108,000)	(111,000)	(114,000)	(118,000)	(121,000)
(33,182)	(33,182)	Other Rent	(35,000)	(36,000)	(37,000)	(38,000)	(39,000)
(1,049,688)	(1,212,335)	Charges for Services	(1,912,585)	(1,969,963)	(2,029,061)	(2,089,933)	(2,152,631)
		<u>Expenditure</u>					
10,863,882	10,863,882	ALMO Management Fee	11,199,832	11,537,740	11,879,720	12,239,080	12,602,130
1,027,650	1,272,420	Supplies and Services	2,719,134	2,799,680	2,887,670	2,771,770	2,852,870
4,931,642	4,910,332	Capital Charges - Dwelling Depreciation	5,072,000	5,173,000	5,277,000	5,382,000	5,490,000
286,740	287,338	Capital Charges - Depreciation Other	298,000	304,000	310,000	317,000	323,000
0	0	Impairment	0	0	0	0	0
550,000	650,000	Repairs charged to revenue	635,000	693,000	707,000	721,000	731,000
190,179	108,895	New Development Feasibility	150,510	154,000	157,000	160,000	163,000
108,709	108,709	Increase in Bad Debt Provision	114,656	118,150	122,000	126,000	133,000
508,500	486,214	Corporate & Democratic Core	635,180	646,000	659,000	672,000	685,000
5,131,306	0	Revenue Financing Capital Expenditure	3,558,000	6,209,000	6,345,000	2,637,000	2,160,000
0	0	Loan repayments	0			76,000	93,000
3,254,300	3,699,000	Interest Paid	3,653,000	3,653,000	3,733,000	4,105,000	4,501,000
0	0	Interest Received	0	0	0	0	0
		<u>HRA Revenue Reserve</u>					
(9,505,000)	(14,860,594)	B/fwd 1 April (Forecast)	(16,123,021)	(14,051,294)	(9,492,687)	(4,932,358)	(4,072,442)
3,600	0	Loan Repayments	0				
(224,460)	(307,000)	Interest on reserves	(224,000)	(169,000)	(113,000)	(74,000)	(57,000)
2,937,860	(955,427)	(Surplus)/Deficit for year (Budget)	2,295,727	4,727,607	4,673,329	933,917	75,369
(6,788,000)	(16,123,021)	Carried Forward 31 March (Estimated)	(14,051,294)	(9,492,687)	(4,932,358)	(4,072,442)	(4,054,073)

2025/26	2025/26		2026/27	2027/28	2028/29	2029/30	2030/31
RTB 1-4-1							
(3,155,000)	(3,574,000)	B/fwd 1 April (Forecast)	(2,225,000)	(2,225,000)	(2,225,000)	(2,055,000)	(1,260,000)
(1,538,000)	(1,260,000)	Additions	0	0	0	0	0
0	2,609,000	Financing/Usage	0	0	170,000	795,000	1,260,000
(4,693,000)	(2,225,000)	Carried Forward 31 March (Estimated)	(2,225,000)	(2,225,000)	(2,055,000)	(1,260,000)	0
Other RTB							
(2,945,000)	(4,745,000)	B/fwd 1 April (Forecast)	0	0	0	0	0
(1,800,000)	(2,078,000)	Additions	0	0	0	0	0
0	6,823,000	Financing/Usage	0	0	0	0	0
(4,745,000)	0	Carried Forward 31 March (Estimated)	0	0	0	0	0
Other Capital Receipts							
0	(5,121,000)	B/fwd 1 April (Forecast)	0	0	0	0	0
(5,848,000)	(827,000)	Additions	(68,000)	(70,000)	(71,000)	(72,000)	(74,000)
5,848,000	5,948,000	Financing/Usage	68,000	70,000	71,000	72,000	74,000
0	0	Carried Forward 31 March (Estimated)	0	0	0	0	0
Major Repairs Reserve							
(5,036,000)	(1,862,000)	B/fwd 1 April (Forecast)	(2,530,000)	0	0	0	0
(5,218,000)	(5,173,000)	Additions	(5,370,000)	(5,477,000)	(5,587,000)	(5,699,000)	(5,813,000)
5,218,000	4,506,000	Financing/Usage	7,900,000	5,477,000	5,587,000	5,699,000	5,813,000
(5,036,000)	(2,529,000)	Carried Forward 31 March (Estimated)	0	0	0	0	0

Appendix 2 - Property Investment Programme

			26/27			27/28			28/29			29/30			30/31		
Componet	Total Qty	Total Cost	Qty	Unit Cost	HRA Capital	Qty	Unit Cost	HRA Capital	Qty	Unit Cost	HRA Capital	Qty	Unit Cost	HRA Capital	Qty	Unit Cost	HRA Capital
Doors @70% x 1,400 x per Door x Front & Rear	3140	£ 3,923,000	600	£ 1,250	£ 754,000	620	£ 1,250	£769,000	630	£ 1,250	£784,000	640	£ 1,250	£800,000	650	£ 1,250	£816,000
Windows triple glazing	1650	£ 12,424,000	320	£ 7,500	£ 2,387,000	320	£ 7,500	£2,435,000	330	£ 7,500	£2,484,000	340	£ 7,500	£2,534,000	340	£ 7,500	£2,584,000
Pitched / Flat roof	370	£ 5,403,000	70	£ 14,500	£ 1,038,000	70	£ 14,500	£1,059,000	70	£ 14,500	£1,080,000	80	£ 14,500	£1,102,000	80	£ 14,500	£1,124,000
Kitchens	500	£ 3,781,000	100	£ 7,500	£ 727,000	100	£ 7,500	£741,000	100	£ 7,500	£756,000	100	£ 7,500	£771,000	100	£ 7,500	£786,000
Bathrooms/ Shower rooms	580	£ 2,604,000	110	£ 4,500	£ 500,000	110	£ 4,500	£510,000	120	£ 4,500	£521,000	120	£ 4,500	£531,000	120	£ 4,500	£542,000
Lovell K&B	400	£ 3,241,000	80	£ 8,140	£ 623,000	80	£ 8,140	£635,000	80	£ 8,140	£648,000	80	£ 8,140	£661,000	80	£ 8,140	£674,000
External shed doors	0	£ -	0	£ 700	£ -	0	£ 700	£0	0	£ 700	£0	0	£ 700	£0	0	£ 700	£0
Boliers	1920	£ 5,741,000	370	£ 3,000	£ 1,103,000	380	£ 3,000	£1,125,000	380	£ 3,000	£1,148,000	390	£ 3,000	£1,171,000	400	£ 3,000	£1,194,000
Communal Areas refurbishment	0	£ 1,620,000			£ 311,000			£318,000			£324,000			£330,000			£337,000
Communal Kitchen	0	£ -	0	£ 15,000	£ -	0	£ 15,000		0	£ 15,000		0	£ 15,000		0	£ 15,000	
0	£ -																
Total	8560	£ 38,737,000	2789		£ 7,443,000	£ 2,612	£ 38,950	£ 7,592,000	£ 2,166	£ 38,950	£ 7,745,000	£ 2,188	£ 38,950	£ 7,900,000	£ 1,478	£ 38,950	£ 8,057,000
Fire Safety					937,000			956,000			975,000			995,000			1,015,000
Electrical					158,000			161,000			164,000			167,000			171,000
Heating ASHP/Solar					361,000			368,000			376,000			383,000			391,000
Heating Off Grid					689,000			703,000			717,000			731,000			746,000
Garage Refurbishments					173,000			177,000			180,000			184,000			188,000
Reactive Planned (external/fencing/D&M etc.)					889,000			906,000			925,000			941,000			960,000
STP's					343,000			349,000			356,000			364,000			371,000
Adaptations					81,000.00			83,000			84,000			86,000			88,000
Communal door entry					16,000.00			16,000			16,000			17,000			17,000
Staff costs (capital)					436,000			445,000			454,000			463,000			472,000
Total					4,083,000			4,164,000			4,247,000			4,331,000			4,419,000
TOTAL PIP AS PER BP					11,526,000			11,756,000			11,992,000			12,231,000			12,476,000
Proposed funding sources																	
Capital Receipts					100,000			100,000			100,000			100,000			100,000
Major Repairs Reserve					7,900,000			5,500,000			5,600,000			5,700,000			5,800,000
Revenue Allocations from HRA					3,600,000			6,200,000			6,300,000			3,300,000			2,200,000
HRA borrowing					0			0			0			3,200,000			4,400,000

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Shropshire Council
Equality, Social Inclusion and Health Impact Assessment (ESHIA)
Stage One Screening Record 2024

A. Summary Sheet on Accountability and Actions

Name of proposed report
Social Housing Rent and Service Charges 2026/27, including: • Application of the Government Rent Standard (CPI +1%) resulting in a 4.8% rent increase from April 2026 • Introduction of revised service charge methodology (actual cost + 15% management fee, except sewage at CPI+1%) • Transition to a 52-week rent cycle • Implementation of statutory staged rent convergence from 2027/28

Name of the officer carrying out the screening
<i>Jenny Daisley — Strategic Housing & Commissioning Manager</i>

Decision, review, and monitoring

Decision	Yes	No
Initial (Stage One) ESHIA Only?	x	
Proceed to Stage Two Full ESHIA or HIA (part two) Report?		x

If completion of a Stage One screening assessment is an appropriate and proportionate action at this stage, please use the boxes above, and complete both part A and part B of of this template. If a Full or Stage Two report is required, please move on to full report stage once you have completed this initial screening assessment as a record of the considerations which you have given to this matter.

Actions to mitigate likely negative impact or enhance positive impact of the service change in terms of equality and social inclusion considerations
• Provide targeted budgeting support for tenants who previously relied on rent-free weeks. • Provide direct assistance with Universal Credit/Housing Benefit realignment, especially for vulnerable tenants. • Issue clear, accessible communications, including Easy Read and translated formats where needed. • Offer early intervention and hardship support through STaR Housing's Income Team. • Monitor impacts on low-income households, rural communities, disabled residents, and older tenants.

- Monitor levels and client cases with rent arrears to ensure support continues to meet needs.
- Continue aligning financial year cycles with benefit cycles to improve stability for vulnerable tenants.

Actions to mitigate likely negative impact or enhance positive impact of the service change in terms of health and wellbeing considerations

- Reduce stress by ensuring early notice, clear explanations, and consistent messaging.
- Offer 1:1 budgeting advice for households experiencing short-term anxiety.
- Continue investment in energy efficiency, reducing fuel poverty and improving mental/physical wellbeing.
- Monitor complaints, arrears, tenancy sustainment and requests for support.

Actions to review and monitor the impact of the service change in terms of equality, social inclusion, and health considerations

- Ongoing review of tenant feedback following annual rent and service-charge notifications
- Quarterly monitoring of arrears, affordability issues, and tenant support requests
- Annual review of service charge methodology and cost recovery
- Monitoring of impacts on specific groups through STaR Housing demographic and consultation data
- Review engagement levels, especially among hard-to-reach groups (younger tenants, rural areas, vulnerable households)

Associated ESHIAs

- Tenancy Agreement Amendments

Actions to mitigate likely negative impact, enhance positive impact, and review and monitor the overall impacts with regard to climate change impacts and with regard to economic and societal impacts

Climate:

- Reinforced investment in EPC improvements, Air Source Heat Pump rollout, insulation and damp/mould mitigation
- Funding certainty supports compliance with Decent Homes 2 and Awaab's Law

Economic:

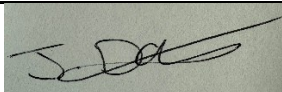
- Helps sustain long-term viability of the HRA

- Supports jobs and delivery through STaR Housing
- Reduces risk of service cuts due to under-recovery
- Alignment to the Universal Credit and Housing Benefit payment cycles

Societal:

- Improved transparency supports trust and fair charging
- Supports sustainable communities and tenancy sustainment
- Ensures equitable access to safe, good-quality housing

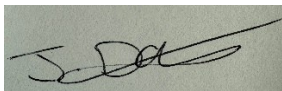
Scrutiny at Stage One screening stage

People involved	Signatures	Date
Lead officer for the proposed service change		12/02/2026
Officer carrying out the screening		12.02.2026
Any other internal service area support*		
Any external support**		

**This refers to other officers within the service area*

***This refers to support external to the service but within the Council, e.g, the Performance and Research Specialist for Rurality and Equalities, Public Health colleagues, the Feedback and Insight Team, performance data specialists, Climate Change specialists, etc.*

Sign off at Stage One screening stage

Name	Signatures	Date
Lead officer's name		12.02.2026
Service manager's name		12.02.2026

**This may either be the Head of Service or the lead officer*

B. Detailed Screening Assessment

Aims of the service change and description

Shropshire Council is implementing updated rent and service-charge arrangements to:

- Apply Government Rent Standard (CPI+1% = 4.8% uplift)
- Introduce modernised actual-cost + 15% service-charge model
- Transition to 52-week rent cycle for clarity and stability
- Ensure compliance with:
 - Rent Standard
 - Consumer Standards (2024)
 - Awaab's Law
 - Decent Homes 2
 - Support financial sustainability of the Housing Revenue Account

The purpose is to ensure transparent, fair, and cost-reflective charging structures, and to support investment in quality and safety of homes.

