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Shropshire Council

Shropshire Council
Legal and Democratic Services
Guildhall,
Frankwell Quay,
Shrewsbury
SY3 8HQ

Date: Tuesday, 1 September 2026

Committee:
Cabinet

Date: **Wednesday, 9 September 2026**
Time: **10.30 am**
Venue: **Council Chamber, The Guildhall, Frankwell Quay, Shrewsbury, Shropshire, SY3 8HQ**

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

There will be some access to the meeting room for members of the press and public, but this will be limited. If you wish to attend the meeting please email democracy@shropshire.gov.uk to check that 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

Richard Phillips
Service Director – Legal and Governance (Monitoring Officer)

Members of Cabinet
Heather Kidd
Alex Wagner
Roger Evans
Andy Hall
Ruth Houghton
James Owen
Rob Wilson
David Vasmer
David Walker
Sarah Marston

Your Committee Officer is:

Ashley Kendrick Democratic Services Officer
Tel: 01743 250893
Email: ashley.kendrick@shropshire.gov.uk

When attending this meeting, Members are reminded of the three principles of the Jo Cox Foundation and Compassion in Politics Civility Pledge:

1. *Use a civil and constructive tone in debate*
2. *Act with integrity, honesty and compassion*
3. *Behave respectfully towards others, including those I disagree with*

*(Please note that while we strive to live stream meetings, technical issues may occasionally occur. In the event of a technical disruption, the meeting will be paused to try to resolve the issue. Should it not be possible to resume the live stream, the meeting will proceed as scheduled, and a backup recording will be made available after the meeting. Any disruption to the live stream does not affect the legality of the meeting).

AGENDA

1 Apologies for Absence

2 Disclosable 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 - 6)

To confirm the minutes of the meeting held on 5 August 2026.

4 Public Question Time

To receive any questions from members of the public, notice of which has been given in accordance with Procedure Rule 14. Deadline for notification is not later than 12 noon on Thursday 3 September 2026.

5 Member Question Time

To receive any questions from Members of the Council. Deadline for notification is not later than 12 noon on Thursday 3 September 2026.

6 Scrutiny Items

7 Exceptional Financial Support: External Assurance Review (Pages 7 - 12)

Lead Member: Councillor Roger Evans, Portfolio Holder for Finance

Lead Officer: Duncan Whitfield, Interim Executive Director (S151)

8 Annual Customer Feedback Report 2025/26 (Pages 13 - 64)

Lead Member: Councillor Alex Wagner, Deputy Leader and Portfolio Holder for Transformation & Economic Growth

Lead Officer: Paul Clarke, Service Director – Strategy & Change

9 Financial Monitoring Report Quarter 1 2026/27 (Pages 65 - 98)

Lead Member: Councillor Roger Evans, Portfolio Holder for Finance

Lead Officer: Duncan Whitfield, Interim Executive Director (S151)

10 Q1 Performance Report

Lead Member: Councillor Heather Kidd, Leader

Lead Officer: Paul Clarke, Service Director – Strategy & Change

The report will be to follow in order to finalise appendices for the Q1 report

11 **Treasury Management Update Quarter 1 2026/27** (Pages 99 - 124)

Lead Member: Councillor Roger Evans, Portfolio Holder for Finance

Lead Officer: Duncan Whitfield, Interim Executive Director (S151)

12 **Business Rate Relief and Council Tax Discretionary Discount Policy** (Pages 125 - 158)

Lead Member: Councillor Roger Evans, Portfolio Holder for Finance

Lead Officer: Duncan Whitfield, Interim Executive Director (S151)

13 **Council Tax Support Scheme** (Pages 159 - 184)

Lead Member: Councillor Roger Evans, Portfolio Holder for Finance

Lead Officer: Duncan Whitfield, Interim Executive Director (S151)

14 **Cornovii Developments Ltd** (Pages 185 - 200)

Lead Member: Councillor James Owen, Portfolio Holder for Housing

Lead Officer: Kassandra Polyzoides, Interim Service Director – Place Shaping

15 **Housing Revenue Account Business Plan** (Pages 201 - 224)

Lead Member: Councillor James Owen, Portfolio Holder for Housing

Lead Officer: Paula Mawson, Service Director – Customer & Communities

16 **Whitchurch Civic Centre & Library - Asset Decision** (Pages 225 - 476)

Lead Member: Councillor Roger Evans, Portfolio Holder for Finance

Lead Officer: Kassandra Polyzoides, Interim Service Director – Place Shaping

17 **Fostering Payment Arrangement Policy** (Pages 477 - 494)

Lead Member: Councillor Andy Hall, Portfolio Holder for Children & Education

Lead Officer: Sonya Miller, Service Director – Children & Young People

18 **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

19 **Exempt Minutes** (Pages 495 - 498)

To confirm the exempt minutes of the meeting held on 5 August 2026.

20 **Date of Next Meeting**

To note that the next meeting is scheduled to take place on Wednesday 14 October 2026.

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Committee and Date
Cabinet
9 September 2026

CABINET

Minutes of the meeting held on 5 August 2026
In the Council Chamber, The Guildhall, Frankwell Quay, Shrewsbury, SY3 8HQ
10.30 am – 12.19 pm

Responsible Officer: Ashley Kendrick
Email: ashley.kendrick@shropshire.gov.uk Tel: 01743 250893

Present
Councillors Heather Kidd (Leader), Alex Wagner, Roger Evans, Andy Hall, Ruth Houghton, James Owen, Rob Wilson, David Vasmer, David Walker and Sarah Marston
Also
Group Leaders: Councillors Duncan Kerr – Green and Progressive Independents, Dawn Husemann – Reform UK

221 **Apologies for Absence**

There were no apologies from Cabinet members.

Apologies were received from Group Leaders Cllrs Dan Thomas and Rosemary Dartnall

222 **Disclosable Interests**

No interests were declared.

223 **Minutes**

RESOLVED

That the minutes of the meetings held on 8 July 2026 and 14 July 2026 be confirmed as a correct record.

At the outset of the meeting, the Leader outlined the serious financial challenges facing Shropshire Council and highlighted the 2027/28 budget-setting process as critical to securing the council's long-term sustainability. The council faced a funding gap equivalent to around a quarter of its net budget. Rising demand for adult social care and children's services, together with inflationary pressures, was adding more than £66 million to annual costs, creating an unsustainable position without significant change.

A programme of transformation was underway to address these pressures, including reforms to children's services, digital transformation and future changes to adult social care. The focus was on reducing demand through prevention and early intervention, improving outcomes for residents and delivering long-term financial sustainability, while learning from best practice elsewhere and investing in initiatives that would generate future savings.

The Leader emphasised that difficult decisions would continue to be required and that all areas of expenditure would be subject to review. Transparency, pace and cross-party engagement would be essential as the Council worked to reduce its reliance on borrowing and Exceptional Financial Support, which represented additional debt rather than new funding. The overarching aim was to reshape services, live within available resources and create a more efficient and sustainable council for the future.

224 **Public Question Time**

Public questions were received from the following:

John Palmer – in relation to amounts paid by Shropshire Council in fines or financial penalties since 1 April 2025 for non-compliance with statutory legislation.

John Crowe (asked on his behalf by Jonathan Owen) – in relation to the options for telecoms equipment currently based on the roof at Shirehall.

Responding to a supplementary question around timescale for decisions regarding relocation sites, the Portfolio Holder for Finance reported that negotiations were underway and said he would make this information available to the public when known.

Jane Gallagher (asked on her behalf by Jonathan Owen) – asking for a breakdown of the running costs of Shirehall

Responding to a supplementary question about potential for rationalising office based requirements into a refurbished Shirehall, the Portfolio Holder for Finance said that the report to the 14 July 2026 Cabinet had set out that refurbishment would cost many millions, there was no capital available to do this, any capital would need to be used to reduce the amount of Exceptional Financial Report required.

Jonathan Owen – in relation to the availability of the Shirehall Red Book valuation and the assumptions behind it.

Responding to a supplementary question, the Portfolio Holder said the sales brochure would be published as soon as possible but a precise date was unknown.

The full questions and responses to them are available here.

225 **Member Question Time**

A member question was received from Cllr Viv Parry in relation to cutting of grass, bushes, trees and hedges especially in relation to play areas and measures the Council would take to ensure that this is done.

The full question and response provided is available here.

226 **Scrutiny Items**

There were no scrutiny items.

227 **Local Government and Social Care Ombudsman Report**

The Portfolio Holder introduced the report following publication of the Local Government and Social Care Ombudsman's findings regarding the Council's handling of Special Educational Needs and Disabilities provision for a child from an armed forces family. The Ombudsman found fault which had caused injustice to the child and family, particularly in relation to the recognition of the family's military circumstances and the timely transfer and use of information. The Council had accepted the findings, apologised for the distress caused and confirmed that the agreed remedy for the family had been implemented.

Cabinet was advised that a range of actions had been taken to address the issues identified and embed learning across the Education, Health and Care Plan service. These included dedicated Armed Forces Covenant training for staff, inclusion of the training within staff induction, the introduction of a checklist to identify children from service families at an early stage, and strengthened arrangements to support information sharing when families relocate. Members noted that these measures had been incorporated into operational practice and quality assurance processes, and welcomed the Council's transparent approach in acknowledging the findings and implementing improvements to prevent a recurrence.