Intended audiences and target groups for the service change

- All Shropshire Council tenants managed via STaR Housing – which includes:
 - Older people
 - Disabled residents
 - Low income households -income households
 - Rural communities
 - Care leavers
 - Households with vulnerabilities or support needs
 - Tenants not in receipt of benefit support

Evidence used for screening of the service change

- Tenant consultation (94% raised no objection)
- STAR Housing engagement reports
- Equality-data returns from consultation
- Analysis of benefit dependency (75% tenants receive HB/UC)
- HRA financial modelling, cost-recovery analysis
- Regulatory and statutory guidance (Rent Standard, Awaab's Law, Consumer Standards)

Specific consultation and engagement with intended audiences and target groups for the service change

STAR Housing consulted all tenants on behalf of Shropshire Council through:

- Letters, FAQs, and draft proposals
- Five in-person drop-in sessions
- Telephone and email channels
- Social media engagement
- Surveys and written feedback mechanisms

The Council has reviewed and adopted the findings.

Initial equality impact assessment by grouping (Initial health impact assessment is included below this table)

Please rate the impact that you perceive the service change is likely to have on a group, through stating this in the relevant column.

Please state if it is anticipated to be neutral (no impact) and add any extra notes that you think might be helpful for readers.

Protected Characteristic groupings and other groupings locally identified in Shropshire	High negative impact <i>Stage Two ESHIA required</i>	High positive impact <i>Stage One ESHIA required</i>	Medium positive or negative impact <i>Stage One ESHIA required</i>	Low positive, negative, or neutral impact (please specify) <i>Stage One ESHIA required</i>
<u>Age</u> (please include children, young people, young people leaving care, people of working age, older people. Some people may belong to more than one group e.g., a child or young person for whom there are safeguarding concerns e.g., an older person with a disability)			No specific adverse effects identified - Support available for budgeting changes	
<u>Disability</u> (please include cancer; HIV/AIDS; learning disabilities; mental health conditions and syndromes; multiple sclerosis; neurodiverse conditions such as autism; hidden disabilities such as Crohn's disease; physical and/or sensory disabilities or impairments)			Medium positive impact - Improved alignment with benefits; adjustments available	
<u>Gender re-assignment</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				Neutral impacts across all categories.

<u>Marriage and Civil Partnership</u> (please include associated aspects: caring responsibility, potential for bullying and harassment)				Neutral impacts across all categories.
<u>Pregnancy and Maternity</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)			Medium positive - Supports budgeting stability	
<u>Race</u> (please include ethnicity, nationality, culture, language, Gypsy, Roma, Traveller)				Neutral impacts across all categories
<u>Religion or Belief</u> (please include Buddhism, Christianity, Hinduism, Islam, Jainism, Judaism, Nonconformists; Rastafarianism; Shinto, Sikhism, Taoism, Veganism, Zoroastrianism, and any others)				Neutral impacts across all categories.
<u>Sex</u> (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				Neutral impacts across all categories.
<u>Sexual Orientation</u> (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				Neutral impacts across all categories.
<u>Other: Social Inclusion</u> (please include families and friends with caring responsibilities; households in poverty or on low incomes; people for whom there are safeguarding concerns; people you consider to be vulnerable; people with health inequalities; refugees and asylum seekers; rural communities)		Positive impacts Supports fairness; but transition anxiety mitigated through tailored support		
<u>Other: Veterans and serving members of the armed forces and their families</u>				Neutral to low positive — clearer

				budgeting supports financial stability.
Other: <u>Young people leaving care</u>			Neutral to low positive — Stability and transparent charging help independent living	

Initial health and wellbeing impact assessment by category

Please rate the impact that you perceive the service change is likely to have with regard to health and wellbeing, through stating this in the relevant column.

Please state if it is anticipated to be neutral (no impact) and add any extra notes that you think might be helpful for readers.

Health and wellbeing: individuals and communities in Shropshire	High negative impact <i>Part Two HIA required</i>	High positive impact	Medium positive or negative impact	Low positive negative or neutral impact (please specify)
Will the proposal have a <i>direct impact</i> on an individual's health, mental health and wellbeing? For example, would it cause ill health, affecting social inclusion, independence and participation? .				Neutral – Short term anxiety only-term anxiety only
Will the proposal <i>indirectly impact</i> an individual's ability to improve their own health and wellbeing? For example, will it affect their ability to be physically active, choose healthy food, reduce drinking and smoking? .				Low positive — Better budgeting may reduce stress
Will the policy have a <i>direct impact</i> on the				Neutral - No change in

community - social, economic and environmental living conditions that would impact health? For example, would it affect housing, transport, child development, education, employment opportunities, availability of green space or climate change mitigation? .				wider determinants
Will there be a likely change in <i>demand</i> for or access to health and social care services? For example: Primary Care, Hospital Care, Community Services, Mental Health, Local Authority services including Social Services? .				Neutral — No expected change .

Guidance Notes

1. Legal Context

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services. It is up to us as an authority to decide what form our equality impact assessment may take. By way of illustration, some local authorities focus more overtly upon human rights; some include safeguarding.

It is about what is considered to be needed in a local authority's area, in line with local factors such as demography and strategic objectives as well as with the national legislative imperatives.

Carrying out these impact assessments helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010, and to thus demonstrate that the three equality aims are integral to our decision making processes.

These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

These screening assessments for any proposed service change go to Cabinet as part of the committee report, or occasionally direct to Full Council, unless they are ones to do with Licensing, in which case they go to Strategic Licensing Committee.

Service areas would ordinarily carry out a screening assessment, or Stage One equality impact assessment. This enables energies to be focussed on review and monitoring and ongoing evidence collection about the positive or negative impacts of a service change upon groupings in the community, and for any adjustments to be considered and made accordingly.

These screening assessments are recommended to be undertaken at timely points in the development and implementation of the proposed service change.

For example, a Stage One ESHIA would be a recommended course of action before a consultation. This would draw upon the evidence available at that time, and identify the target audiences, and assess at that initial stage what the likely impact of the service change could be across the national Protected Characteristic groupings and our additional local categories. This ESHIA would set out intended actions to engage with the groupings, particularly those who are historically less likely to engage in public consultation eg young people, as otherwise we would not know their specific needs.

A second Stage One ESHIA would then be carried out after the consultation, to say what the feedback was, to set out changes proposed as a result of the feedback, and to say where responses were low and what the plans are to engage with groupings who did not really respond. This ESHIA would also draw more upon actions to review impacts in order to mitigate the negative and accentuate the positive.

Meeting our Public Sector Equality Duty through carrying out these ESHIAs is very much about using them as an opportunity to demonstrate ongoing engagement across groupings and to thus visibly show we are taking what is called 'due regard' of the needs of people in Protected Characteristic groupings.

If the screening indicates that there are likely to be high negative impacts for groupings within the community, the service area would need to take advice on whether or not to carry out a full report, or Stage Two assessment. This is resource intensive but will enable more evidence to be collected that will help the service area to reach an informed opinion.

In practice, Stage Two or Full Screening Assessments have only been recommended twice since 2014, as the ongoing mitigation of negative equality impacts should serve to keep them below the threshold for triggering a Full Screening Assessment. The expectation is that Full Screening Assessments in regard to Health Impacts may occasionally need to be undertaken, but this would be very much the exception rather than the rule.

2. Council Wide and Service Area Policy and Practice on Equality, Social Inclusion and Health

This involves taking an equality and social inclusion approach in planning changes to services, policies, or procedures, including those that may be required by Government. The decisions that you make when you are planning a service change need to be recorded, to demonstrate that you have thought about the possible

equality impacts on communities and to show openness and transparency in your decision-making processes.

This is where Equality, Social Inclusion and Health Impact Assessments (ESHIA) come in. Where you carry out an ESHIA in your service area, this provides an opportunity to show:

- What evidence you have drawn upon to help you to recommend a strategy or policy or a course of action to Cabinet or to Strategic Licensing Committee.
- What target groups and audiences you have worked with to date.
- What actions you will take in order to mitigate any likely negative impact upon a group or groupings, and enhance any likely positive effects for a group or groupings; and
- What actions you are planning to monitor and review the impact of your planned service change.

The formal template is there not only to help the service area but also to act as a stand-alone for a member of the public to read. The approach helps to identify whether or not any new or significant changes to services, including policies, procedures, functions, or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

There are nine Protected Characteristic groupings defined in the Equality Act 2010. The full list of groupings is: Age; Disability; Gender Reassignment; Marriage and Civil Partnership; Pregnancy and Maternity; Race; Religion or Belief; Sex; and Sexual Orientation.

There is also intersectionality between these. Eg a young person with a disability would be in the groupings of Age and Disability, and if they described themselves as having a faith they would then also be in the grouping of Religion or Belief. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging, or delivering services.

For the individuals and groupings who may be affected, ask yourself what impact do you think is likely and what actions will you currently anticipate taking, to mitigate or enhance likely impact of the service change? If you are reducing a service, for example, there may be further use you could make of awareness raising through social media and other channels to reach more people who may be affected.

Social inclusion is then a wider additional local category we use in Shropshire, in order to help us to go beyond the equality legislation in also considering impacts for individuals and households with regard to the circumstances in which they may find themselves across their life stages. This could be households on low incomes, or households facing challenges in accessing services, such as households in rural areas, and veterans and serving members of the armed forces and their families, or people that we might consider to be vulnerable, such as young people leaving care or refugee families.

Please note that the armed forces are now a grouping to whom we are required to give due regard under recent Armed Forces legislation, although in practice we have been doing so for a number of years now.

We are now also identifying care leavers as a distinct separate local grouping due to their circumstances as vulnerable individuals.

When you are not carrying out an ESHIA, you still need to demonstrate and record that you have considered equality in your decision-making processes. It is up to you what format you choose.-You could use a checklist, an explanatory note, or a document setting out our expectations of standards of behaviour, for contractors to read and sign. It may well not be something that is in the public domain like an ESHIA, but you should still be ready for it to be made available.

Both the approaches sit with a manager, and the manager has to make the call, and record the decision made on behalf of the Council.

Carry out an ESHIA:

- If you are building or reconfiguring a building.
- If you are planning to reduce or remove or reconfigure a service.
- If you are consulting on a policy or a strategy.
- If you are bringing in a change to a process or procedure that involves other stakeholders and the wider community as well as particular groupings

Carry out and record your equality and social inclusion approach:

- If you are setting out how you expect a contractor to behave with regard to equality, where you are commissioning a service or product from them.
- If you are setting out the standards of behaviour that we expect from people who work with vulnerable groupings, such as taxi drivers that we license.
- If you are planning consultation and engagement activity, where we need to collect equality data in ways that will be proportionate and non-intrusive as well as meaningful for the purposes of the consultation itself.
- If you are looking at services provided by others that help the community, where we need to demonstrate a community leadership approach

3. Council wide and service area policy and practice on health and wellbeing

This is a relatively new area to record within our overall assessments of impacts, for which we are asking service area leads to consider health and wellbeing impacts, and to look at these in the context of direct and indirect impacts for individuals and for communities.

A better understanding across the Council of these impacts will also better enable the Public Health colleagues to prioritise activities to reduce health inequalities in ways that are evidence based and that link effectively with equality impact considerations and climate change mitigation.

Health in All Policies – Health Impact Assessment

Health in All Policies is an upstream approach for health and wellbeing promotion and prevention, and to reduce health inequalities. The Health Impact Assessment (HIA) is the supporting mechanism

- Health Impact Assessment (HIA) is the technical name for a process that considers the wider effects of local policies, strategies and initiatives and how they, in turn, may affect people's health and wellbeing.
- Health Impact Assessment is a means of assessing both the positive and negative health impacts of a policy. It is also a means of developing good evidence-based policy and strategy using a structured process to review the impact.
- A Health Impact Assessment seeks to determine how to maximise health benefits and reduce health inequalities. It identifies any unintended health consequences. These consequences may support policy and strategy or may lead to suggestions for improvements.
- An agreed framework will set out a clear pathway through which a policy or strategy can be assessed and impacts with outcomes identified. It also sets out the support mechanisms for maximising health benefits.

The embedding of a Health in All Policies approach will support Shropshire Council through evidence-based practice and a whole systems approach, in achieving our corporate and partnership strategic priorities. This will assist the Council and partners in promoting, enabling and sustaining the health and wellbeing of individuals and communities whilst reducing health inequalities.

Individuals

Will the proposal have a *direct impact* on health, mental health and wellbeing?

For example, would it cause ill health, affecting social inclusion, independence and participation?

Will the proposal directly affect an individual's ability to improve their own health and wellbeing?

This could include the following: their ability to be physically active e.g., being able to use a cycle route; to access food more easily; to change lifestyle in ways that are of positive impact for their health.

An example of this could be that you may be involved in proposals for the establishment of safer walking and cycling routes (e.g., green highways), and changes to public transport that could encourage people away from car usage. and

increase the number of journeys that they make on public transport, by foot or on bicycle or scooter. This could improve lives.

Will the proposal *indirectly impact* an individual's ability to improve their own health and wellbeing?

This could include the following: their ability to access local facilities e.g., to access food more easily, or to access a means of mobility to local services and amenities? (e.g. change to bus route)

Similarly to the above, an example of this could be that you may be involved in proposals for the establishment of safer walking and cycling routes (e.g. pedestrianisation of town centres), and changes to public transport that could encourage people away from car usage, and increase the number of journeys that they make on public transport, by foot or on bicycle or scooter. This could improve their health and well being.

Communities

Will the proposal directly or indirectly affect the physical health, mental health, and wellbeing of the wider community?

A *direct impact* could include either the causing of ill health, affecting social inclusion, independence and participation, or the promotion of better health.

An example of this could be that safer walking and cycling routes could help the wider community, as more people across groupings may be encouraged to walk more, and as there will be reductions in emission leading to better air quality.

An *indirect impact* could mean that a service change could indirectly affect living and working conditions and therefore the health and well being of the wider community.

An example of this could be: an increase in the availability of warm homes would improve the quality of the housing offer in Shropshire and reduce the costs for households of having a warm home in Shropshire. Often a health promoting approach also supports our agenda to reduce the level of Carbon Dioxide emissions and to reduce the impact of climate change.

Please record whether at this stage you consider the proposed service change to have a direct or an indirect impact upon communities.

Demand

Will there be a change in demand for or access to health, local authority and social care services?

For example: Primary Care, Hospital Care, Community Services, Mental Health and Social Services?

An example of this could be: a new housing development in an area would affect demand for primary care and local authority facilities and services in that location and surrounding areas. If the housing development does not factor in consideration of availability of green space and safety within the public realm, further down the line there could be an increased demand upon health and social care services as a result of the lack of opportunities for physical recreation, and reluctance of some groupings to venture outside if they do not perceive it to be safe.

For further advice: please contact

Lois Dale via email lois.dale@shropshire.gov.uk, or

Phil Northfield via email Phillip.Northfield@shropshire.gov.uk



**Council Thursday 26th
February 2026**

Item

Public



Adult Social Care Deferred Payment Policy

Responsible Officer:

Laura Tyler

email: Laura.tyler@shropshire.gov.uk

Tel: 01743 253178

Cabinet Member (Portfolio Holder):

Cllr Ruth Houghton

1. Synopsis

The current Deferred payment policy was approved in 2015 after the Care Act 2014. The council has reviewed the current policy to ensure its up to date and reflects current processes and associated costs to provide this service.

A Deferred Payment Agreement (DPA) is a formal arrangement that allows individuals to delay paying for care home fees by securing the debt against their property. Instead of selling their home immediately, the local authority pays the care costs upfront, and the amount is recovered later, usually when the property is sold or from the estate after death.

2. Executive Summary

2.1 Deferred Payment Agreements (DPAs) is a statutory duty that councils must offer to eligible individuals, subject to statutory criteria. It allows individuals entering long-term residential or nursing care who do not have cash assets over £23,250 but do own their own home to defer care home fees by securing the debt against their property. These individuals are not self-funders but are deemed as full charge as they own asset. This prevents the immediate sale of a home and provides financial flexibility during a major life transition. It is governed by the Care Act 2014 and associated regulations.

2.2 Homeowners may be eligible for the value of their home to be disregarded for up to 12 weeks, called a 12-week property disregard. Eligibility for this will depend on when the decision was made to enter a care home and when the referral was made to the council

asking for support with this. This is a grace period to decide how the individual wants to fund their care following the 13th week. During this time the individual must still contribute towards the cost of the placement from their income, but the home is not counted as capital.

2.3 If the individuals decide to apply for a Deferred Payment any claim starts from the 13th week or when the application is received.

2.4 This report summarises the main changes and updates within the Deferred payment policy and seeks endorsement from cabinet to approve the changes and additional charges the council has applied within the new policy as outlined in the recommendations.

3. Recommendations

3.1 Council approves the updated Deferred Payment Policy in Appendix 1;

3.2 Council notes the following main changes within the policy:

- Increased one-off setup fee from £610 to £750;
- The introduction of an annual administration charge to reflect the work undertaken during the lifetime of the DPA in notifying interest rate changes and supplying statements;
- Introduce legal charges to reflect the work done in entering the DPA, registration at Land Registry and removing the charge once repaid.
- Maintain the application of interest from contract signing.
- Implement process improvements to reduce completion timelines and strengthen compliance.

Report

4. Risk Assessment and Opportunities Appraisal

4.1 Risk table (*complete below*)

<i>Risk</i>	<i>Mitigation</i>
Resources needed to support the increasing numbers of deferred payment agreements	Increases in charges to be reinvested to support the DPA process
Increased cost to individuals	Benchmarking has been carried out to ensure they are realistic and cover cost of the service.
Outdated policy	Updated policy with finance and legal input
Delays in securing property charges	Implement fast-track process with Land Registry Introduce pre-checklist for legal compliance
Aged debt accumulation	Monthly debt monitoring Escalation protocol for overdue cases
Audit compliance gaps	Action plan for 19 recommendations Quarterly audit reviews

Stakeholder dissatisfaction	Clear communication of policy changes Provide FAQs and guidance
Interest rate volatility	Review rates bi-annually Align with Care Act 2014 guidance OBR market gilt rates plus 0.15%

5. Financial Implications

5.1. Shropshire Council continues to manage unprecedented financial demands, and a financial emergency was declared by Cabinet on 10 September 2025. The overall financial position of the Council is set out in the monitoring position presented to Cabinet on a monthly basis. Significant management action has been instigated at all levels of the Council reducing spend to ensure the Council's financial survival. While all reports to Members provide the financial implications of decisions being taken, this may change as officers and/or Portfolio Holders review the overall financial situation and make decisions aligned to financial survivability. All non-essential spend will be stopped and all essential spend challenged. These actions may involve (this is not exhaustive):

- scaling down initiatives,
- changing the scope of activities,
- delaying implementation of agreed plans, or
- extending delivery timescales.

5.2. Current Income 2025/26:

Below is a breakdown of the current income the council receives in relation to existing and new deferred payment applications.

- Administration Fees: 5 x £610 = £3,050 (invoiced); 12 x £610 = £7,320 (the applicant can request for this charge to be added to the Deferred amount which the council has a duty to consider). These are a one-off fee applied at the start of the application.
- Interest Charged: £49,841 (Deferred). These are invoiced twice yearly as per Office for Budget Responsibility interest rates.
- Contributions Invoiced: £215,075. This is based on the assessed Contribution in relation to weekly income and is payable at point of monthly invoicing.
- Contributions Deferred: £451,382. This is the deferred amount of the weekly contribution; 6 monthly statements are provided to the applicant to monitor this balance.

5.3. Projected Income Post-Change from 1st April 2026:

Over the last 2 years we have received an average of 60 Deferred Payment applications, with demand increasing.

- Setup fees increase from £610 to £750
- Annual admin fee - proposed £100 per agreement
- Legal Fees of £240 per agreement (calculated on an estimate of 2.25 hours x bottom scale hourly rate)
- Cancellation of charge £100 – removal of charge from land registry based on time estimate of 55 minutes
- £100 (optional) letters of undertaking from solicitor acting in an ongoing sale where proposal is to repay without waiting for DPA agreement

5.4. Interest Revenue:

- a. Average deferred balance £50,000 per case; interest at 4.65% = £2,325 per case annually.
- b. Across 60 cases = £139,500 per year (subject to repayment timing).
- c. Net Impact: Additional recurring income from admin fees and interest strengthens cost recovery and sustainability
- d. Repayment Timing: Average duration 3 years before property sale.

6. Climate Change Appraisal

6.1. This policy does not have a direct impact on energy and fuel consumption, renewable energies and climate change.

7. Background

7.1. Deferred Payment Agreements (DPAs) were introduced under the Care Act 2014 to ensure that individuals entering long-term residential or nursing care are not forced to sell their homes immediately to meet care costs. The scheme allows eligible adults to defer payment of care home fees by securing the debt against their property. In practice, the local authority pays the care costs upfront and recovers the amount later, typically when the property is sold or from the estate after death.

7.2. The legal framework is set out in the Care and Support (Deferred Payment) Regulations 2014 and subsequent amendments, which require local authorities to offer DPAs to qualifying individuals. The purpose of the legislation is to provide financial flexibility during a major life transition, preventing hardship and enabling choice. While the arrangement operates similarly to a loan, it is cost-neutral for councils, who may recover administrative, legal, and valuation costs.

7.3 The local authority applies to the Land Registry to apply a charge to the property. This scheme was introduced under the Care Act 2014 and is governed by the Care and Support (Deferred Payment) Regulations 2014 and subsequent amendments.

7.4 The Care Act 2014 (sections 34 to 36) requires local authorities to offer DPAs to allow persons to defer the sale of their main or only home where it is needed to fund care fees.

7.5 The Care and Support (Deferred Payment) Regulations 2014 and The Care and Support (Deferred Payment) (Amendment) Regulations 2017 set out the legal framework and local authorities' responsibilities in greater detail.

7.6 Access to the scheme is subject to statutory eligibility criteria, including property ownership and capital thresholds. Local authorities apply a legal charge on the property through the Land Registry to secure the agreement. This approach supports adults who have most of their capital tied up in their home, allowing them to maintain care arrangements without immediate asset liquidation.

7.7 Demand into ASC from self-funders is increasing, with those eligible for a DPA more than doubled over the last 3 years.

7.8 The Care Act 2014 permits Local Authorities to charge for the DPA scheme but only on a cost neutral basis to recover as admin fees, legal, valuation and ongoing running costs.

7.9 The changes to the pricing structure will not affect the existing DPA agreements they will be charged for future agreements only.

7.10 Eligibility is for those with assessed care needs, property not disregarded, and capital below £23,250.

7.11. The Setup fee is currently £610; this was set in 2015 and has not been reviewed since.

7.12. Interest is applied from contract signing; invoiced six-monthly and paid at redemption of the deferred payment. Repayment: Deferred amount plus interest and fees recovered upon property sale or from estate.

7.13. Benchmarking has supported in the review of current charges and identified that Neighbouring Authorities charge the following:

- Setup fees range £750–£1,000.
- Annual admin fees £100–£250.
- Legal Fees (where charged separately) up to £400
- interest rates consistent with statutory guidance

7.14 A part of the review in how the council manages Deferred Payments, we have considered that there are charges we are permitted to apply which we do not currently charge for. We have considered that other councils do so and what charges would be fair and in line with our comparative neighbouring councils. Adding these additional charges will support with improving the function and processes of Deferred Payment applications, improving the service being delivered to the residents of Shropshire. The council needs to be compliant with auditing standards and to support with efficiencies and monitoring of the process from start to finish. Councils are not permitted to make a profit from DPA's therefore the additional fees will be used to create additional resource to focus solely on Deferred Payments, this will support colleagues in social work operations, financial assessments, budget setting and legal.

7.15. The updated policy and changes will ensure compliance with 19 audit recommendations. Improved income management, legal compliance, and system controls.

7.16. The policy and investment will support the current challenges and delays in securing charges and process inefficiencies.

7.17. Investment in a dedicated role for DPA's will support with robust oversight of active DPA's and those in sleep state to ensure full recovery of funds, DPA's currently equate to £2.7m budget commitment and aged debt. It will also support with pressure on Land Registry where there is a back log of over 12 months.

8. Additional Information

8.1. Deferred Payment Agreements are critical to the delivery of adult social care. They enable residents to access long-term care without immediate financial distress, aligning with our commitment to fairness, choice, and independence. By offering this flexibility, we reduce the risk of delayed admissions, ensure continuity of care, and support families during complex financial decisions.

8.2. For the Council, the scheme safeguards revenue streams while meeting statutory duties under the Care Act 2014. Effective administration of DPAs also helps manage demand pressures, maintain financial sustainability, and uphold public confidence in our services. Strengthening this policy is therefore essential to balancing compassionate care with robust financial governance.

9. Conclusions

9.1. Deferred Payment Agreements remain a vital mechanism for supporting individuals who require long-term residential care without forcing the immediate sale of their home. They uphold the principles of the Care Act 2014, offering financial flexibility and choice while ensuring the Council recovers costs in a fair and sustainable way.

9.2. Recent audits and operational reviews highlight the need for improved processes, stronger controls, and timely invoicing to mitigate financial risk and maintain compliance. Implementing this updated policy sets clearer charging structures, streamlined administration, and enhanced monitoring will strengthen governance and reduce exposure to aged debt.

9.3. Cabinet is asked to endorse these recommendations to ensure the scheme continues to operate effectively, remains cost-neutral, and delivers equitable outcomes for service users and the Council. If approved the report will be presented to full council to approval alongside the annual Fees and Charges report.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Local Member: *ALL*

Appendices [Please list the titles of Appendices]

APPENDIX 1 - ADULT SOCIAL CARE DEFERRED PAYMENT POLICY.DOCX

APPENDIX 2 - [THE CARE AND SUPPORT \(DEFERRED PAYMENT\) \(AMENDMENT\) REGULATIONS 2017](#)

APPENDIX 3 - [THE CARE AND SUPPORT \(DEFERRED PAYMENT\) REGULATIONS 2014](#)

**APPENDIX 4 - AUDIT COMMITTEE REPORT - DEFERRED PAYMENTS
MANAGEMENT**

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Adult Social Care Deferred Payment Policy 2026/27

**Document Title:** Adult Social Care Deferred Payment Policy**Summary**

Publication Date	
Related Legislation/Applicable Section of Legislation	• The Care Act 2014 • The Care and Support (Charging and Assessment of Resources) Regulations 2014 • The Care and Support (Deferred Payment) Regulations 2014 (as amended by The Care and Support (Deferred Payment) (Amendment) Regulations 2017) “the Deferred Payment Regulations”
Related Policies, Strategies, Guideline Documents	• Care and Support Statutory Guidance
Policy Owner (Position)	Service Director of Adult Social Care
Policy Author (Position)	Legal Officer, Legal & Governance and Team Leader Financial Assessments, Adult Social Care Business Support

Review of Policy

This policy will be reviewed in February each year and/or when there is a change in legislation.

Last Review Date	December 2025
Review undertaken by	Michelle Williams, Service Manager ASC Operations Kim Russon, Financial Assessment Team Leader Analise Broomhall, Legal Team Leader
Next Review Date	December 2026

Document Approvals:

Name	Title	Date of Issue	Version Number
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DRAFT

Introduction

Shropshire Council ("the Council") has had a discretionary scheme in place for deferred payments for several years, previously under the National Assistance Act 1948. The introduction of the Care Act 2014 provided a national single legal framework for the establishment of a universal deferred payment scheme. For adults who entered into a deferred payment agreement prior to June 2015, there will be no change to the terms of their agreement.