RESOLVED

To note the contents of the report

228 **Digital Transformation Roadmap**

The Deputy Leader presented the report setting out a phased four year programme 2026 – 2030 to improve customer access, organisational efficiency and financial sustainability through the use of digital technology, automation, data and artificial intelligence. Key priorities include improved customer relationship management, enhanced contact centre services and greater system integration, while maintaining a "digital by choice, but human when it matters" approach.

Questions were raised regarding detail on the overall costs, anticipated savings and governance arrangements associated with the programme. The need to learn lessons from previous transformation initiatives was highlighted alongside the need to ensure clear accountability, quantified benefits, sufficient resources, robust gateway processes and effective public scrutiny.

A request was made for regular progress reports to the Finance and Improvement Scrutiny Committee covering delivery milestones, expenditure, projected costs, benefits realisation, workforce implications, cyber and data risks, and any changes to programme scope. It was also suggested that future major system procurements should be subject to scrutiny prior to approval and supported by comprehensive business cases.

The Deputy Leader explained how the proposed approach differed significantly from previous transformation programmes and had been informed by lessons identified through the PwC review. The roadmap had been developed around the Council's specific requirements rather than a standardised consultancy model and included flexibility to adapt priorities over time. Individual projects and investments would continue to require separate business cases and approval through existing governance arrangements.

Further discussion focused on the cultural and organisational changes required to support successful digital transformation. Recent digital developments were welcomed, including improvements to public information services, but the importance of understanding workflows, reducing avoidable demand, improving first-contact resolution and measuring the impact of change was emphasised. The need for staff training, digital skills development and wider culture change was highlighted.

It was noted that the first phase of the roadmap was focused on establishing the foundations necessary to support future transformation and ensure the successful adoption of new systems and ways of working.

RESOLVED

2.1 To approve the Digital Roadmap 2026–2030, attached at Appendix A. Appendix B (plan on a page) provides details for each workstream the key activities during each phase of the roadmap and benefits over the life of the programme. This supports delivery of the Corporate Plan, Improvement Plan, Digital Strategy and Financial Sustainability Programme.

2.2. Endorse the phased delivery approach set out within the roadmap, comprising:
Phase 1 – Mobilise, Prioritise and Decide (2026/27)
Phase 2 – Foundations and Early Value (2027/28)
Phase 3 – Scale and Transform (2028/29)
Phase 4 – Optimise and Sustain (2029/30)

2.3. Note that the roadmap establishes the strategic direction, delivery priorities and initial funding envelope for digital transformation and that future investment decisions relating to major system replacements, platform licensing, implementation activity and associated procurements will be subject to separate business cases, governance approvals and procurement processes where required.

2.4. Delegate authority to the Service Director for Enabling Services and the Head of Service – Automation and Technology, in consultation with the Portfolio Holder for Transformation and Economic Growth, to make amendments to the roadmap, delivery sequencing and associated delivery plans, provided such changes do not materially alter the strategic objectives, scope or overall direction approved by Cabinet.

229 **Exclusion of Press and Public**

Mixed Economy Contract Extension

Before moving into part 2 of the meeting, the Portfolio Holder for Highways referred to the Mixed Economy Contract Extension exempt agenda item. He explained the need for this item to be taken after exclusion of the press and public but was able to say that that proposals would support efforts to address the maintenance backlog and improve the condition of roads across the county following a period of previous under-investment the trebling of potholes over the winter months, and further damage caused by heatwaves.

RESOLVED

That, in accordance with the provisions of Schedule 12(A) 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

230 **Exempt Minutes**

RESOLVED

That the exempt minutes of the 8 July 2026 be confirmed a correct record

231 **Oswestry SUE Corner Site - Asset Decision**

RESOLVED

That the four recommendations in the report be approved.

232 **Mixed Economy Contract Extension**

RESOLVED

That the six recommendations in the report be approved.

233 **Date of Next Meeting**

Wednesday 9 September 2026 at 10.30 am.

Signed ..... (Chairman)

Date: .....

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Committee

Finance & Improvement Overview and Scrutiny - 7th September 2026

Cabinet - 9th September 2026

Public

Exceptional Financial Support: External Assurance Review

Cabinet Member:	Councillor Heather Kidd, Leader Councillor Roger Evans, Finance
Lead Director:	Tanya Miles, Chief Executive Duncan Whitfield, Section 151 Officer
Service Area:	Corporate/Finance
Report Author	Duncan Whitfield – Executive Director and 151 Officer Paul Clarke – Service Director (Strategy & Change)
Officer contact details	duncan.whitfield@shropshire.gov.uk paul.clarke@shropshire.gov.uk
Electoral Divisions Affected	All Divisions
Key Decision?	Not Key Decision
Cabinet Forward Plan	Not Applicable
Report considered by	Finance & Improvement Overview and Scrutiny - 7 September 2026 Cabinet - 9 September 2026

1. Purpose of Report

1.1 To share the report of an 'Assurance Review' undertaken by the Chartered Institute of Public Finance and Accountancy (CIPFA) in April 2026 as part of the arrangements associated with the Council receiving Exceptional Financial Support (EFS) from the Government. The Assurance Review report is attached at **Appendix A**. It identifies significant challenges facing the Council, and makes a series of recommendations intended to support financial recovery and long-term sustainability. The Review demonstrates the seriousness of the Council's position and reinforces

the need to further develop and deliver plans for financial recovery, while also acknowledging positive steps and progress. Further progress has been made since the Review was undertaken.

2. Recommendations

2.1 The **Finance and Improvement Overview and Scrutiny Committee (07/09/26)** is recommended to:

(a) Note the findings, conclusions and recommendations contained within the CIPFA External Assurance Review attached at **Appendix A.**

(b) Note that many of the recommendations align with priorities already being addressed through the Council's Improvement Plan and Financial Sustainability and Recovery Strategy.

(c) Consider the role of the Committee in ensuring responses to the CIPFA recommendations, in the context of existing governance, assurance and scrutiny arrangements, through which implementation of the recommendations will be monitored and challenged.

2.2 The **Cabinet (09/09/26)** is recommended to:

(a) Note and agree the findings, conclusions and recommendations contained within the CIPFA External Assurance Review attached at **Appendix A.**

(b) Note that many of the recommendations align with priorities already being addressed through the Council's Improvement Plan and Financial Sustainability and Recovery Strategy.

(c) Note that progress against the recommendations will be reported quarterly to Cabinet as part of overall Improvement Plan update reports.

3. Background and context

3.1 The Assurance Review provides an independent assessment of the Council's financial resilience, governance arrangements, service transformation activity and organisational capacity. It was undertaken in April 2026 as part of the Council's Exceptional Financial Support (EFS) arrangements, with a focus on 2025/26, and as such represents the Council's position at that time.

3.2 The Review recognises the scale of the financial challenge facing the Council and concludes that significant action and activity is required if financial sustainability is to be achieved. It acknowledges that the Council has already taken a number of important steps following the declaration of a financial emergency in September 2025, including the development of an Improvement Plan, establishment of an independently chaired Improvement Board, strengthened governance and compliance arrangements, strengthened financial management and budget monitoring arrangements and an increased focus on transformation, savings delivery and financial sustainability.

3.3 The Review makes 22 recommendations across the following areas:

- Quality of financial management and financial processes
- Financial sustainability and risk
- Service reform, delivery and transformation
- Governance, culture and leadership

3.4 The recommendations are broadly consistent with themes already identified through the LGA Corporate Peer Challenge, External Auditor recommendations and previous CIPFA resilience work. Consequently, the Council is already responding to many of the recommendations already through its Improvement Plan and associated programmes, and the Financial Sustainability and Recovery Strategy. A report will be presented to Full Council and Audit and Governance Committee in September summarising the current position and response to each of the 22 recommendations including actions, leads and timescales.

3.5 Plans and progress against the recommendations will be overseen and scrutinised by the Improvement Board and MHCLG, who have requested a formal progress update on implementation of the recommendations by the end of September 2026, followed by routine quarterly reporting meetings. These arrangements sit alongside existing reporting requirements associated with Improvement Plan delivery, EFS and the Best Value Notice process.

Initial response and next steps

3.6 Whilst the findings of the review are significant and should not be underestimated, it is important to recognise the Review represents a point-in-time assessment undertaken during April 2026 and reflects a period in which many governance, improvement and transformation arrangements were still being established and embedded. Since April further progress has been made, including:

- Officers are currently reviewing the CIPFA recommendations and assessing them against current actions and plans to inform any additional or accelerated activity and priorities to be addressed. Whilst progress has been made, several recommendations remain which require substantial further work – including the further development of detailed transformation delivery plans, quantified savings trajectories and longer-term financial recovery arrangements remain a work in progress. This is a key action within the Improvement Plan, a key facet of the Financial Sustainability and Recovery Strategy approved by Cabinet in July 2026, and a component of the ‘flightpath’ to financial sustainability included in the Improvement Plan update report presented to the Finance & Improvement Overview and Scrutiny Committee on 08/06/26 and Cabinet on 10/06/26.
- Continued delivery of the Improvement Plan – overseen by the Improvement Board - including programmes focussed on strengthening financial management with a stronger approach to budget monitoring – ensuring there is more grip and understanding of the in-year financial position.
- Development of a Financial Sustainability and Recovery Strategy – approved at Cabinet as part of a revised Medium Term Financial Plan on 07/07/26.
- Further development of the Council’s transformation, change and improvement portfolio – facets of which have been reported to Cabinet, including Children’s Transformation (10/06/26) and Digital Roadmap (05/08/26). Other major transformation programmes, including Adult Social Care Transformation and the Assets and Corporate Landlord programmes will be reported accordingly.
- A budget and business planning approach – including an initial round of budget challenge sessions with each Director over the summer – to understand and identify opportunities for efficiencies, savings, income and service improvement.