This policy relates to Deferred Payment Agreements ("Agreement") made further to the Care Act 2014.

For the purposes of this policy the use of the term "adult" shall mean the person who is seeking a Deferred Payment Agreement ("DPA") and includes their legally appointed representative by virtue of appointment under a Lasting/Enduring Power of Attorney or by an Order of the Court of Protection.

Legal Context

The Care Act 2014 (sections 34 to 36) requires local authorities to offer DPAs to allow persons to defer the sale of their main or only home where it is needed to fund care fees.

The Care and Support (Deferred Payment) Regulations 2014 and The Care and Support (Deferred Payment) (Amendment) Regulations 2017 set out the legal framework and local authorities' responsibilities in greater detail.

This policy applies to people who meet the eligibility criteria consistent with legislation and statutory guidance and who are able to provide adequate security as detailed in this policy. The offer of a DPA is effectively a loan to the adult by the Council on the basis of the terms of this policy and the conditions set out in the DPA. Unlike conventional loans or mortgages, the Council will not grant the adult a fixed amount of money from the outset but will set a maximum figure that it can lend ("the Lending Limit") based on the available equity that an adult has in the property being offered as security (see "Deferred Payment Agreement" section below).

Access to the deferred payment scheme is available to adults who have local authority arranged care and adults who arrange and pay for their own care.

The underlying principles of this policy are to ensure that the deferred payment scheme:

- i) Ensures that those adults who have been assessed as needing 24-hour care may not immediately have to sell their property to pay for their care in a care home. It is designed for adults who own their own home solely or jointly but either cannot or do not wish to sell it immediately and cannot meet the full cost of their care home fees from their income or other available capital
- ii) Ensures that those who can afford to pay a contribution towards care should do so
- iii) Ensures that adults seeking a DPA are fully informed about the scheme and the eligibility criteria

- iv) Is self-financing and sustainable

Eligibility Criteria

Mandatory Deferred Payment Agreement offer (“Mandatory Offer”):

The Council **must*** offer a deferred payment to those adults who meet all the following mandatory eligibility criteria:

- a. To an adult who is ordinarily resident (or deemed to be ordinarily resident) in the Council’s administrative area;
- b. to an adult who has care and support needs which the Council considers are to be met by the provision of care in a care home.
- c. to an adult who has a beneficial interest in their main home (or the property that was their former main home prior to going into a care home) and less than (or equal to) £23,250 (“capital threshold”) in other assets (i.e. in savings and other non-housing assets and housing assets other than their main or only home).
- d. To an adult whose home is not disregarded for financial assessment purposes; for example it is not occupied by a spouse or dependent relative as defined in Deferred Payment Regulations on charging for care and support (i.e. someone whose home **is** considered in the Council’s financial assessment and so might need to be sold).
- e. To an adult who is able to provide adequate security for the payment of the debt in the form of a first legal charge which is capable of registration in favour of the Council in the land register, held by the Land Registry, relating to the property. A first legal charge can only be registered on a property if no mortgage is currently recorded in the land register.
- f. To an adult who accepts the terms and conditions of an offer of a DPA, which includes the requirement to register the title of the property being offered as adequate security prior to completion of an application for a DPA. A property with an unregistered title will not be accepted. An offer of a DPA will not be progressed until the Council receives evidence of registration of title.

* In certain circumstances, even when the above eligibility criteria are met, the Council still has a power to refuse to offer a deferred payment agreement. Please see “Refusing a Deferred Payment” section below

The Council **may*** offer a deferred payment to those adults who meet all the mandatory eligibility criteria and are ordinarily resident in another local authority area but this Council has determined that it will or would meet the individual’s care needs under section 19 of The Care Act 2014 if asked to do so.

Discretionary Deferred Payment Agreement Offer:

In addition to the Mandatory Offer, the Council also has the power to offer discretionary DPAs, in certain circumstances, to those adults who are unable to satisfy the Mandatory Offer eligibility criteria ("Discretionary Offer"). The eligibility criteria set by the Council for the offer of a Discretionary Offer is outlined in this policy. Each request for a Discretionary Offer of a DPA will be treated by the Council on a case-by-case basis. In exercising the discretion given to it by the Deferred Payment Legislation, the Council has adopted the following base criteria with respect to its offers of discretionary DPAs:

Exclusions:

- the Council has decided not to exercise its discretion to offer DPAs to adults living in supported living accommodation. Therefore, applications from adults living in supported living accommodation shall not be considered eligible for a Discretionary Offer
- the Council has decided not to exercise its discretion to offer DPAs where types of adequate security (other than charges being capable of registration in favour of the Council in the land register against land or property owned by the adult which are not the adult's main or former main home) are being offered. Therefore, applications from adults offering other forms of security, (e.g. undertakings, shares, valuable assets such as paintings, vehicles etc) shall not be considered eligible for a Discretionary Offer

Grounds for consideration:

Discretionary Offers will be considered, on a case-by-case basis, where the following criteria applies:

- Where the adult is ordinarily resident (or deemed to be ordinarily resident) in the Council's administrative area; or are ordinarily resident in another local authority area but this Council has determined that it will or would meet the individual's care needs under section 19 of The Care Act 2014 if asked to do so.
- Where the adult has care and support needs which the Council considers are to be met by the provision of care in a care home.
- Where the adult has less than (or equal to) the capital threshold in other assets (i.e. in savings and other non-housing assets (excluding land and property which was not their former home)) and is unable to offer a first legal charge on what was their main home or former main home prior to going into a care home but can provide adequate security on other land or property which they own instead. Adequate security in these circumstances is considered to be a legal charge against the land or property being offered, which is capable of registration in favour of the Council in the land register, held by the Land Registry, relating to the property. The adult must be able to demonstrate that they have sufficient equity available in the beneficial interest that they hold in the land or property to cover the deferred payment debt for a minimum period of 12 months from the effective date of the DPA.

- The Council may, at its discretion, consider applications for a Deferred Payment Agreement (DPA) where there is already a first charge on the adult's main home (or former main home prior to entering care) in favour of a third party. This consideration will be on a case-by-case basis and only where sufficient equity remains in the adult's beneficial interest to allow a second charge to be registered in favour of the Council, providing adequate security for the deferred payment debt for at least 12 months from the effective date of the DPA.
- To an adult who accepts the terms and conditions of an offer of a DPA, which includes the requirement to register the title of the property being offered as adequate security prior to the completion of an application for a DPA. A property with an unregistered title will not be accepted. An offer of a DPA will not be progressed until the Council receives evidence of registration of title.
- Alternative methods of funding will need to be considered in the meantime, the council may consider funding if the placement is at risk, for a fixed term period, however evidence that an application to the Land Registry has been submitted and a request that Land Registry expedite has been made. This will be considered on a case-by-case basis.
- Where an adult wishes to live in care home accommodation which is more expensive than the accommodation that the Council considers is appropriate to meet the adult's assessed care and support needs and the adult has agreed to pay a top-up amount to allow them to stay in the more expensive care home accommodation. The Council is not obliged, under the Deferred Payment Regulations, to agree to offer a DPA to assist with the payment of top-ups or to add such top-up amounts to the core deferred payment debt. The Council has, however, decided, on a strictly case by case basis, to consider applications for a Discretionary Offer where a DPA is requested to assist with the payment of a top-up or top-ups are requested to be added to the deferred payment debt. Such applications will be subject to an evaluation of whether or not the top-up is affordable and sustainable and for the period of which the equity in your property covers
- Where a DPA is agreed to assist with the payment of top-ups is permitted, adults shall be made aware at the commencement of the DPA that if they become unable to meet the top-up payments in the future, or the funding of their care is taken over by the Council when the Lending Limit stated in their DPA has been reached, their care arrangements may be subject to change. The Council will not be obliged to continue to pay for more expensive accommodation than is required to meet the adult's assessed needs if at the time it takes over responsibility for funding the adult's care, lower cost alternative and suitable accommodation is available.

The Deferred Payment Agreement:

Adequate Security

The Care and Support (Deferred Payments) Regulations 2014 (Regulation 4 subsection 1a) states that the Council MUST obtain adequate security for the payment of the adult's deferred amount (this includes payment of any interest and administration costs where they are added to the deferred debt).

In all cases, adequate security must provide sufficient security to cover the costs of care and support in a care home setting (which, where applicable includes the cost of administrative costs relating to the set-up of the DPA, interest charges on the amounts loaned under the DPA and top-up fees) for a minimum period of 12 months from the effective date of the DPA ("adequate security condition").

For the purposes of this section, reference to property means the property being offered as adequate security

In the case of Mandatory Offers, adequate security means a first legal charge capable of registration in favour of the Council against the title of the property of the adult's main (or former main home) on the land register held by the Land Registry. Where the property is jointly owned, all parties will have to agree to the charge being placed.

In the case of a Discretionary Offer, adequate security:

1. a legal charge (ranking behind a first legal charge in favour of a third party) capable of registration in favour of the Council against the title of the adult's main (or former main home) or
2. A legal charge capable of registration in favour of the Council against the title of other land and property in which the adult holds a beneficial interest.

The Council must be aware of and have regard to the following conditions when considering an application for a DPA:

- In all cases: The adult must have a legal or beneficial interest in the property being offered as adequate security.
- For Mandatory Offers: There should be no outstanding prior mortgage on the property.
- For Discretionary Offers: The Council may accept a mortgaged property if, the beneficial interest of the adult and the remaining equity in the property meets the adequate security condition. The Council will require the adult to obtain a valid and up-to-date statement from the existing mortgage lender detailing the amounts outstanding under the first legal charge to assist the Council to establish what remaining equity exists in the adult's beneficial interest in the property.

In order to determine if the Council is able to offer a DPA and if so, for how much, it will need to calculate the adult's available equity in the beneficial interest that the adult holds in the property.

The adult will be required to provide an approximate valuation of the property. The Council will compare this by using a number of means, such as local knowledge, internet sites, or local estate agents. If the adult is not happy with the valuation the Council uses to determine the available equity in the property and the maximum loan offered, a specialist valuation may be required. In these circumstances the adult may be asked to pay for this valuation. The costs of the specialist valuation will be advised to the adult prior to the valuation being obtained.

The equity (or the Lending Limit as it is referred to in the Deferred Payment Agreement) is calculated as follows:

- a. the value of the property being offered to provide adequate security less
- b. 10%; less
- c. the value of any pre-existing charge over the property, less
- d. the % of the beneficial interest of any co-owners (where applicable); less
- e. £14,250 (£14,250 being the current lower capital limit).

Title to the property being offered as adequate security:

- If accepting a property as security, the Council requires that its title must be registered with the Land Registry to enable the DPA to be completed and a charge placed against the title of the property. A property with an unregistered title will not be accepted. An offer of a DPA will not be made until evidence of registration has been supplied by the adult
- Where there are co-owners of the property, the adult must, at its own cost, ensure that the title is up to date to reflect all persons having a beneficial interest in the property. Evidence must be provided that this is in progress.
- Where there are restrictions against disposal of the property, such as by a mortgage lender (which may include the creation of a legal charge) the adult must, at its own cost, secure all consents required to enable the Council to place a charge against the property or arrange for the removal of the restriction (if appropriate) prior to signing of the DPA contract. If the lender charges a fee to provide consent an invoice will be sent for payment, the application will not proceed until payment is received. This fee cannot be added onto the DPA.
- Where there are occupiers of the property, the adult must:
 - a. provide the Council with copies of any pre-existing tenancy agreements which are in place prior to the completion of the DPA; or
 - b. where the property is to be let after the completion of the DPA, obtain the Council's prior written consent to any grant of a new tenancy (see section headed "Renting Property" below for more detail; or
 - c. where the property is being occupied by a person without a tenancy agreement, the adult must, at its own cost, obtain a deed of occupier's consent (in a form to be supplied by the Council) to the proposed DPA prior to its completion

Financial Assessment:

Where the adult has been assessed as requiring long term care and support in a care home setting and requires financial assistance from the Council to help with the payment of such

care home fees it will be a requirement that the adult submits sufficient financial information to the Council to enable the Council to decide what contributions towards the cost of their care that the adult must make. Failure to co-operate with a financial assessment may mean that the Council will have to make assumptions about the income and capital under the control of the adult which in turn could lead to the refusal of an offer of a DPA.

At the time of applying for a DPA the Council will consider whether the adult is eligible to receive a 12-week property disregard further to the Care and Support (Charging and Assessment of Resources) Regulations 2014. Where an adult is eligible for a 12-week property disregard, this means that as part of the financial assessment, the adult's ownership of their main home may be disregarded for the first 12 weeks from the date that they enter care home accommodation on a permanent basis. The contribution that the adult will have to pay towards the cost of their care home fees for the first 12 weeks of permanent care will be means tested against their income and non-housing or other capital assets only.

Where, at the time of applying for a DPA, an adult has already been in care home accommodation on a permanent basis for a period of 12 weeks or more and has been self-funding their own care or have been fully funded by the NHS during that time, the 12-week property disregard **will not** apply. If an adult has been paying for their own care in full (or it has been funded via another source such as the NHS) for less than 12 weeks prior to making an application for a DPA the adult may be entitled to some of the remaining 12-week property disregard period.