- Continued embedding of the Budget, Transformation and Change Review Panel approach – to challenge proposals for transformation and change, and consideration of projects and activity that will require investment of corporate support and resources to deliver.
- Changes to the Improvement Board, including a new Chair and additional members who will bring specific experience and critical friend challenge on Children's Services and Adult Social Care.
- A strengthened internal control environment with new processes introduced including a full review of all outstanding recommendations and service director ownership, leading to a significant reduction in these.

3.7 The Improvement Plan is due to be reviewed and refreshed and this provides an opportunity to ensure activity that addresses the Assurance Review recommendations is subsumed into that overall plan and programme for organisational improvement and optimisation.

Oversight and Scrutiny: Monitoring our response

3.8 An update on implementation progress will be provided to MHCLG by the end of September in accordance with the requirements set out in the EFS arrangements and Best Value Notice process. After that, progress and delivery will be closely monitored by MHCLG officials, through a regular monitoring meeting with the Council.

3.9 In addition, the Improvement Board will maintain its focus on the delivery of our Improvement Plan, and the programmes that form the transformation, change and improvement portfolio and improve the Council's overall financial position. The Board, including all political group leaders, meets monthly and receives updates on the financial position and progress in developing and delivering plans for improvement. An update of delivery against the Improvement Plan is periodically reported to Cabinet and Finance and Improvement Overview and Scrutiny Committee and will incorporate the response to the Review recommendations.

3.10 Together, these arrangements provide multiple layers of assurance and oversight and create a robust framework through which implementation of the Review's recommendations can be monitored, challenged and reported. The role of the Overview and Scrutiny Committee and Audit and Governance Committee needs to be considered in the context of these oversight arrangements.

4. Alternative Options

4.1 Responding to the CIPFA Review recommendations is a requirement of the EFS arrangements and will be monitored by MHCLG as part of the Best Value Notice process. As such there is an essential need to respond to the recommendations, and no alternative options have been considered. There will, though, be a range of ways in which to respond to the recommendations and these are currently being considered, with a focus on adapting and accelerating existing plans and programmes where most appropriate to do so.

5. Key risks and Opportunities

5.1 The External Assurance Review highlights significant risks relating to financial sustainability, organisational capacity, transformation delivery and governance. These risks are reflected within the Council's risk management arrangements and are monitored through established governance structures. The principal risk remains the pace at which financial recovery and transformation activity can be delivered whilst maintaining service delivery and meeting statutory responsibilities.

6. Council Priorities

6.1 The Review and its recommendations are linked to the Corporate Plan strategic ambition of being a *financially sustainable council, with clear priorities and purpose, and a workforce that is supported to excel*. Taking action in line with the CIPFA recommendations will help strengthen the quality of financial management and financial processes, and the delivery of transformation, and the governance, culture and leadership required to do that.

7. Financial Implications

7.1 The review does not, of itself, create any direct financial implications. However, implementation of the recommendations forms an important element of the Council's wider financial recovery activity and supports the objective of reducing future reliance on Exceptional Financial Support.

8. Legal and HR implications

8.1 In light of the Council's ongoing engagement with MHCLG, the Exceptional Financial Support arrangements and the Best Value Notice process, it is essential that the Council gives proper consideration to the findings and recommendations contained within the CIPFA External Assurance Review. The Council is under a continuing statutory duty to secure Best Value under section 3 of the Local Government Act 1999, requiring continuous improvement in the way its functions are exercised, having regard to economy, efficiency and effectiveness. The recommendations within the Review will therefore need to be considered through the lens of delivering sustainable services, sound governance and long-term financial resilience. Legal Services will provide ongoing advice and support as specific proposals are developed and brought forward for decision, to ensure compliance with the Council's statutory duties, decision-making framework and applicable legal requirements.

8.2 There are no direct staffing reductions arising from this report. However, implementation of some recommendations and future transformation activity may lead to organisational change proposals, which would be subject to the Council's established workforce policies, consultation arrangements and governance processes.

8.3 The Review identifies the importance of organisational capacity, capability and leadership in supporting the Council's financial recovery and long-term sustainability. Implementation of the Review recommendations will require continued focus on ensuring the Council has sufficient workforce capacity and the appropriate skills in key areas including finance, transformation, programme management, commercial activity, commissioning and change management. The Council already a number of arrangements to address these, including delivery of the People Plan, management

development activity, strengthened performance management arrangements, refreshed organisational values and investment in key capacity within finance, strategy and transformation functions.

9. Electoral Division Implications

9.1 Future decisions arising from the implementation of recommendations, particularly those relating to service transformation, asset management, financial sustainability or service delivery models, may have implications for individual electoral divisions. Where this is the case, such implications will be considered and reported as part of the relevant decision-making process.

10. Health, Social (including "Child Friendly Shropshire") and Economic Implications

10.1 This report has no direct health, social or economic implications. Implementation of recommendations arising from the External Assurance Review is intended to strengthen the Council's financial sustainability and organisational effectiveness, supporting the continued delivery of services and outcomes for residents, communities, children and young people, and the local economy. Any specific proposals, including transformation proposals, arising from the Council's response will be subject to appropriate impact assessment and decision-making processes.

11. Equality and Diversity Implications

11.1 The Review and this report have no direct equality, diversity or social inclusion implications. However, future actions arising from the recommendations, particularly those relating to transformation, service redesign and financial sustainability, may require detailed assessment of impacts on residents, service users and staff. Such impacts will be considered through the Council's established Equality, Social Inclusion and Health Impact Assessment processes and relevant governance arrangements.

12. Climate Change, Biodiversity and Environmental Implications

12.1 This report has no direct climate change or biodiversity implications. Any future proposals arising from the Council's response to the External Assurance Review will be subject to the Council's normal assessment processes and will consider climate change and biodiversity impacts where relevant.

13. Background Papers

13.1 Shropshire Council Improvement Plan.

13.2 Shropshire Council Financial Sustainability and Recovery Strategy.

14. Appendices

APPENDIX A – CIPFA External Assurance Review Report – published here: Shropshire_External_Assurance_Review_2026.pdf

Committee	Cabinet
Date and Time	9 September 2026 10:30 am *Public*

Annual Customer Feedback Report 2025/26

Cabinet Member:	Councillor Alex Wagner Deputy Leader and Portfolio Holder for Transformation and Economic Growth
Lead Director:	Paul Clarke, Service Director, Strategy and Change
Service Area:	Strategy and Change
Report Author	Sarah Dodds, Feedback and Insight Team Leader
Officer contact details	01743 258519 and sarah.dodds@shropshire.gov.uk
Electoral Divisions Affected	All
Key Decision?	Not Key Decision
Cabinet Forward Plan	Not applicable
Report considered by	Cabinet – 9 September 2026

1. Purpose of Report

To present the Council's **Annual Customer Feedback Report 2025/26** (**Appendix A**), which provides an overview of formal customer feedback received and recorded by Shropshire Council in 2025/26, covering complaints, compliments and comments. The annual report data from the Local Government Ombudsman's is also included alongside information on compliance with the Complaint Handling Code. Producing an annual report is a requirement within statutory complaints guidance and under the Ombudsman's Code.

2. Recommendations

Cabinet is asked to:

2.1. Consider and agree the recommendations and actions in the Annual Customer Feedback Report (pages 34 and 35), **Appendix A,** to support and improve customer feedback performance within Shropshire Council.

3. Background

3.1. The Customer Feedback Annual Report is prepared by the Council's Feedback and Insight Team. Complaints officers within the team handle the corporate and statutory processes for recording and responding to formal comments, compliments and complaints. Processes for adult and children's social care complaints are statutory and are set nationally. These processes are not impacted by the Ombudsman's Complaint Handling Code.

3.2. The Annual Report 2025/26 covers the performance in the financial year April 2025 - March 2026. Since April 2026 the Local Government and Social Care Ombudsman's Complaint Handling Code ('the Code') has been used to guide our complaints handling. which includes different timescales and standards. and the new requirements for annual reports have been adhered to within the 2025/26 report attached, and there is now a focus on ensuring improving performance during 2026/27.

3.3. The new annual reporting requirements under the Code are:

- Self-Assessment: An annual review checking compliance against the LGSCO Complaint Handling Code.
- Data Analysis: Quantitative and qualitative breakdown of complaints handled, accepted, or refused.
- Ombudsman Input: Integration of the annual performance letter and relevant findings issued by the LGSCO.
- Publication: Must be reported through governance structures and published on the organization's website.

3.4. Shropshire Council's Annual Customer Feedback Report 2025/26 (**Appendix A**) covers complaints, compliments, comments, complaint investigations, Ombudsman activity, learning from complaints, progress against previous recommendations, and the Council's self-assessment against the Local Government and Social Care Ombudsman's Complaint Handling Code.

3.5. Customer feedback remains an important source of insight into residents' experiences of Council services. It highlights areas of good practice, identifies where residents experience dissatisfaction, and provides evidence to support service improvement, performance monitoring and organisational learning. The Ombudsman highlights that *"High volumes of complaints should not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that individuals are unable to complain."*

4. Annual Performance

4.1. The report summarises the annual customer feedback for 2025/26. In 2025/26, 3,377 cases of feedback (comments, compliments and complaints) were received. There were 435 compliments, 198 comments and 2,744 initial complaint cases. 1,083 complaints progressed to investigation. Challenges remain linked to

increasing complexity, growing customer demand and new expectations and requirements set out under the Local Government and Social Care Ombudsman's Complaint Handling Code.