Where a 12-week property disregard applies, the earliest date the DPA could commence is from the 13th week of entering care home accommodation, this is dependent on the application being received and the final contract signed. From the 13th week of entering care home accommodation, the revised financial assessment will include the value of the adult's property, and this will be reflected in the contributions that the adult is required to make towards the costs of their care.

Where an adult is not eligible for a 12-week property disregard, the effective date of the DPA will be the first date from which the Council agrees to assist with the cost of funding the adult's care and the calculations relating to the adult's contributions towards the cost of care will, from the outset, include the value of their property.

Where a DPA is agreed, an adult is permitted by the Deferred Payment Regulations to retain a disposable income allowance, (currently 2025/2026 up to £144 per week). The remainder of the adult's income will, as set out below, be expected by the Council to be applied to the payment of their care home accommodation costs. The adult may, if they wish, choose to retain less than the full amount of the disposable income allowance to reduce the amount of the accruing deferred payment debt.

Finalisation of a DPA:

The DPA application and agreement must be signed by a person with mental capacity (as defined by the Mental Capacity Act 2005) to make a decision about their property and financial affairs or by someone acting on behalf of the adult, who is legally authorised to deal with the adult's financial affairs (see The Mental Capacity Act 2005 section below for more information on mental capacity and deputyship).

Fees and Costs associated with the set-up of the DPA

The operation of the deferred payment scheme is, in line with Government guidance, required to be cost neutral to the Council. The Council is entitled to make certain charges in relation to the set-up and administration of a DPA. These include charging interest on the deferred payment debt (see the section headed “Interest” below), Administrative Costs (see section headed “Administrative Costs” below), and Valuation Costs (see section headed “Valuations) below. This includes an annual administration fee for ongoing management of the facility which will be reviewed annually and published via the Council’s charging policy and on its website and adults will be notified of any changes to charging amounts.

Refusing a Deferred Payment

The Council has the power to refuse to make either a Mandatory Offer or a Discretionary Offer of a DPA in the following circumstances:

- The Care and Support (Deferred Payment) Regulations 2014 requires that an adult must provide adequate security. The Council may refuse a DPA if an adult is unable to offer adequate security for the payment of the deferred amount.
- the Council will refuse a DPA if it is unable to obtain a legal charge on the property via the Land Registry, (e.g., the property has an unregistered title or there is insufficient equity in the adult’s beneficial interest in the property/ or a co-owner refuses to agree to the registration of a charge/or a restriction prevents a charge being granted. This list is not exhaustive)
- A DPA will be refused where a person lacks mental capacity and there is no court appointed Deputy (Property and Affairs) or other person legally authorised to act on behalf of the adult via an Enduring Power of Attorney or Lasting Power of Attorney for Property and Financial Affairs
- Where an adult has appointed an attorney to act on its behalf: A DPA will be refused where there are restrictions or conditions in an Order appointing a Deputy/Lasting Power of Attorney/Enduring Power of Attorney which prevent the attorney from having power to create a charge over the property
- Where an adult refuses to submit sufficient information to enable a financial assessment to be undertaken by the Council to enable the Council to calculate the adult’s contribution towards the cost of their care

Where there are joint owners of property, the Council may refuse to offer a DPA if:

- Any co-owners or occupiers of the property (whose occupation is not governed by the terms of a tenancy agreement) refuse to give consent to the charge being registered against the property.
- any co-owners object to the future sale of the property for the purposes of repaying the debt due to the Council.
- There is a restriction against the title of the property which protects the interests of the co-owners and prevents the registration of the Council’s charge and the adult is unable to either remove the restriction or obtain appropriate consents required by the restriction to enable the registration of the charge to proceed.

- Where an adult requests a DPA to assist with the payment of a top-up or for a top up to be added to the deferred payment debt and the Council considers that the acceptance of the request would mean that there was insufficient equity available in the property to meet the adequate security condition.
- where an adult does not agree to the terms and conditions of the DPA, for example, the requirement to register the title to the property, or the requirement to insure and maintain the property.

The Deferred Payment Agreement Terms

Where an adult applies to enter into a DPA the following details shall be recorded in writing:

- the advice provided to the adult by the Council;
- details of signposting given to the adult to assist them towards obtaining independent financial and legal advice;
- details of the final decision from the Council and;
- details of any refusal to continue to proceed with the DPA made by the adult

This written record shall be kept and retained on file in each case and a copy of the decision will be notified to the adult.

The DPA will set out all terms, conditions, and information necessary to enable the person to ascertain their rights and obligations under the DPA. In general, the terms to be included in the DPA shall be:

- (i) agreement that the adult confirms they have sought and received adequate information on options for paying for care and that they understand how the DPA works and understand the agreement they are entering;
- (ii) a term stating the administrative costs and the rates of interest (and how the interest shall be calculated) that will apply to the DPA
- (iii) a term stating that statements shall be issued on a six-monthly basis during the term of the DPA (or within 28 days of a request by the adult) detailing the amounts outstanding, interest rates; remaining equity available
- (iv) a term explaining the maximum Lending Limit and how that will be reviewed on an ongoing basis during the term of the DPA
- (v) details of the circumstances in which the Council may cease to defer any further payments and the notice periods that will be given in such circumstances
- (vi) details of how the DPA may be terminated and the appropriate notice periods that should be given together with notification that the full amount due to the Council i.e. care costs, administrative costs, interest fees, and any top-up amounts become due upon termination
- (vii) a term requiring the Council's consent before allowing a third party to move into the adult's property after the DPA has been made
- (viii) dispute procedures

- (ix) a term requiring the adult to notify the Council of any change in their circumstances which would affect the value of the security or the sustainability of the deferred payment arrangement;
- (x) a term to explain that upon the death of the adult, the full amount due to the Council is payable 90 days following the date of death and that after 90 days, if in the opinion of the Council no active steps are being taken to repay the amount due, the Council may take legal proceedings to recover the debt due, this may include applying for an admin of the property. Evidence that probate is being actively pursued must be provided.
- (xi) a term requiring the property subject to the DPA to be properly maintained and insured for the duration of the DPA and a requirement for the adult to provide evidence of such insurance on an annual basis
- (xii) a term to the effect that the Council will secure the deferred payments by way of a legal charge
- (xiii) a term to explain the purposes for which the deferred payments should be used
- (xiv) a term requiring any joint owners to consent to the charge being created against the property
- (xv) a term requiring the title to the property to be registered at the Land Registry

Information and Charges

The Council will ensure that an adult requiring financial assistance towards the costs of their care home accommodation is made aware of their ability to defer the costs of their care by applying to the Council for a DPA. The adult, upon applying for such financial assistance, will be provided with information which will include details of the eligibility criteria for a DPA, details of any property disregard criteria that may apply, details of any 12-week property disregard period that may apply, the need for a financial assessment to be carried out and any impact the DPA will have on the adult's contribution to the costs of their care. The Council has prepared publicly available information for this purpose, and this can be accessed via the Council's [website](#)

In all cases: Adults requesting financial assistance by way of a DPA will be strongly advised to seek independent financial and legal advice before proceeding with a DPA.

Information:

Council's Obligations during the term of a DPA:

The DPA sets out various contractual requirements between the adult and the Council. The Council's and the adult's responsibilities are set out in brief below:

Statements:

The Council will provide a twice-yearly statement of the outstanding debt to the adult entering into the DPA which will set out details of the accrued debt, interest and administrative fees. The statement will provide an estimated length of time the remaining equity will fund the cost of the care home fees. A statement showing the amount which would have to be paid if the adult wishes to terminate the DPA can be requested at any time by the adult, and this will be provided within 28 days of request. A request for a statement should be submitted to:

FinancialAssessments@shropshire.gov.uk or telephone 01743 258922 option 1

Lending Limit:

The Council will keep the Lending Limit under review in accordance with the market value of the property from time to time. The property may be revalued when it appears that 50% of the value of the adequate security has been met and the Council may adjust the Lending Limit accordingly and keep this under review if the value of the property has changed. The Council will give 30 days' written notice to the adult advising the date on which the Lending Limit is likely to be reached and offer a meeting with the adult to discuss the future cost and funding of care.

The Council will give the Resident at least 30 days' written notice of the date on which the Lending Limit will be reached unless it is not reasonably practicable to do so because, for

example, the Lending Limit is reached by reason of a fall in the market value of the Property (in which case it will give notice within 30 days of becoming aware of it).

At the point in which negative equity is reached the council will issue a redemption statement to facilitate the repayment and this point the Deferred Payment Agreement will cease and the full amount is repayable. A Capital Reduction referral will need to be raised for ongoing support in paying care home fees.

Adult's Obligations during the term of a DPA:

The adult's responsibilities include, but are not limited to the following:

- The adult must notify the Council of any changes in their income or capital during the lifetime of the DPA
- The adult must notify the Council of any changes to their need for care and support, as these may affect the assistance the Council may be able to provide
- The adult must ensure that they have adequate buildings insurance on the property at all times, even if the property is empty and ensure that any terms required by the insurer are met. The Council will wish to see verification of this annually.
- The adult must make arrangements for the property to be adequately maintained during the term of the DPA to ensure it remains in a good state of repair.
- The adult must obtain consent from the Council before allowing someone to move into the property after the DPA has been made (please see section headed "Renting Property"). The Council will require evidence from the adult that they have obtained written consent from the person moving into the property that they have understood that the property is subject to a legal charge in favour of the Council which will take priority to and ranking before any interest the person has or may believe that they will acquire in the property.
- The adult must inform the Council if they decide to sell the property and shall keep the Council fully informed as to the progress of any sale.

Renting Property

Where an adult chooses to rent out their property during the term of a DPA the adult must first obtain the written consent of the Council by contacting the Council's Financial Assessment Team and a financial reassessment will be completed. The rental income received will form part of the assessed contribution and is to be paid towards the care home fees and will adjust the amount of the accruing deferred payment debt.

When a property is jointly owned, other co-owners are entitled to retain their share of any rental income in proportion to their ownership interest.

Where property is rented out, the Council will require a copy of the tenancy agreement and details of the agreed rental income. It is a term of the DPA that the property shall only be let on a short term assured tenancy basis which enables an order for possession to be obtained,

after the expiry of an initial term of no more than six months, upon one month's written notice. The adult or their personal representative(s) will need to ensure that the property is not prevented from being marketed for sale by virtue of its being occupied on a long-term basis or subject to a tenancy agreement which is incapable of being ended at the time that the repayment of the deferred payment debt becomes due. **The Mental Capacity Act 2005**

The Mental Capacity Act 2005 (MCA) applies to care, treatment and support of people aged 16 years and over, in England and Wales, who are unable to make some or all decisions for themselves. Where an adult has been assessed as lacking capacity in relation to making decisions about their property and financial affairs an application for a DPA must be submitted on their behalf by a person who has legal authority to do so. Power to act as an attorney is granted via an Order of the Court of Protection appointing someone to act as the adult's Deputy, a Lasting Power of Attorney for Property and Financial Affairs or an Enduring Power of Attorney (which must be registered by the Court of Protection).

Before an application for a DPA can proceed, an attorney must provide the Council with a full and certified copy of the applicable documents appointing them to act on behalf of the adult for its records.

Changes in the adult's circumstances:

There are certain circumstances where the DPA will not end but the requirement for the Council to fund the care fees via the DPA or the payment of care home fees may temporarily cease to accrue as part of the deferred payment debt.

The core debt accrued to the date where payments made under the DPA are temporarily suspended or cease will continue to accrue interest and administration charges as set out in this policy.

The circumstances in which payments are made via the DPA may cease or be suspended are as follows:

- The adult reaches the Lending Limit (please see section headed "Lending Limit" as to how the Lending Limit may be reviewed).
- The adult is assessed as no longer needing permanent residential or nursing care to meet their care and support needs
- The adult breaches the terms of the DPA
- The adult becomes eligible for NHS Continuing Health Care funding
- A property disregard comes into effect

Ending the DPA:

A DPA may be ended in the following circumstances:

- a. At any time by the adult upon paying the full amount due under the deferred payment debt.
- b. When the property is sold, and the Council is repaid the full amount of the deferred payment debt. Where a property is being sold, the Council requires 30 days' notice of the completion date. The net sale price will be used to calculate the final debt due; the net sale price being the actual sale price less associated fees.

- c. When the adult dies, and the full amount of the of the deferred payment debt is repaid to the Council by the executors or personal representatives of the deceased adult's estate.

Upon the adult's death, the Council is contracted to pay care homes for the day of an adult's death. This amount will be included in the deferred payment. Upon request from the personal representative(s), the Council will provide the total debt details, including accrued interest.

The Council will expect the debt to be repaid 90 days after the date of death. If the Council concludes that the personal representative(s) of the deceased adult is not taking active steps to repay the debt, the Council will commence [debt recovery](#) proceedings to reclaim the amount owed. The legal charge on the property will not be removed until the debt is repaid in full. The Council may take legal proceedings to recover the debt due; this may include applying for an order for sale of the property. Evidence that probate is being actively pursued must be provided.

If someone decides not to continue accruing their care charges against the deferred payment agreement and can pay the charge from another source instead, 30 days written notice is required to stop the debt accruing. Interest and administration charges will continue to accrue until the debt is repaid in full.

Charges:

Charges associated with the DPA will be made in accordance with the Council's charging policy and as set out below:

Administrative Costs:

The Council will advise the adult of the costs of entering into a DPA. There is a one-off non-refundable fee to set up the DPA which is payable upon application of the DPA. This amount is reviewed annually. Please see section headed "Fees and Costs associated with the set-up of the DPA" for more information. The Council will charge an annual administration fee for ongoing management of the facility which will be reviewed annually.