4.2. Complaints accounted for 81% of all formal feedback, continuing the recent trend of complaints forming an increasing proportion of customer feedback. Overall feedback volumes have risen over recent years, with a 9.7% increase in all feedback cases from 2024/25 to 2025/26 and a 70% increase since 2016/17. Trend data and horizon scanning suggests that this upward trend will continue and could escalate further.

4.3. The average monthly number of feedback cases was 281, compared with 257 in 2024/25 and 219 the year before. Quarter 4 saw the highest level of feedback, with a significant increase between quarters 3 and 4. This reflects both the accessibility of the complaints process and wider pressures across Council services.

4.4. The number of complaints progressing beyond Stage 1 through either the council's own processes or to the Local Government and Social Care Ombudsman (LGSCO) has also increased. The number of cases progressing to stage 2 or beyond has increased by 28% in a year since 2024/25 (a 43% increase since 2023/24). The full report highlights where performance is positive, needs improvements and makes recommendations for organisational activity in 2026/27 to improve complaint handling performance.

4.5. The report (**Appendix A**) suggests that resources and capacity remain a risk to the Council's ability to manage complaints effectively, meet new timescales, maintain quality, and ensure learning and improvement are consistently recorded and acted upon.

4.6. A key observation of the 2025/26 performance was the number of complaint cases that did not progress to full investigation. 883 complaint cases were closed early or excluded from the formal complaint investigation process. This represented 32% of complaint cases. Many issues are being directed through the complaints process when they could more appropriately be handled as service requests. This places additional pressure on the complaints system and suggests that further organisational work is required to help residents access the right route at the earliest opportunity.

4.7. The dominant complaint category in 2025/26 was service standards, which accounted for 69% of complaint investigations. The most common sub-themes were:

- Failure to provide a service or take action
- Delays
- Incorrect or inappropriate action

The second largest category was decisions, accounting for 14% of complaints. Complaints about decisions appear to have increased over recent years across several service areas, reflecting wider financial and service pressures affecting local authorities.

4.8. By service type, complaints were most commonly associated with:

- Place-based services, including highways, transport and waste
- Children's Services

- Adult Services
- Council business and support services

Children's Services have seen significant increases over the last two years and now account for a larger proportion of complaints. The report notes that areas such as SEND, children's social care, adult social care and other high-demand services reflect national trends and wider pressures across the public sector.

5. Complaint Outcomes and Timeliness

5.1 Complaint outcomes continue to provide important evidence about service performance. In 2025/26 20% of closed stage 1 complaints were upheld and 22% were partially upheld. The proportion of stage 1 complaints upheld has reduced compared with previous years, suggesting some improvement. However, it remains important for the Council to recognise where things have gone wrong and to use complaint findings to drive improvement.

5.2 The main themes in upheld and partly upheld complaints were linked to:

- Education, Health and Care Plans
- Household waste collection
- Arrangements for care at home
- Child Protection Plans
- Financial contributions

The most common fault categories in upheld complaints were service failure, delays, and incorrect or inappropriate action.

5.3 Timeliness remains one of the main performance challenges. During 2025/26, Shropshire Council took an average of 25 working days to respond to stage 1 complaints. Excluding Adult Statutory complaints, which are subject to different national timescales, stage 1 complaints took an average of 24 working days to complete. The Local Government and Social Care Ombudsman's Complaint Handling Code introduced a 10 working day response timescale for stage 1 corporate complaints, with an extension period where required. Against this new expectation:

- 31% of relevant stage 1 complaints were completed within 10 working days
- 69% exceeded the new 10 working day timescale
- 45% of corporate stage 1 complaints were completed within the national 15 working day timescale KPI

5.4 Performance is expected to improve during 2026/27 as the new timescales become embedded. However, there is the need for sustained focus on timeliness, case progression and service ownership of complaint responses.

6. Complaint Handling Code Self-Assessment

6.1. In line with new requirements, the annual report includes a self-assessment against the Local Government and Social Care Ombudsman's Complaint Handling Code. The Code sets clearer expectations for local authorities, including complaint definitions, exclusions, accessibility, response times, remedies, complaint handling resources, performance reporting and learning from complaints.

6.2. Shropshire Council has made progress in implementing the Code, including:

- Updating the corporate complaints procedure

- Strengthening definitions of complaints and service requests
- Incorporating exclusion criteria
- Producing guidance on remedies
- Introducing revised timescales
- Developing performance reporting in line with Code expectations

6.3 The report highlights continued pressures linked to increasing complaint volumes, staff absences, organisational change and limited resources.

6.4 A “best endeavours” approach has been adopted due to budget pressures, and a temporary 12-month post is expected to add some temporary capacity.

7. Progress and Recommendations

7.1. The annual report (**Appendix A**) shows that progress has been made against recommendations from 2024/25. Completed actions include the Cabinet report on the Complaint Handling Code, the review of the corporate complaints procedure, and the development of remedies guidance.

7.2. Some areas have seen partial progress, including reasonable adjustments guidance, staff training, survey wording and engagement activity. Other areas, such as third-party complaint handling, have been delayed due to wider organisational changes. The progress update demonstrates that improvements are being made, but also that several actions require continued leadership, ownership and support across service areas.

7.3. 14 recommendations are set out within the annual report for 2025/26 (**Appendix A**). These are included on pages 34 and 35. To briefly summarise complaint handling should remain a corporate priority, with stronger focus on timeliness, consistent practice and compliance with the Ombudsman’s Complaint Handling Code. The recommendations highlight the need to better distinguish service requests from complaints, improve tracking of remedies, learning and actions, and strengthen reasonable adjustments and third-party complaint handling. Improved communication with residents is a cross-cutting theme within the recommendations made.

8. Conclusions

8.1. The 2025/26 report (**Appendix A**) shows that Shropshire Council has an accessible complaints process and continues to use feedback to understand resident experience, service pressures and areas for improvement. There are positive findings, including continued recognition through compliments, reduced proportions of upheld stage 1 complaints, good performance for the Ombudsman’s upheld rate, and progress against several previous recommendations.

8.2. However, the report also identifies significant and growing pressure on the complaints system. Complaint volumes and investigations are increasing, response times remain a key challenge, more complaints are progressing beyond stage 1, and implementation of the Ombudsman’s Complaint Handling Code requires continued work.

8.3. The Annual Report findings indicate that complaint handling should remain a corporate priority within the Council's performance, governance and improvement arrangements. Continued focus is needed on timeliness, quality of responses, service request handling, learning from complaints, remedy tracking, staff training and organisational ownership. Strengthening these areas will help improve residents' experience, reduce avoidable escalation, support compliance with the Ombudsman's expectations and ensure customer feedback continues to drive meaningful service improvement.

9. Alternative Options

9.1. None: Annual Customer Feedback Reporting is a requirement within children's and adult social care statutory complaints (as set out within national legislation and guidance) and is required as part of the Local Government and Social Care Ombudsman's Code. The Code is issued as 'advice and guidance' for all local councils in England under section 23(12A) of the Local Government Act 1974.

10. Key risks and Opportunities

10.1. Effective monitoring and follow-up of complaints provides the opportunity to minimise risks through the identification of themes, areas of concern and opportunities for remedial actions, learning and improvements.

10.2. The complaints process plays an important part in capturing residents' opinion of Shropshire Council's services, where there may be shortcomings and how these can be rectified. Having an effective and open comment, complaint and feedback process is commonly referred to within external assessment and inspection processes including Ofsted, CQC, Corporate Peer Reviews and the Best Value Guidance.

10.3. The Annual Customer Feedback report is a public document and it can sometimes result in negative press coverage. Despite this risk transparency in reporting and identifying areas of underperformance is strongly encouraged as a means to prompt improvement and demonstrate Shropshire Council's commitment to listening to the views of local residents and taking action in response.

Risk	Mitigation	Link to Strategic Risk
Should the Ombudsman highlight concerns or issue public reports against Shropshire Council this could negatively impact national Government views of the organisation.	Organisation-wide action to respond promptly to Ombudsman requests and remedy and resolve complaints at earlier stages of the complaints processes.	Governance, Performance and financial weaknesses
Negative media coverage linked to complaints, either individual cases or performance generally influencing public opinion and organisational reputation.	A focus on remedying complaints. Regular internal reporting to address issues as they arise and prevent complaints from escalating and remaining unresolved.	Governance, Performance and financial weaknesses

Failure to comply with the Code will result in non-compliance reported within individual case findings, public reports and annual letters.	Shropshire Council must be able to demonstrate implementation of the Code and the annual report is a key method of demonstrating compliance and action to address concerns.	Governance, Performance and financial weaknesses
The Ombudsman requests use of new key performance indicators (KPIs) will increase national reporting and benchmarking.	Shropshire Council will need to make use of new data available from other local authorities to monitor changes and seek to make use of any good practice available.	Governance, Performance and financial weaknesses
Failure to meet new timescales for complaint handling.	Performance reporting and regular service reports highlight overdue cases. Senior manager involvement can promote compliance and address failure to respond.	Governance, Performance and financial weaknesses

11. Council Priorities

11.1. Customer Feedback aligns with the priority within the Corporate Plan that reads 'A Council that is financially sustainable, with clear priorities and purpose, and a workforce that is supported to excel'. This priority references corporate governance.

11.2. This work also fits under the 'Our Future Council Principles' principle of Resident and Customer Focus.

12. Financial Implications

12.1. This report presents information to support decision making and does not itself carry any direct financial implications. However, future investment may be required to enable the Council to implement and comply with the Ombudsman's Complaint Handling Code. The self-assessment identifies some of the main actions required but detailed guidance produced by the Ombudsman highlights further suggested action. The significant increases in customer feedback and complaint volumes and growing complexity mean future investment considerations are now needed to ensure Code compliance and compliance with statutory complaints processes in the years to come. This is an issue that can be highlighted within the budget setting process for Autumn/Winter 2026.

13. Legal and HR implications

13.1. There are no direct legal implications arising from this report. It should be noted however, that under the Children Act 1989 Representations Procedure (England) Regulations 2006, there are some complaints involving Children's Social Care matters which must follow the procedure contained within the Regulations. Similarly, complaints about Adult Social Care are governed by The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and the guidance, "Listening, responding, improving; a guide to better customer care".

13.2. The Council's policies ensure that the Council processes customer feedback in line with legislation and the requirements of the Local Government and Social Care Ombudsman and Housing Ombudsman Service. Legal and HR advice is, at times, required in relation to individual complaint cases.

14. Electoral Division Implications

14.1. This report applies countywide and there aren't any implications for particular divisions.

15. Health, Social (including "Child Friendly Shropshire") and Economic Implications

15.1. Health implications of complaints include:

- Unresolved service complaints or delayed support increase stress and anxiety for families and vulnerable individuals.
- Overlooking complaints and their value as early warning signs in health, wellbeing and social care services can lead to more acute problems which could compromise the safety and protection of vulnerable residents.

15.2. Social implications of complaints include:

- Poor complaint handling may lead to an erosion of trust and organisational reputation. Failures that spark complaints damage the trust between local residents and local authorities. In particular, complaints work recognises the importance of the child's voice within children's social care.
- There is a risk that service failures can disproportionately impact those who are more vulnerable, disadvantaged or digitally excluded.

15.3. Economic implications of complaints include:

- Investigating and resolving formal complaints absorbs valuable officer time and council resources. Ongoing increases in complaint volumes may have economic consequences.
- Upholding complaints may require financial remedies or other action that has both direct and indirect costs.
- Investment in complaints and associated activity can reduce the availability of funds for investment in broader service transformation and long-term sustainability.

16. Equality and Diversity Implications

16.1 Complaints work is deigned to in a way that is non-discriminatory and accessible to all. The Complaint Handling Code includes actions around reasonable adjustments to ensure those with protected characteristics under the Equality Act 2010 understand that they can request reasonable adjustments to assist participation within complaints processes.

17. Climate Change, Biodiversity and Environmental Implications

17.1. There are no direct effects on the council's climate change agenda or environmental implications.

18. Background Papers

Shropshire Council Customer Feedback Annual Reports 2020/21, 2021/22, 2022/23, 2023/24, 2024/25.

Shropshire Council's Corporate Complaints and Representations Procedure (updated 2026).

19. Appendices

Appendix A - Shropshire Council's Customer Feedback Annual Report 2025/26

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Shropshire Council

Customer Feedback Annual Report
Shropshire Council
2025/26

Feedback and Insight Team, Shropshire Council
August 2026

www.shropshire.gov.uk
General Enquiries: 0345 678 9000

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1. Introduction

Shropshire Council's annual customer feedback report presents an overview of the formal feedback received, and responded to, by Shropshire Council between 1 April 2025 and 31 March 2026. The report includes performance data for complaints and compliments and other feedback formally reported to the council's Feedback and Insight Team. The Chief Executive's PA Team are responsible for feedback processes including Councillor and MP Enquiries and this data is not included within this report. The annual customer feedback report is made available to members of the public, councillors and council staff. The report complements the quarterly reporting and regular service-based monitoring reporting that takes place during the year.

Customer Feedback reporting is an important way of gathering real-time insight into organisational performance, it highlights what is working well and where there are problems or areas of organisational pressure, gaps in provision and increased demand. Customer Feedback reporting amplifies the voice of the resident and allows both understanding of individual concerns and where there are patterns and trends. The success of any organisation relies on this work to understand the views of people using services, identifying learning and actions designed to prevent further complaints and to generate overall improvement.

This report also covers additional reporting requirements set out by the Local Government and Social Care Ombudsman within the Complaints Handling Code published in 2024. The Complaint Handling Code ('the Code'), sets out guidance for a process for organisations that will allow them to respond to complaints effectively and fairly. The Code works in line with existing statutory complaint processes including The Children Act 1989 Representations Procedure (England) Regulations 2006 and Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

Complaints containing an element of social care fall under the statutory guidelines. These are classed as statutory complaints for either adult or children's services. The remainder of complaints are corporate complaints. Corporate complaints relate to administration or other types of services that do not provide social care. These are handled under the Council's corporate complaints procedure, set locally. You can find out more on Shropshire Council's website.

Annual reports are also prepared for Adult Services and Children's Services allowing for a more detailed consideration of feedback for those service areas. Those reports are also published on Shropshire Council's website and are used to support key performance and inspection processes. The Ombudsman highlights that "*High volumes of complaints should not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that individuals are unable to complain*." It is important to consider performance more widely and this report aims to provide a full view to aid understanding.

Definitions

Complaint: A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals. Family members and advocates may make a complaint on behalf of one of our customers. We will ask for consent to ensure that the complaint is not being made against the customer's wishes.

Service request: A request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.

Compliment: Many people get in touch with a compliment when the information or support they have received has exceeded their expectations. It is helpful to learn when a service has been provided well or when a member of staff has done a great job. We record unsolicited compliments (we don't formally record positive feedback generated through feedback forms or between staff).

2. The Corporate Complaints Process

Feedback Received
Shropshire Council encourages users of our services, their family members and carers to highlight any concerns so that they may be addressed. If problems cannot be resolved and the customer wishes to make a complaint, staff members can offer advice on how to make a complaint. Support is also available from complaints officers based within Shropshire Council's Feedback and Insight Team.

Telephone: 0345 678 9000
Email: complaints@shropshire.gov.uk
Website: https://www.shropshire.gov.uk/feedback/
Online: Log into the My Shropshire portal

Acknowledgment
Complaints will be acknowledged within 5 working days of being received and we let the complainant know how their complaint will be handled.

STAGE 1
An appropriate Investigating Officer will be allocated to the case and asked to investigate the complaint. This is usually a manager within the service area the complaint relates to. The complainant will be provided with a written response within 10 working days of acknowledgement. In some complex cases it may take longer and an additional 10 days is set as an extension period. We let the customer know if this extra time is needed and why. The Investigating Officer will write to explain the outcome of their investigation, any learning or actions and information outlining how to progress the complaint if the customer is not satisfied with the outcome.

STAGE 2 - Review
The complaint will be reviewed by a more senior manager within the service the complaint relates to. Very occasionally another appropriate senior member of staff or independent investigator will be asked to consider a stage 2 complaint. They will review the Stage 1 complaint and decide if there is more the service can do to address the concerns raised. The stage 2 investigation letter will offer findings from the stage 2 complaint and form the organisation's final response. Information about the final stage of the complaint process will be provided (Local Government and Social Care Ombudsman).

Ombudsman If a complaint cannot be resolved locally it can be investigated by the Local Government and Social Care Ombudsman (LGO). Responses are often complex, lengthy and require a large volume of appendices to be collated, catalogued and returned to the LGO. Complainants can request to go to the Ombudsman without a stage 2 complaint if they choose to although they may be referred back to complete the local complaint process.

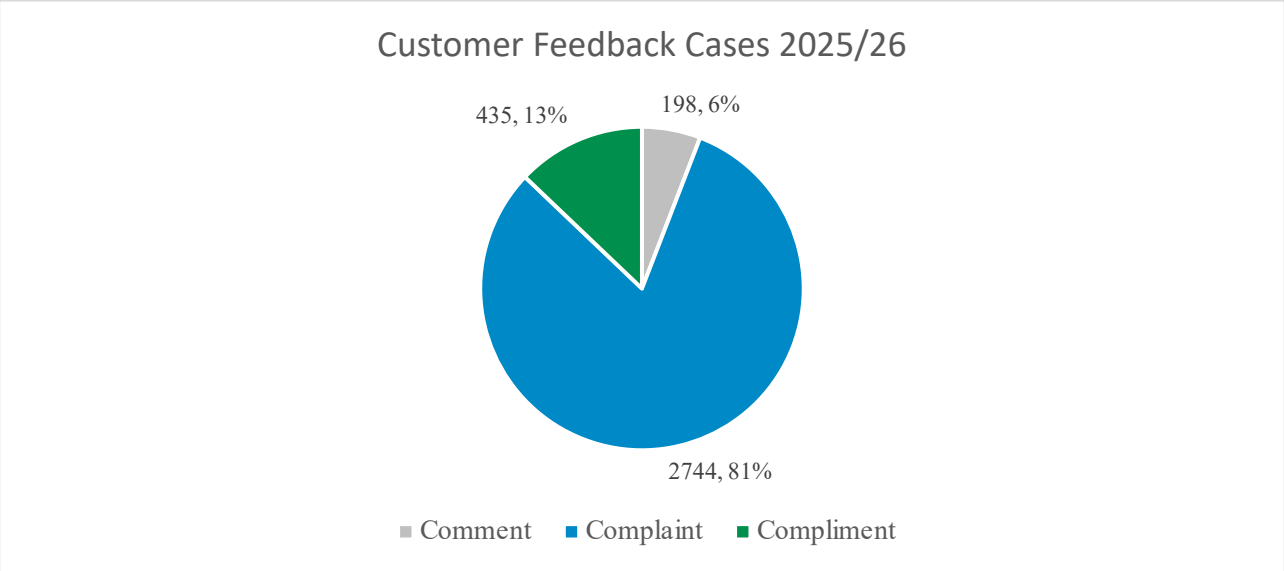
The Feedback and Insight Team coordinates the complaints process, recording and allocating complaints for investigation, monitoring response dates and overseeing performance. We cannot promise to get the result complainants want, but we do work to advice all services that complaints must be dealt with in line with the complaints procedures. We aim to keep customers informed of what is happening and the progress being made.