Interest:

Compound interest will be charged daily from the effective date of the DPA until all the debt is settled in full. The interest rate is based on the cost of Government borrowing (as set out by the Office for Budget Responsibility twice a year in their Economic and Fiscal Outlook report). The Council will review this every January and July. The interest rates are detailed on the [Deferred Payment Scheme | Shropshire Council](#) section of our website.

Valuations:

The adult will be required to provide an approximate valuation of the property at their own cost (please see section headed "Adequate Security above"). If the adult is not happy with the valuation the Council uses to determine the available equity in the property and the

maximum loan offered, a specialist valuation may be required. In these circumstances the adult may be asked to pay for this valuation. The costs of the specialist valuation will be advised to the adult prior to the valuation being obtained.

The adult will be required to pay for any re-valuations of the property where the Lending Limit becomes subject to review due to market value changes. The cost of such re-valuation, if conducted by the Council, will be advised to the adult prior to the valuation taking place.

DRAFT

2017 No. 1318

SOCIAL CARE, ENGLAND

**The Care and Support (Deferred Payment) (Amendment)
Regulations 2017**

<i>Made</i>	- - - -	<i>20th December 2017</i>
<i>Laid before Parliament</i>		<i>21st December 2017</i>
<i>Coming into force</i>	- -	<i>5th February 2018</i>

The Secretary of State makes these Regulations in exercise of the powers conferred by sections 34(1) and 125(2) and (7) of the Care Act 2014(a).

Citation, commencement and interpretation

1.—(1) These Regulations may be cited as the Care and Support (Deferred Payment) (Amendment) Regulations 2017 and come into force on 5th February 2018

(2) In these Regulations, “the Principal Regulations” means the Care and Support (Deferred Payment) Regulations 2014(b).

Amendment of regulation 2(2)

2. Paragraph (2)(a) of regulation 2 of the Principal Regulations is amended as follows—

(a) for “and” at the end of sub-paragraph (ii) there shall be substituted “or”; and

(b) after sub-paragraph (ii) there shall be inserted—

“(iii) are not being or going to be met by the local authority under section 18 and are needs that the local authority considers it would be required to meet under that section by the provision of accommodation in a care home but for the fact that the local authority is satisfied that the adult’s financial resources are above the financial limit(c); and”.

Amendment of regulation 3(1)

3. Paragraph (1)(a) of regulation 3 of the Principal Regulations is amended as follows—

(a) at the end of sub-paragraph (ii) there shall be inserted “or”; and

(b) after sub-paragraph (ii) there shall be inserted—

“(iii) are not being or going to be met by the local authority under section 18 and are needs that the local authority considers it would be required to meet under that section by the provision of accommodation in a care home but for the fact

(a) 2014 c.23. The powers to make regulations are exercisable by the Secretary of State: *see* section 125(1).

(b) S.I. 2014/2671 to which amendments which are not relevant have been made by S.I. 2015/644.

(c) *See* section 17(10) of the Care Act 2014 for the definition of “financial limit”.

that the local authority is satisfied that the adult's financial resources are above the financial limit; ”.

Signed by authority of the Secretary of State for Health.

Jackie Doyle-Price
Parliamentary Under-Secretary of State,
Department of Health

20th December 2017

EXPLANATORY NOTE

(This note is not part of the Regulations)

These Regulations amend the Care and Support (Deferred Payment) Regulations 2014 (“the Principal Regulations”). Regulation 2 of the Principal Regulations sets out the circumstances in which a local authority must enter into a deferred payment agreement and regulation 3 of the Principal Regulations sets out the circumstances in which a local authority is permitted to enter into a deferred payment agreement.

Regulations 3 and 4 of these Regulations amend regulations 2(2) and 3(1) of the Principal Regulations so that a local authority may be required or permitted to enter into a deferred payment agreement in a case where a local authority is not meeting or going to meet the adult's needs by the provision of accommodation in a care home, if the local authority considers that it would have been required to meet the adult's needs under section 18 but for the fact that the adult's financial resources exceed the financial limit.

A full impact assessment has not been produced for this instrument as no, or no significant, impact on the private, voluntary or public sector is foreseen.

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2014 No. 2671

SOCIAL CARE, ENGLAND

The Care and Support (Deferred Payment) Regulations 2014

Made - - - - 22nd October 2014

Laid before Parliament 31st October 2014

Coming into force in accordance with regulation 1(1)

The Secretary of State makes the following Regulations in exercise of the powers conferred by sections 34(1), (2) and (4) to (8), 35 and 125(7) and (8) of the Care Act 2014(a).

Citation, commencement and interpretation

1.—(1) These Regulations may be cited as the Care and Support (Deferred Payment) Regulations 2014 and come into force immediately after sections 34(1) and 35(1) of the Care Act 2014 are both fully in force(b).

(2) In these Regulations—

“the Act” means the Care Act 2014 and a reference to a section is a reference to a section of the Act;

“care home” means a care home, within the meaning given in section 3 of the Care Standards Act 2000(c), in respect of which a person is registered under the Health and Social Care Act 2008(d) for the regulated activity of the provision of accommodation together with nursing or personal care;

“long tenancy” is a tenancy granted for a term of years certain exceeding twenty one years, whether or not the tenancy is, or may become, terminable before the end of that term by notice given by or to the tenant or by re-entry, forfeiture or otherwise and includes a lease for a term fixed by law under a grant with a covenant or obligation for perpetual renewal unless it is a lease by sub-demise from one which is not a long tenancy;

“specified time” means the time specified in regulation 7;

“supported living accommodation” has the meaning in regulation 3(2);

“the 2011 Act” means the Budget Responsibility and National Audit Act 2011(e).

(a) 2014 c.23. The powers to make regulations are exercisable by the Secretary of State; see section 125(1).
(b) Sections 34(1) and 35(1) have been commenced for the purpose of making regulations by S.I. 2014/2473.
(c) 2000 c.14.
(d) 2008 c.14.
(e) 2011 c.4.

Local authority required to enter into a deferred payment agreement

2.—(1) A local authority^(a) is required to enter into a deferred payment agreement with an adult if—

- (a) paragraph (2) applies to the adult;
- (b) the condition in regulation 4 is met; and
- (c) the adult agrees to all the terms and conditions included in the agreement in accordance with regulation 11.

(2) This paragraph applies to an adult if—

- (a) the adult's needs for care and support—
 - (i) are being met or are going to be met under section 18 or section 19(1) or (2) and the care and support plan^(b) for the adult specifies that the local authority is going to meet the adult's needs by the provision of accommodation in a care home; or
 - (ii) are not being or going to be met by the local authority and the local authority considers that if it had been asked to meet the adult's needs it would have done so under section 18 or section 19(1) or (2) and it would have met the adult's needs by the provision to the adult of accommodation in a care home; and
- (b) the local authority is satisfied that the adult has a legal or beneficial interest in a property which is the adult's main or only home, and
 - (i) where a financial assessment within the meaning of section 17(5) has been carried out in respect of the adult, that—
 - (aa) the value of that interest has not been disregarded for the purposes of calculating the amount of the adult's capital^(c); and
 - (bb) the adult's capital less the value of that interest does not exceed £23,250; or
 - (ii) where such a financial assessment has not been carried out in respect of the adult that sub-paragraph (i) would be satisfied if such an assessment were carried out.

(3) But a local authority is only required to enter into a deferred payment agreement with an adult for amounts due from the adult to the authority under section 14, or for costs of care and support the provision of which the local authority considers to be necessary to meet the adult's needs.

Local authority permitted to enter into a deferred payment agreement

3.—(1) A local authority is permitted to enter into a deferred payment agreement with an adult if—

- (a) the adult's needs for care and support—
 - (i) are being met or are going to be met under section 18 or section 19(1) or (2) and the care and support plan for the adult specifies that the local authority is going to meet the adult's needs by the provision to the adult of accommodation in a care home or supported living accommodation; or
 - (ii) are not being or going to be met by the local authority and the local authority considers that if it had been asked to meet the adult's needs it would have done so under section 18 or section 19(1) or (2) and it would have met the adult's needs by the provision to the adult of accommodation in a care home or supported living accommodation;

(a) See section 1(4) of the Act as to the meaning of "local authority"; the definition in section 1(4) is limited to local authorities in England.

(b) See section 25 for the definition of "care and support plan".

(c) See section 17(11)(b) which provides that regulations under that section must make provision for calculating capital.

- (b) the condition in regulation 4 is met; and
- (c) the adult agrees to all the terms and conditions included in the agreement in accordance with regulation 11.

(2) For the purpose of paragraph (1), “supported living accommodation” means accommodation which is not a care home and is—

- (a) in premises which are specifically designed or adapted for occupation by adults with needs for care and support to enable them to live as independently as possible; or
- (b) provided—
 - (i) in premises which are intended for occupation by adults with needs for care and support (whether or not the premises are specifically designed or adapted for that purpose); and
 - (ii) in circumstances in which personal care is available if required.

(3) For the purposes of paragraph (2)(b)(ii), personal care may be provided by a person other than the person who provides the accommodation.

(4) The accommodation referred to in paragraph (2) does not include premises—

- (a) in respect of which the adult is for the time being entitled to dispose of the fee simple, whether or not with the consent of other joint owners; or
- (b) which the adult occupies other than under a licence or tenancy agreement.

(5) In paragraph (4) “tenancy” means a tenancy which is not a long tenancy.

Adequate security

4.—(1) The local authority must obtain—

- (a) adequate security for the payment of the adult’s deferred amount^(a) and any interest or administration costs which are treated in the same way as the adult’s deferred amount; and
- (b) the consent referred to in paragraph (4), if the authority considers it is necessary to do so.

(2) For the purposes of regulation 2, “adequate security” is a charge by way of legal mortgage for an amount which is at least equal to the deferred amount and any interest or administration costs which are to be treated in the same way as the adult’s deferred amount and which is capable of being registered as a first legal charge in favour of the local authority in the land register^(b).

(3) For the purposes of regulation 3, “adequate security” is—

- (a) a charge by way of legal mortgage for an amount which is at least equal to the adult’s deferred amount and any interest or administration costs which are to be treated in the same way as the adult’s deferred amount and which is capable of being registered as described in paragraph (2); or
- (b) any other security which the local authority considers is sufficient to secure payment of the deferred amount and any interest and administration costs which are to be treated in the same way as the adult’s deferred amount.

(4) The consent required by paragraph (1) is consent which in the opinion of the local authority is genuine and informed consent given in writing to the matters specified in paragraph (5) by any person—

- (a) who the authority considers has an interest in the land or other asset in respect of which a charge will be obtained; and
- (b) whose interest the authority considers may prevent it from exercising a power of sale of the land or asset or recovering the deferred amount.

^(a) See section 34(6) for the meaning of “deferred amount”.

^(b) See the Land Registration Act 2002 (c.9), section 132(1) for the meaning of “charge”, “legal mortgage”, “register”.

(5) The matters specified are—

- (a) the creation of a charge; and
- (b) the charge taking priority to and ranking before any interest the person has in the land or other asset which will be the subject of the charge.

Deferred amount and equity limit

5.—(1) Subject to paragraph (3), the deferred amount is the sum which is specified or determined in accordance with paragraph (2).

(2) The sum is—

(a) The lower of—

- (i) 100% of the amount due from the adult under section 14 or, as the case may be, section 30(2) for the provision of care and support in a care home or supported living accommodation, less any amount which the local authority requires the adult to contribute under regulation 6;
 - (ii) such lesser part of the amount due under section 14, or as the case may be, section 30(2) as the adult requests, less any amount which the local authority requires the adult to contribute under regulation 6;
 - (iii) the amount deferred in accordance with sub-paragraphs (i) or (ii), less any amount which, during the time the agreement is in force and in accordance with the terms and conditions of the agreement, the authority does not agree to defer payment of until the specified time; or
- (b) 100% of the loan made for the purpose of assisting the adult to obtain care and support in a care home or, as the case may be, supported living accommodation.

(3) But—

- (a) the deferred amount and any interest and administration costs which have been treated in the same way as the deferred amount must not exceed the equity limit and the authority must not agree to defer payment of an amount if to do so would exceed the equity limit; unless
- (b) at the relevant time, the deferred amount and any interest and administration costs which have been treated in the same way as the deferred amount exceeds the equity limit, in which case the local authority must defer payment of those amounts if paragraph (4) applies.

(4) This paragraph applies if the equity limit was not exceeded at the time when payment of an amount due to the authority under section 14 or 30(2) was last deferred or an instalment under the loan agreement was last advanced to the adult.

(5) The equity limit is 90% of the value of the asset (that is, its current market or surrender value at the relevant time) which the local authority obtains as security for the deferred amount and any interest and administration costs which are to be treated in the same way as the deferred amount, less £14,250 and the amount of any encumbrance secured on it which ranks in priority to the authority's charge.

(6) For the purposes of paragraphs (3) and (5), the relevant time is the time that—

- (a) an amount under section 14 or 30(2) is due to the authority; or
- (b) the local authority is due to advance an instalment of the loan to the adult under the loan agreement.

(7) Any interest and administration costs may continue to be treated in the same way as the deferred amount even after the equity limit is reached.

Adult's contribution

6.—(1) If in any week during which the agreement is in force the adult's weekly income exceeds £144, a local authority is permitted not to—

- (a) defer an amount due to the authority under section 14 or 30(2) for meeting the adult's needs for that week by the provision of accommodation in a care home or supported living accommodation; or
- (b) advance an instalment or part of an instalment under the loan agreement for the purpose of assisting the adult to obtain for that week the provision of care and support in a care home or supported living accommodation.