3. Customer Feedback 2025/26

Customer Feedback - Overall Analysis

It is helpful to look at customer feedback as a whole each year, to view the patterns and trends within the data and understand how feedback is changing. Within the year 2025/26 Shropshire Council received and recorded 3,377 cases of formal feedback. There were:

- 2,744 initial complaint cases
- 198 comments
- 435 compliments

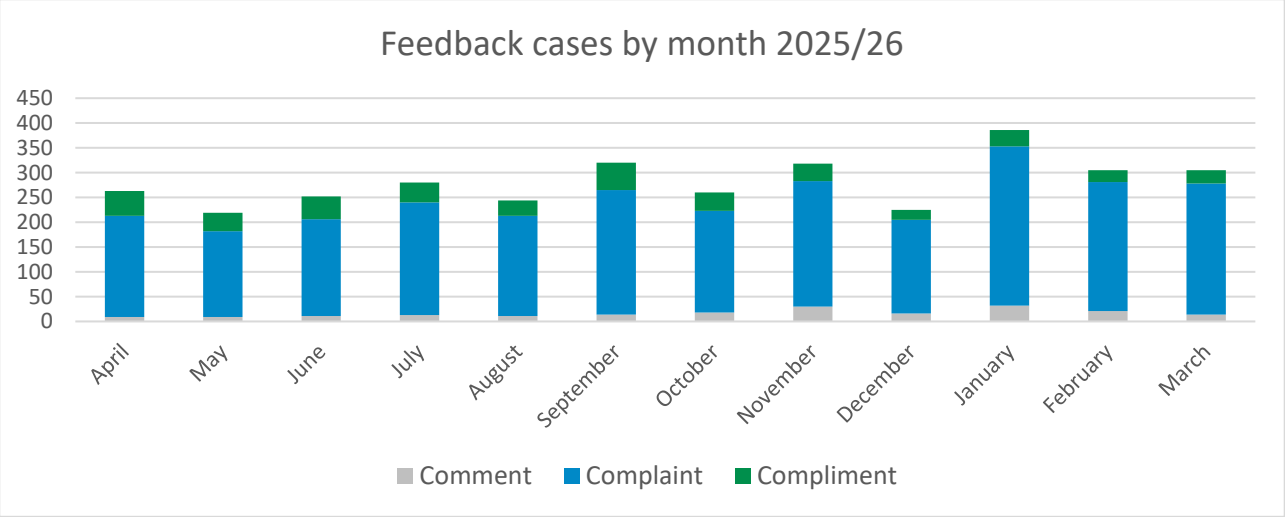


Comments and other enquiries formed 6% of all feedback cases and 13% of all customer feedback cases were compliments. The 2,744 complaint cases formed 81% of all formal feedback and resulted in 1,083 complaint investigations. Not all complaints cases will result in an investigation. There are a wide range of reasons a complaint may be closed before investigation such as it was a service request, anonymous, outside of the Council's jurisdiction, redirected to another process such as an appeal or claim, withdrawn or early resolved.

The 1,083 complaint investigations were handled under the different statutory and corporate complaints processes. There were:

- 859 Corporate complaints
- 161 Adult Services statutory complaints (including provider complaints and multi-agency complaints)
- 63 Children's Services statutory complaints

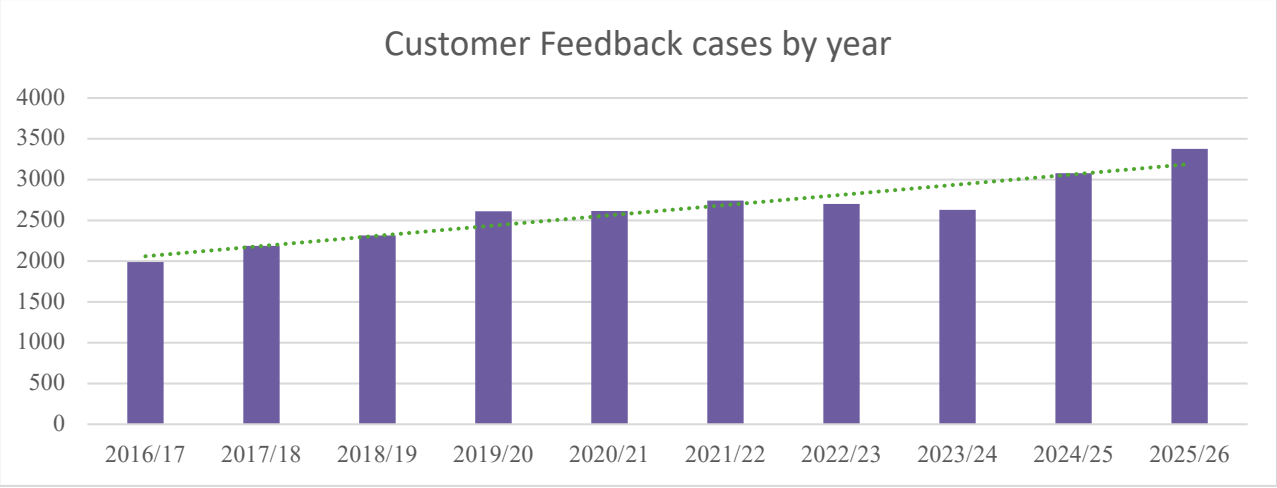
Feedback levels can vary over the year with slight fluctuations influenced by changes in weather conditions (e.g. heavy rain causing flooding, snow and ice impacting highways) or other factors such as council decisions (e.g. council tax rises). In 2025/26 there was a significant peak in January 2025/26. This was caused by a range of factors including weather and the outcome of the council's budget consultation.



Over the year, the monthly average case numbers were 281 customer feedback cases; more than the previous year (257) and the year before (219). Customer feedback cases were relatively steady across the year with slight decreases in May and December. January (386), September (320) and November (318) saw the greatest number of feedback cases, marking similar patterns to the previous year. Looking across the years, September is often a busy month.

Performance data is considered by quarter. In 2025/26 quarter 1 (April to the end of June) saw the smallest quarter total with a steady increase through the year to 996 in quarter 4. The pattern is showing a steady upward trend overall but there was a significant increase between quarters 3 and 4 in 2025/26.

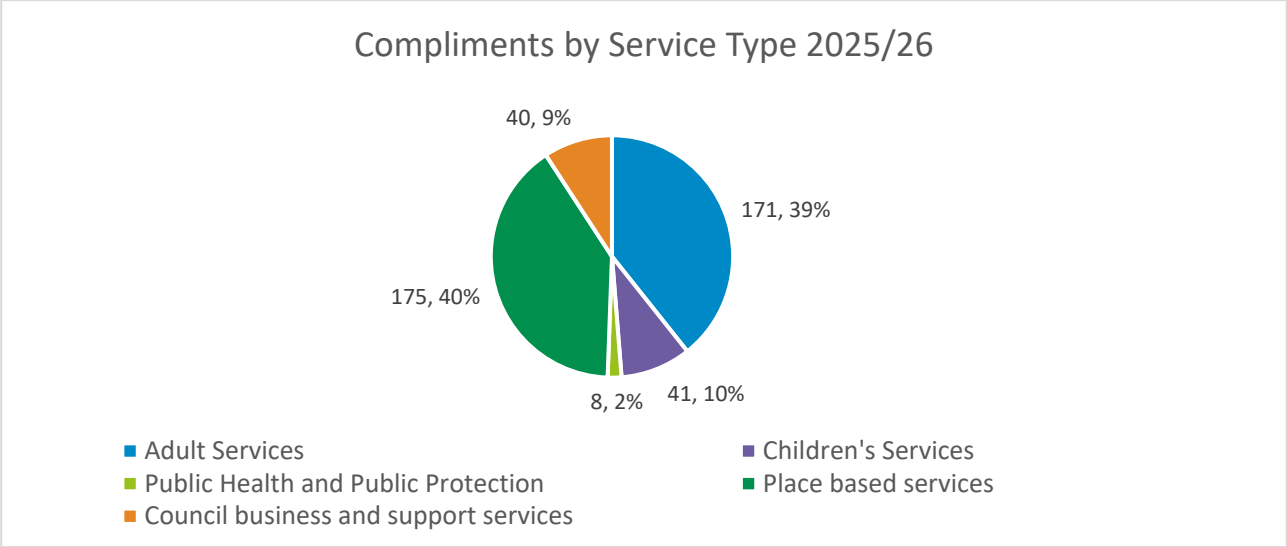
Overall customer feedback case volumes have increased over recent years. The 2023/24 financial year suggested a plateauing with numbers relatively stable for the previous 3 years but 2025/26 has again seen another increase. There has been a 70% increase in customer feedback from 2016/17 and the chart below shows the upward trend line for customer feedback. There has been a 9.7% increase in all cases from 2024/25 to 2025/26. Due to budget pressures the resources allocated to manage customer feedback have not increased in line with growing demand. Research with 8 other similar local authorities highlights that caseload sizes were generally much larger in Shropshire with significantly more cases managed per person locally.

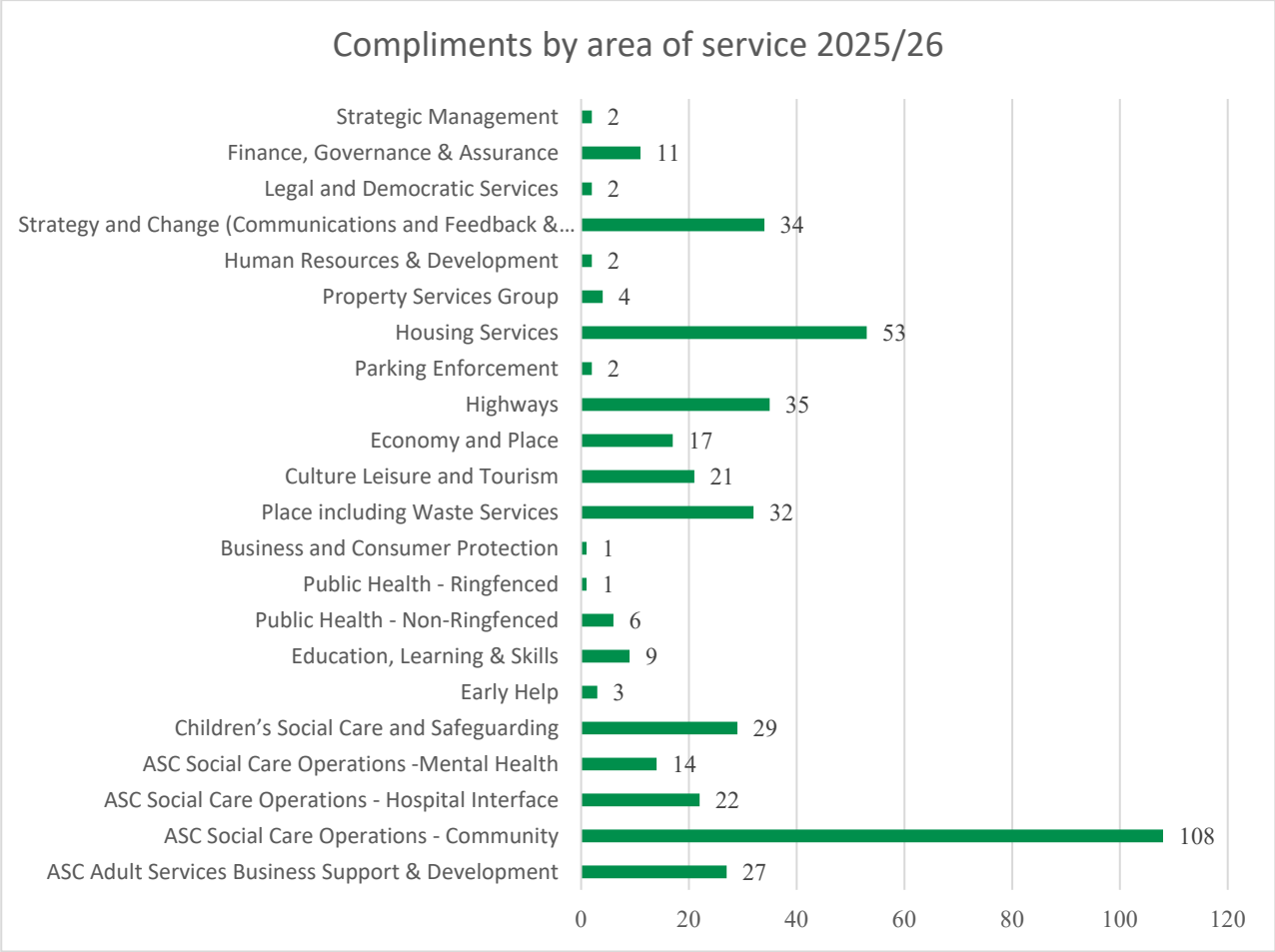


Work takes place to monitor the proportion of complaints within annual customer feedback totals. Over previous years there had not been any dramatic change and the proportion fluctuated slightly between 40% and 44%. However, from 2023/24 complaints started to dominate feedback and the proportion rose to 74% of all customer feedback cases. That proportion increased again in the last year with 2025/26 seeing complaints now forming 81% of all feedback raised.

Compliments

A closer look at compliments shows that overall place-based services receive 40% of compliments and social care (combining children's and adult services receive 49% of compliments, the remainder of compliments are for council business support services and Public Health and Public Protection. Considering the breakdown by service area it is possible to see that Adult Social Care (Care and Wellbeing) and Housing Services received the largest number of compliments. Reporting is against service themes rather than structures.





Case level exclusions

Within the last few years considerable effort has been made to assess and 'triage' feedback prior to implementing the complaints process (where the process of incoming feedback makes that possible e.g. it is not possible through the portal online customer recording). This has avoided certain issues becoming complaints when they are a request for a service or can be remedied quickly, such as a request to cut back foliage or replace a streetlight. The Ombudsman uses guidance to emphasise that local authorities should provide a clear distinction between service requests and formal complaints (see definitions on page 3).

Over recent years more people are asking for a complaint rather than requesting a service as a first step. This may be influenced by the complaints process being easy to access and well-advertised and due to the preference people have to use email. The Ombudsman has suggested that local authorities look closely at this issue to ensue that complaints processes are not being over-used when service request processes should be in place and easily accessed.

Complaints should be made when there are concerns about the quality of service or other action taken by the council and not before services have had the opportunity to respond, particularly if they have not previously been aware of an issue. An effective complaints process requires support across the organisation to manage incoming issues and enquiries effectively.

Action is required to improve this work within Shropshire Council due to the high volumes of enquiries being raised as complaints when they do not meet the definition of a complaint and significant numbers of people making complaints anonymously so that they cannot be investigated. There will always be a need to early close some complaints at case level but in 2025/26 32% of complaints raised at case level should not have been directed to the complaint processes. When considering reasons for closure of complaints at case level 41% were closed as service requests.

In line with the new requirement by the Ombudsman that annual reports should include a summary of the types of complaints the organisation has refused to accept the tables below have been provided for more information.

Cases not accepted as formal complaints for investigation

Early Closure Reason	Count	%
Immediate Resolution	131	14.8
Call Abandoned	1	0.1
Created in Error	14	1.6
Anonymous Case - Cannot investigate	402	45.5
No Further Action Required	15	1.7
No Reply from Customer	18	2.0
Customer Withdraws Complaint	16	1.8
Details Not Provided/ Insufficient Information	4	0.5
Failed to Provide Consent	9	1.0
Housing Benefit Appeal	10	1.1
Planning Permission Appeal	1	0.1
Disabled Badges Appeal	4	0.5
Penalty Charge Notice	9	1.0
Disciplinary and Grievance Procedures	6	0.7
Appeal Against Court Rulings	1	0.1
Insurance Claim	88	10.0
Outside Timeframe/Old (12 months)	15	1.7
Other Organisation to Respond	17	1.9
Outside Jurisdiction	122	13.8
Total	**883**	**100**

Complaints do not always result in a complete investigation and outcome. Once a complaint case is explored in more detail, it is possible that a different course of action is required (e.g. an insurance claim or appeals process), or once the complaint is more fully understood it may be concluded that the complainant is merely asking for a simple remedial action to resolve a concern rather than wishing to proceed through a formal complaint investigation (a request for a service). 14.8% resulted in immediate resolution.

Of the 2,744 complaints cases, 883 had an early closure reason allocated to indicate that the complaint did not result in a full investigation. Reasons for early closure may be that the complainant did not want to provide contact details or details to allow an investigation to proceed, the issue may not have been concerning a council or a commissioned service, or a more appropriate process may have been available (such as an appeal). Of the early closures, 402 cases (45.5%) had to be early closed because the complainant chose not to provide contact details (anonymous complaints cannot be investigated). 13.8% were outside of the council's jurisdiction and 10% were insurance claims.