(2) But the amount which under this regulation the local authority may decide not to defer or advance in respect of that week may not exceed the amount by which the adult's income in that week exceeds £144.

(3) Where the local authority decides not to defer an amount or advance an instalment or part of an instalment under paragraph (1), it may include a term in the agreement to require the adult to pay or ensure payment of the amount due to the authority or the provider of the care and support in a care home or supported living accommodation.

(4) In paragraph (3) the amount due to the authority or provider of care and support is the amount which, in accordance with this regulation, the authority decides not to defer.

(5) The amount of the adult's weekly income must be calculated in accordance with regulations made under section 17.

Time for repayment of the deferred amount

7. The specified time for repayment of the deferred amount and any interest and administration costs which have been treated in the same way as the deferred amount is the sooner of—

- (a) the date of sale or disposal of the land or other asset in respect of which the authority has a charge; or
- (b) 90 days after the date of the death of the adult with whom the agreement is made or such longer time as the authority may permit.

Termination

8. The adult may terminate the deferred payment agreement at any time prior to the specified time by giving the authority reasonable notice in writing and paying to the local authority the deferred amount and any interest and administration costs which have been treated in the same way as the deferred amount.

Interest

9.—(1) A local authority may charge interest on an adult's deferred amount and any amounts which are treated in the same way as the deferred amount provided that, before entering into the agreement, it informs the adult that it proposes to do so and of the rate at which interest will be charged.

(2) The interest may be treated in the same way as the adult's deferred amount, unless the adult requests to pay the interest separately.

(3) The interest rate is a rate that does not exceed the relevant rate for the relevant period plus 0.15%.

(4) The relevant rate is the weighted average interest rate on conventional gilts specified for the financial year in which the relevant period starts in the most recent report published before the start of the relevant period by the Office of Budget Responsibility^(a) under section 4(3) of the 2011 Act^(b).

(5) The relevant period is the period starting on—

(a) The Office of Budget Responsibility is established by section 3 of the 2011 Act.

(b) A copy of the report can be requested via careactconsultation@dh.gsi.gov.uk or the Department of Health, Richmond House, 79 Whitehall, London SW1A 2NS and is available at <http://budgetresponsibility.org.uk/>.

- (a) 1st January and ending on 30th June in any year; or
 - (b) 1st July and ending on 31st December in any year.
- (6) “Financial year” has the meaning given in section 25(2) of the 2011 Act.

Administration costs

10.—(1) The local authority may charge the adult its administration costs in accordance with paragraph (3) or (4) provided that it informs the adult that it proposes to do so, before entering into the agreement, and complies with sub-paragraphs (a) to (c) of paragraph (5).

(2) The administration costs may be treated in the same way as the adult’s deferred amount, unless the adult requests to pay them separately.

(3) In this paragraph the administration costs are the total of any costs incurred by the authority in relation to the adult’s deferred payment agreement including but not limited to—

- (a) the costs of postage, printing and photocopying;
- (b) the costs of time spent by persons in relation to the agreement;
- (c) the costs of overheads, such as computer equipment and utility charges (to the extent that they are not already included in the costs of time spent by persons in relation to the agreement);
- (d) the costs incurred for the purpose of ascertaining the value of the adequate security;
- (e) the costs incurred in registering the charge on the land or land charges register;
- (f) the costs incurred in perfecting the security obtained in respect of the deferred amount;
- (g) the costs incurred in discharging or redeeming the security obtained in respect of the deferred amount; and
- (h) the costs which are incurred by the authority for the purpose of ensuring compliance by the parties of the terms and conditions in the agreement.

(4) In this paragraph the administration costs are—

- (a) the average cost to the local authority incurred in relation to deferred payment agreements generally, having regard to the costs and fees referred to in sub-paragraphs (a) to (c) of paragraph (3), and for these purposes the local authority may provide for different average costs for different situations;
- (b) the costs incurred for the purpose of ascertaining the value of the adequate security;
- (c) the costs incurred in registering the charge on the land or land charges register;
- (d) the costs incurred in perfecting the security obtained in respect of the deferred amount;
- (e) the costs incurred in discharging or redeeming the security obtained in respect of the deferred amount; and
- (f) the costs which are incurred by the authority for the purpose of ensuring compliance by the parties of its terms and conditions.

(5) But the local authority must—

- (a) before entering into the agreement, give the adult an estimate of the amount of any charge it envisages levying in respect of making the agreement and registering any charge;
- (b) before entering into the agreement give the adult an indication of its current charges for, and the matters in respect of which, it considers it may impose a charge under the agreement and information to enable the adult to ascertain the charges if they change during the period during which the agreement is in force;
- (c) before requesting payment of any charge, or treating it in the same way as the deferred amount, provide the adult with a statement which sets out the amount of the charge—
 - (i) which, in a case where the administration costs are calculated in accordance with paragraph (3), is attributable to each of the items referred to in paragraph (3); or

- (ii) which, in a case where the costs are calculated in accordance with paragraph 4, is attributable to the costs referred to in paragraph (4)(a) and each of the items referred to in sub-paragraphs (b) to (f) of that paragraph.

Terms, conditions and information

11.—(1) The deferred payment agreement must include any terms, conditions and information, without which the adult is unable to ascertain his or her rights and obligations under the agreement including—

- (a) in the case of an agreement under which a local authority agrees to defer until the specified time the repayment of the part of the loan specified in regulation 5, a term to make clear that the local authority will make advances of that loan to the adult in instalments and when those instalments will be made;
- (b) a term to explain that the local authority must cease to defer amounts due to the authority under section 14 or 30(2) or advance instalments under the loan agreement if the adult is no longer receiving care and support in a care home or supported living accommodation or if the local authority no longer considers that the adult's needs should be met by the provision of such accommodation;
- (c) a term to explain any other circumstances in which the local authority will or may cease to defer amounts due to it under sections 14 or 30(2) or advance instalments under the loan agreement;
- (d) a term which requires the local authority to produce a written statement—
 - (i) which is provided to the adult—
 - (aa) at the end of the period of six months beginning with the date on which the agreement is entered into;
 - (bb) every six months after that; and
 - (cc) within 28 days of a request made by the adult; and
 - (ii) which shows—
 - (aa) the amount that the adult would have to pay to the local authority in order to terminate the agreement on the date on which the statement is sent by the authority to the adult or such later date as is requested by the adult; and
 - (bb) the amount of interest and administration charges which have accrued on the amounts deferred under section 14 or 30(2) or the loan instalments since the commencement of the loan;
- (e) a term which requires the local authority to give the adult 30 days written notice of the date on which the equity limit and, if different, the amount which the parties have agreed to defer is likely to be reached;
- (f) if the interest is to be treated in the same way as the adult's deferred amount, a term to explain how the interest will compound;
- (g) information as to administration costs which the authority may charge under the agreement;
- (h) in the case of a loan, a term to make clear that its purpose is to pay the costs of care and support in a care home or supported living accommodation, as the case may be, and that the adult must pay those costs as and when they fall due;
- (i) a term which explains that, subject to regulation 5(3), the maximum amount which may be deferred is the equity limit in regulation 5(5), and that this is likely to vary over the term of the agreement;
- (j) a term which describes the adequate security accepted by the local authority;
- (k) a term requiring the adult to obtain the consent of the local authority for any person to occupy the property; and

- (1) a term to explain how the adult may exercise his or her right to terminate the agreement.
- (2) The deferred payment agreement may include such other terms and conditions as the local authority considers appropriate.

Signed by authority of the Secretary of State for Health.

22nd October 2014

Norman Lamb
Minister of State
Department of Health

EXPLANATORY NOTE

(This note is not part of the Regulations)

These Regulations make provision for local authorities to enter into a deferred payment agreement with an adult and specify the amount of the agreement and conditions which relate to the agreement.

Regulation 2 sets out the circumstances in which a local authority must enter into a deferred payment agreement.

Regulation 3 sets out the circumstances in which a local authority may enter into a deferred payment agreement.

Regulation 4 provides that a local authority must not enter into a deferred payment agreement unless it obtains adequate security for the payment of the deferred amount. It sets out that, for cases where a local authority is required to enter into a deferred payment agreement, the adequate security must be a charge by way of legal mortgage for an amount which is at least equal to the adult's deferred amount and any interest and administration costs which are treated in the same way as the adult's deferred amount and which is capable of being registered as a first legal charge in favour of the local authority in the land register. In the case of a deferred payment agreement which the authority is permitted to enter into, paragraph (3) provides that adequate security is such a charge or such other security as the authority considers will secure payment of the deferred amount.

The regulation also provides that if the authority considers that it is necessary to do so it must also obtain written consent to the matters specified in paragraph (5) from a person who has an interest in the asset over which it has obtained the charge.

Regulation 5 makes provision as to the amount which is deferred under the agreement. Regulation 5(1) provides that, subject to paragraph (3), the deferred amount is the sum in paragraph (2).

Regulation 5(2) provides in effect that, in cases where the adult is required to pay charges for the costs of their care and support to the authority, the amount is 100% of the amount due to the authority from the adult under section 14 (power of local authority to charge) or the amount due to the authority under section 30(2) (additional costs in cases where the adult expresses a preference for particular accommodation) or such lesser amount as the adult requests. In either case these amounts may be reduced by the amount by which the local authority is permitted not to defer under regulation 6 or in accordance with terms and conditions of the agreement.

In the case of a loan, regulation 5(2)(b) provides that the deferred amount is the whole of the loan made to the adult to obtain accommodation in a care home or supported living accommodation.

Regulation 5(3)(a) provides in effect that apart from in the circumstance described in subparagraph (b) the deferred amount and interest and costs which have been added to it must not exceed the equity limit specified in paragraph (5). Paragraph (b) of regulation 5(3) requires the authority to defer payment of an amount which exceeds the equity limit if regulation 5(4) applies. Regulation 5(4) applies if the equity limit was not exceeded when amounts were last deferred.

This may arise if the value of the adequate security has fallen since the date of the last deferral. Regulation 5(7) makes clear that interest and administration costs can continue to be added to the deferred amount even after the equity limit is reached.

Regulation 6(1) and (2) provides in effect that the local authority does not have to defer an amount, where, after payment by the adult of the amounts due to the authority, or payment by the adult of the charges due to the provider of care and support in a care home or supported living accommodation, the adult would retain at least £144 of his or her weekly income.

It also provides, by paragraphs (3) and (4), that the local authority may include a term in the agreement to require the adult to pay, or ensure payment of, the amounts which in accordance with the regulation the adult has decided not to defer.

Regulations 7 and 8 make provision as to the time for repayment of the deferred amount and the adult's right to terminate the deferred payment agreement.

Regulations 9 and 10 make provision as to the payment of interest and administration costs.

Regulation 11 details terms and conditions which must or may be in the agreement.

A separate impact assessment has not been prepared for these Regulations. These Regulations are part of a package of legislative measures and the relevant impact assessment can be requested via careactconsultation@dh.gsi.gov.uk or the Department of Health, Richmond House, 79 Whitehall, London SW1A 2NS and is available online at <https://www.gov.uk/government/organisations/department-of-health>.

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Committee and Date
Audit Committee
27th November 2025

Item

Public



Deferred Payments Management Update

Responsible Officer:	Laura Tyler		
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Cabinet Member (Portfolio Holder):	Ruth Houghton		

1. Synopsis

This report provides an update to the Audit Committee on the 2024/25 Deferred Payments, assessing progress on recommendations made in the 2021/22 audit.

This report sets out the future steps to address the outstanding risks, ongoing actions to address identified control weaknesses providing reassurance that the necessary improvements have either been implemented or are imminent to improve the assurance level.

2. Executive Summary

2.1. Background

The Financial Assessment Team is responsible for evaluating individuals' financial circumstances to determine eligibility for various support services and funding options. One of their key areas of work involves managing deferred payments, which allow eligible individuals to delay payment for certain services, such as residential care, until a later date. This process helps alleviate immediate financial pressure while maintaining access to essential services. The previous 2021/22 audit provided a Limited Assurance level due to several control weaknesses in income management, policy & process and system controls

2.2. Current Audit Findings (2024/25)

The 2024/25 follow-up audit identified a weakened control environment and made 19 recommendations, categorised as follows:

Total	Fundamental	Significant	Requires Attention	Best Practice
19	0	9	10	0

Key concerns include:

- **Income Management:** Timeliness of invoicing, calculation of interest, and documentation of final checks and agreement on deferred payment balances.
- **Policy & Process:** Inquiries regarding Legal Matters, Property Insurance Status, and Review of Deferred Payment Forms
- **System Controls:** Updating System with Accrued Interest Calculations

2.3. Assurance Level: Unsatisfactory (Weakening Control Environment).

2.4. 95% of recommendations are complete from the audit.

2.5. One recommendation (5%) was already part of the deferred payment process when the audit was carried out.

3. Recommendations

- 3.1 That the Audit Committee notes the corrective actions already undertaken and planned. The current situation is that all recommendations are either complete or in progress.
- 3.2. That officer responsible reports back on progress within six months of this report to demonstrate improvements in governance and financial control to finalise the improvements to the deferred payment agreement processes.

Report

4. Risk Assessment and Opportunities Appraisal

- 4.1 The audit highlighted high financial and operational risks, particularly in:
 - a. Financial Controls: Council may not recover Social Care fees to which it is entitled, which could result in reputational and financial impact.
 - b. Governance: Issues related to processes, controls, and policy approval have been identified as areas of concern.
 - c. Systems: There are fragmented methods used for recording account information, with manual calculations carried out across various systems. Management oversight is currently limited in these processes.

4. Addressing these risks presents an opportunity to:

- a. Improve our financial controls and ensure the recovery of entitled Social Care fees from Deferred Payments.
- b. Strengthening our governance through better processes, controls, and policy approvals which will lead to increased transparency and accountability.
- c. Streamlining systems and reducing fragmentation will improve data accuracy, reduce manual errors, and enable more effective management oversight, ultimately supporting better decision-making and resource allocation.

4.3. Risk table

Risk Area	Mitigation
Financial Controls	Implement robust financial controls, regular audits, and ensure prompt recovery of Deferred Payments.
Governance	Strengthen governance frameworks, standardise policy approval, and enhance process documentation and oversight.
Systems	Streamline systems, integrate data platforms and improve management reporting

5. Financial Implications

- Shropshire Council continues to manage unprecedented financial demands and a financial emergency was declared by Cabinet on 10 September 2025. The overall financial position of the Council is set out in the monitoring position presented to Cabinet on a monthly basis. Significant management action has been instigated at all levels of the Council reducing spend to ensure the Council's financial survival. While all reports to Members provide the financial implications of decisions being taken, this may change as officers and/or Portfolio Holders review the overall financial situation and make decisions aligned to financial survivability. All non-essential spend will be stopped and all essential spend challenged. These actions may involve (this is not exhaustive):
 - scaling down initiatives,
 - changing the scope of activities,
 - delaying implementation of agreed plans, or
 - extending delivery timescales.

5.1 The audit found financial inefficiencies in the management of Deferred Payments

- a. Interest charges are not currently applied to post-Care Act deferred payments due to system limitations
- b. Delays in recovering deferred debt due to ineffective recovery processes.

- c. Fragmented processes due to financial records being spread across multiple IT systems (LAS, ContrOCC, ERP, SharePoint, and some legacy systems).

5.2. Failure to address these issues may lead to

- a. Financial losses due to uncollected income
- b. Increased budget pressures
- c. Reputational damage for the Council.

5.3. This report sets out the measures that have both been implemented and are planned to substantially reduce the risks set out in section 5.

6. Climate Change Appraisal

6.1. There are no anticipated climate change or environmental impacts associated with the recommendations in this report.

7. Background

7.1. Full detail of recommendations has been summarised in appendix 1 and should be read in conjunction with this section.

7.2. All recommendations are complete.

8. Additional Information

No additional information is provided as part of this report

9. Conclusions

- 9.1. A structured action plan (Appendix 1) outlines specific corrective measures taken and planned, responsible persons, and deadlines.
- 9.2. Progress will be made with an updated report submitted to the Audit Committee within 6 months of this report.
- 9.3. Where possible, the highest risk recommendations were addressed immediately—either during the audit (and completed before the final report) or before the target completion date. However, with the recent formation of the deferred payment working group, further improvements are still underway.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Internal Audit Report Deferred Payments 2021/22

Internal Audit Report Deferred Payments 2024/25

Local Member: ALL

Appendices

Appendix 1 - Audit Recommendations Table

Appendix 1**Audit Recommendations Table**

Rec No	Recommendation	Rating	Responsible Officer	Target Date	Status	Comments
1	The queries and discrepancies in the draft policy should be discussed and agreed by the Team Leader: Financial Assessments and Legal Services, to ensure that the team's processes are consistent with the policy. The policy should then be agreed by DMT and ratified by Cabinet.	Significant	Kim Russon, Team Leader	31/12/2025	Complete	The discrepancies and queries have been resolved. The policy is being reviewed by Service Managers prior to presentation at SMT and is due to go to cabinet for sign off in February 2026.
2	The Adult Social Care Charging & Financial Assessment Policy for Residential Care 24/25 should include details of administration charges to be applied to Deferred Payment accounts when it is updated for 25/26. In addition, the administration fee should be reviewed, with methodology for calculating the fee recorded and authorised. This fee should then be reviewed on an annual basis, ensuring that it complies with the requirements of the Care Act, i.e., that the Council is not making a profit. Charges should be included in the fees and charges policy when submitted to Council for approval in line with the Council's Constitution.	Requires Attention	Kim Russon, Team Leader	31/12/2025	Complete	The Policy has been updated to include details of the Deferred Payment Agreement admin fees. The admin fee is under review by the Finance Business Partner and will form part of charges policy paper to cabinet when the budget is presented.
3	The Deferred Payment Agreement 'How to Guide' should be reviewed and updated; version control on the document should reflect this.	Requires Attention	Kim Russon, Team Leader	31/08/2025	Complete	The guide has been reviewed, updated and the version control reflects this.
4	The suite of forms for Deferred Payments should be reviewed and updated to ensure that they complement the current process and	Significant	Kim Russon, Team Leader	30/11/2025	Complete	The forms have been reviewed, updated and version control applied

	timescales/methods for approving the application and funding.					to reflect this. A deferred payment agreement working group has been established and is reviewing the entire deferred payment agreement process – if changes are required to forms/timescales following this review, these will be implemented immediately.
5	The process should be updated to ensure that there is either a sign off of an individual document following Panel, or retention of an authorised list from Panel.	Requires Attention	Kim Russon, Team Leader	30/09/2025	Complete	It is already part of the process that form DPA2, Appendix 1 is signed off for deferred payment application at panel and retained in the service user's deferred payment agreement folder in SharePoint. (DPA2 App1 records the fee structure for the deferred payment agreement)
6	There should be either an official valuation, or a copy of a valuation from a reputable website or a surveyor retained on file, so as to justify the property valuations that are being relied upon.	Significant	Kim Russon, Team Leader	30/11/2025	Complete	Where an official valuation has not been provided, the Financial Assessment Officer will obtain a valuation from a reputable website such as Zoopla, On the Market or Rightmove

						and record this on a valuation sheet which they then sign and retain in the service user's folder in SharePoint.
7	Case P342826 should be reviewed by the Financial Assessment Team to ensure that the charge has been registered against the property. If it has already been done, there should be a copy on the applicant's file.	Requires Attention	Kim Russon, Team Leader	30/04/2025	Completed	The charge was placed on the property in January 2021. A copy of the official register is now saved to file.
8	An update should be made to ContrOCC to allow for interest to be added to post Care Act cases.	Significant	Kim Russon, Team Leader	31/03/2026	Completed	Testing of the functionality of ContrOCC to charge interest on deferred payment agreements has been signed off in the test site and is now live since the 7/11/25 with all payments to be updated by the 30/11/25
9	Insurances should be reviewed and brought up to date for all current deferred payment agreements. In addition, the letter issued by the Financial Assessment Team to request an up to date insurance certificate should state that insurance needs to be for an empty property if indeed this is the case.	Significant	Kim Russon, Team Leader	30/11/2025	Complete	Insurance documents have been brought up to date for all deferred payment agreement service users. The letter issued by the Financial Assessment Team has been updated to state that insurance for an empty property is required, where applicable. Processes have been implemented

						to ensure Financial Assessment Officers are reminded annually to request up to date insurance policy documents.
10	A copy of the six-monthly statements sent out from ContrOCC should be retained on SharePoint for reference purposes.	Requires Attention	Kim Russon, Team Leader	31/03/2026	Complete	Statements will be issued following the annual uplift of care home fees and six months thereafter and will be saved to SharePoint
11	The Financial Assessments Team should raise an invoice on ERP in respect of the four deferred payment accounts where the service user has died and their property is vacant. This should be issued to the executor/representative, along with a covering letter stating that further interest will be due covering the period between the date of the invoice and the payment date. The Financial Assessments Team should consult with the ContrOCC Support Team regarding the method by which the remaining interest will be calculated accrued within ContrOCC until the time that the deferred charges are paid.	Significant	Kim Russon, Team Leader	31/07/2025	Completed	Invoices have been raised in ERP for the relevant service users and letters issued to the executors of the estate. Once interest has been set up in the live system, ContrOCC will have the functionality to generate interest charges whilst we await payment.
12	The deferred payments where there is a tenant in the deceased service user's property should be referred to Legal Services for further action, to ensure that paragraph 10 of the Deferred Payment Agreement is enforced. An invoice should then be raised on ERP by the Financial	Significant	Kim Russon, Team Leader	30/04/2025	Completed	Properties can be rented under the Deferred Payment Scheme as long as this has been agreed by Shropshire Council. An

	Assessments Team, to be accompanied by a letter regarding the accruing interest.					invoice for the deceased service user's deferred balance was raised in April 2025 and payment has been received to clear the debt.
13	The Team Leader, Financial Assessments Team should review the deferred charges totals against the equity amounts twice a year to ensure that the deferred total has not been left to exceed the equity value.	Requires Attention	Kim Russon, Team Leader	30/06/2025	Completed	The Team Leader has introduced a monthly monitoring process which looks at the accruing balances and their progress toward the equity limit.
14	The Team Leader, Financial Assessments Team should liaise with the Land Charges Team to request that her team are informed of any changes in debt secured against a property that has a charge in lieu of care contributions.	Significant	Kim Russon, Team Leader	31/08/2025	Complete	The Team Leader has liaised with legal services regarding this recommendation and has been advised that when our charge is registered it takes priority to everything registered after it and we register notice that the amount of our debt is not fixed so any mortgage etc taken out after our charge would not be paid out until our full debt was paid. They are investigating how any changes made to the register by Land Registry can be monitored.

15	Where voluntary credits are paid by a service user's representative, an alternative statement should be produced manually by the Financial Assessment Officer to account for the additional payment instead of the standard six monthly statement and a separate letter, thus only issuing one accurate document as to the current balances. This should be reviewed for accuracy by the Senior Assessment Officer, with a copy of the alternative statement held on SharePoint along with evidence of the checks carried out.	Requires Attention	Kim Russon, Team Leader	31/07/2025	Completed	A manual statement has been created to be used where a service user or their financial representative is making additional payments during the lifetime of the deferred payment to reduce the final debt when it ends. The statement is signed by either the Team Leader or the Senior Assessment Officer, before being issued.
16	Management checks should be evidenced on all redemption calculation spreadsheets following the changes made to the spreadsheet to accommodate this.	Requires Attention	Kim Russon, Team Leader	30/06/2025	Completed	The redemption calculation has a section to be completed by the Team Leader or Senior Assessment Officer to confirm they have checked the calculation. The process has also been updated to reflect this.
17	The Finance Team should be reminded that they should inform the Financial Assessments Team promptly of deferred payment redemptions, so that the Financial Assessments Team can raise an invoice on ERP to offset the payment. The Finance Team should then journal the payment to the correct cost code to offset the debtor account.	Requires Attention	Kim Russon, Team Leader	30/06/2025	Completed	The finance team have been reminded to inform Financial Assessment Team of any income received to clear deferred balances. The Team Leader has also incorporated a check for any income in her

						monthly monitory of deferred payments.
18	The Team Leader, Financial Assessment Team should liaise with both the Senior Debt Officer and the Finance Business Partner prior to year end to ensure that all income has been correctly allocated to the social care budgets and the individual service users on ERP, the debtor accounts correctly reflect income due in respect of both current and ended deferred payments, and that interest is also calculated from ContrOCC records for ended deferred payments for which payment is due, so that a figure can be included in the accounts for this. A record should be maintained of checks carried out and final figures agreed.	Significant	Kim Russon, Team Leader	30/06/2025	Completed	The monthly monitoring conducted by the Team Leader captures the deferred balances accrued within ContrOCC and additional payments made by service users or their financial representatives. The monitoring report has been shared with the Senior Debt Officer and the Finance Business Partner so that they have accurate figures.
19	The duplicate outlook account relating to the previous role at the Council should be closed. ICT should be consulted to ensure that this does not impact her training refresher course deadlines on her current user account	Requires Attention	Kim Russon, Team Leader	31/05/2025	Completed	The outlook account had been closed by IT services whilst the audit was being conducted.

REPORT OF THE CHAIR OF THE SHROPSHIRE & WREKIN FIRE AUTHORITY TO THE CONSTITUENT COUNCILS

I am pleased to set out below my report on the main events and matters considered by the Fire Authority since the last report in December 2025.

FIRE AUTHORITY MEETING

The Authority met at HQ in Shrewsbury on 17 December 2025 and considered a number of matters of which the following will be of interest:

Assistant Chief Fire Officer

I am pleased to report that the Authority ratified the decision by the Brigade Managers Employment Panel to appoint Mr Marc Millward as our new Assistant Chief Fire Officer.

2026/27 Budget

Discussions around the budget and potential precept for 2026/27 included consideration of adopting various levels of precept in the light of additional pressures arising from our Community Risk Management Plan, our workstreams relating to the 2024 HMI Inspection report, and the provisional grant settlement from HM Government.

Members noted that, in common with the experience of Shropshire Council, grant was being removed from rural areas in favour of urban areas which, if confirmed, would result in a need to cost reductions in the future.

The only positive note was that, in the case of Fire, Government had decided to introduce a 'floor' to ensure that no Service fell below minimum levels, however the extent of that 'floor' was as yet unknown.

Since then we have had confirmation of the arrangements and although we are still suffering a reduction in funding we believe that we will, over the three year period, manage the situation. The Authority is to meet next week on the 17th to set our budget and precept and at the moment that is recommended to be £5 per year, an increase of 4.13%. Fire is subject to slightly different rules in respect of referendum limits.

HMICFRS Report

We received our normal progress reports on the measures being taken to address both the 'Cause of Concern' and the 'Areas for Improvement' and noted that the Service is on schedule to comply with the recommendations within the timetable agreed with HMICFRS.

As referred to above our next meeting is on Tuesday 17 February and I will report on this meeting, and other matters, in due course.

Cllr David Minnery

Chair, Shropshire & Wrekin Fire Authority

13 February 2026

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