Case level complaint outcomes

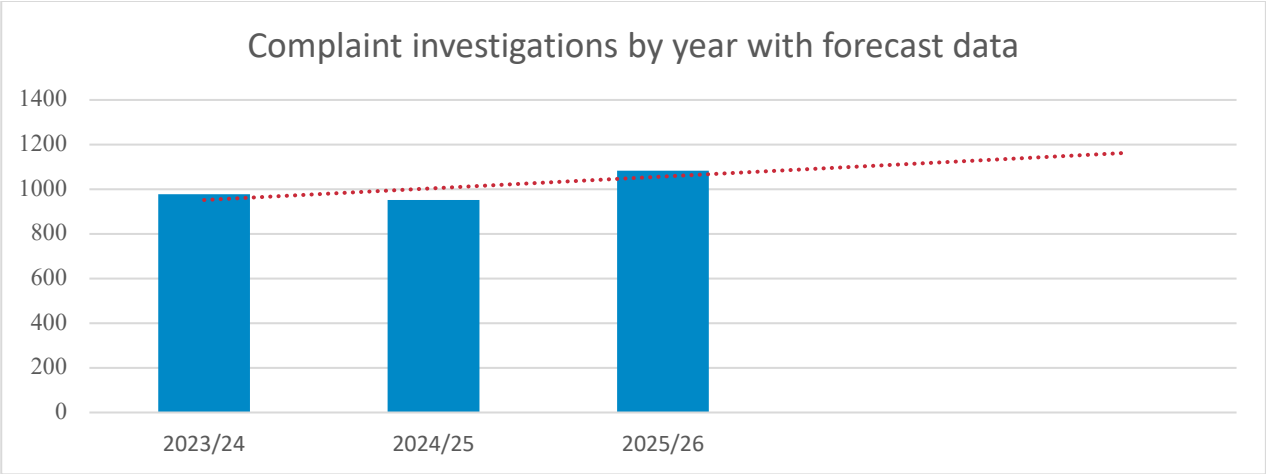
Closure reason at case level	Count	%
No Finding	16	1
Not Upheld	310	11
Partially Upheld	173	6
Service Request not Complaint	1120	41
Upheld	166	6
Withdrawn	38	1
Not recorded (e.g. early closed/excluded before case completed)	921	34
Total	**2744**	**100**

Complaint Investigations

Complaints (and some comments) are explored at greater depth than other types of feedback and may result in investigations. There may be multiple investigations for each complaint case, or a complaint case may be closed before it reaches investigation stage (for example it may be excluded or early closed for the reasons described in the previous section). In some cases a complaint may refer to the services provided by more than one council department, in which case there will be more than one investigation. Stage 1 investigations are led by officers (usually team or service managers) with a detailed knowledge of the service area. In 2024/25 there were 2,386 complaints cases and 952 complaint investigations. In 2025/26 that increased to 2,744 complaint cases and 1,083 complaint investigations.

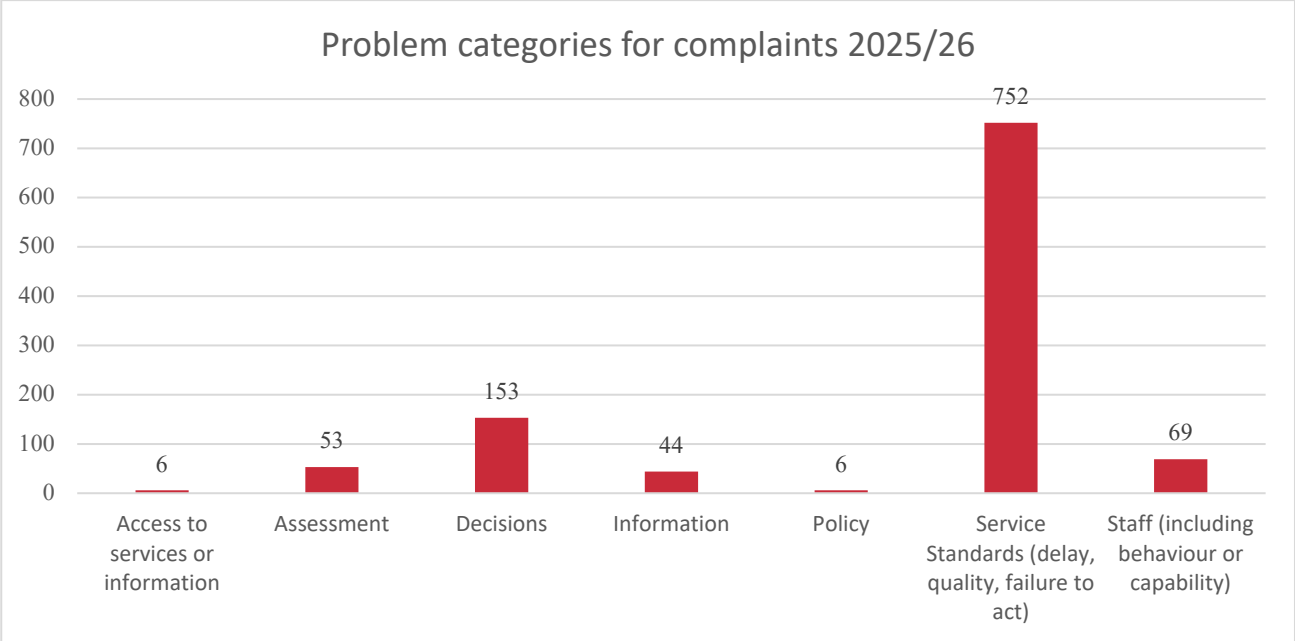
The performance measures Shropshire Council uses to monitor complaints are largely based on complaints investigations. It is very important to consider the number of complaint investigations Shropshire Council undertakes each year. Investigations can involve considerable staff time with coordination from the complaint officer (complaint handler), investigation time from the person leading the complaint, and other officer time attending complaint interviews, compiling records etc. from 2024/25 to 2025/26 complaint investigations increased by 14%. Early indications suggest increases will continue into 2026/27 and that the next year may see further increases (as shown in the following chart).

Understanding the reasons for increases in the number of complaint investigations can help Shropshire Council to take action and mitigate risk by working to make improvements in service delivery where possible.



The complaint investigation data collected highlights the reasons for complaints. 'Service standards' was the main category under which complaints were made in 2025/26 (69%). Within 'service standards' there are a number of sub-categories and analysis highlights that 'service standards – failure to provide a service/take action', 'service standards – inappropriate/incorrect action' and 'service standards – delays' were the dominant sub-categories. 'Decisions' was the second main category under which complaints were recorded (14%).

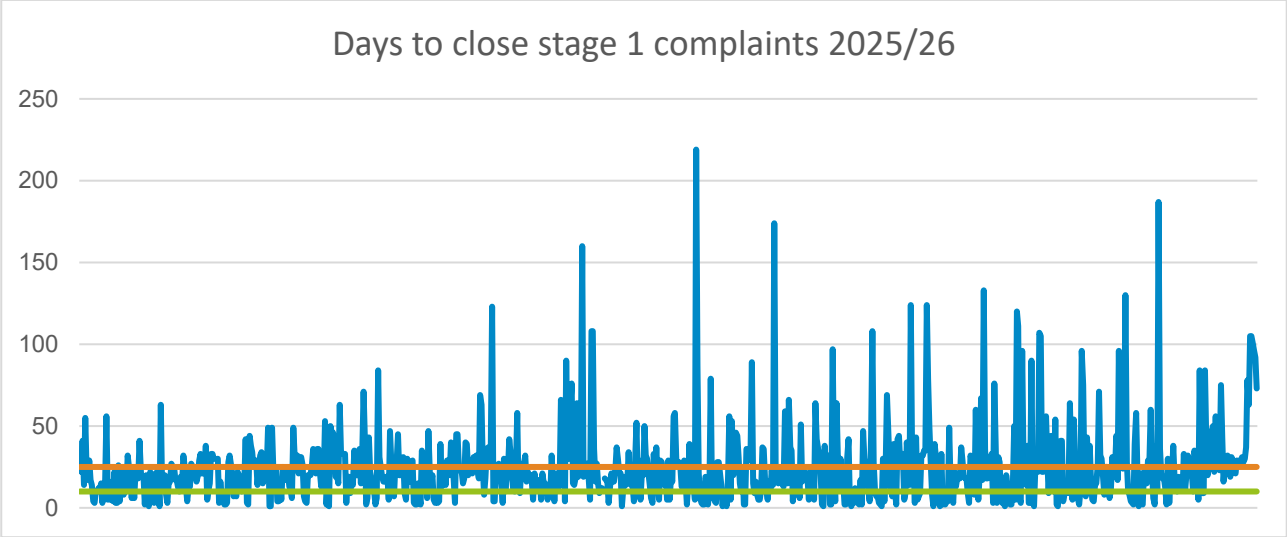
Complaints under the category decisions are usually made because someone is dissatisfied with a decision made (only 2 complaints related to a decision not taken). Complaints related to decisions seem to have been growing over the last few years, across multiple departments.



During 2025/26 Shropshire Council took an average of 25 working days to respond to stage 1 complaints. This has been the dominant performance issue over the last 2 years. Although the average has reduced, suggesting some improvement, this is due to very short response times within some service areas, there are still too many cases exceeding the timescales. Quarterly performance reporting has been focusing on the average time taken to respond to stage 1 complaints. The Ombudsman introduced a 10-day complaint timescale for stage 1 complaints and Shropshire Council has now moved to that new timescale (the previous timescale was 30 working days).

Excluding Adult Statutory complaints (where a maximum of 65 working days is set out within national guidance and regulations), stage 1 complaints took at average of 24 working days to complete. Children's statutory complaints and corporate complaints now both have a 10 day timescale. Of those, 232 (31%) stage 1 complaints were completed within 10 working days and 507 (69%) exceeded the new timescale. It is expected that this performance will improve in the next year now that new timescale is fully implemented. 76% of stage 1 complaints were completed within the previous 30 working day timescale. Days to close will remain a key measure within ongoing performance monitoring. Against the new 15 working days Key Performance Indicator (KPI) 45% of corporate stage 1 cases were completed within 15 working days.

The aim in 2026/27 will be to see the red line in the chart below (the average) drop to align with the green line (the 10 working day target).



Green line = days to close timescale, Orange line = average days to close performance

The Local Government and Social Care Ombudsman has implemented a new complaint handling code for corporate complaints (excluding adult and children's social care statutory complaints). The timescales are shown below.

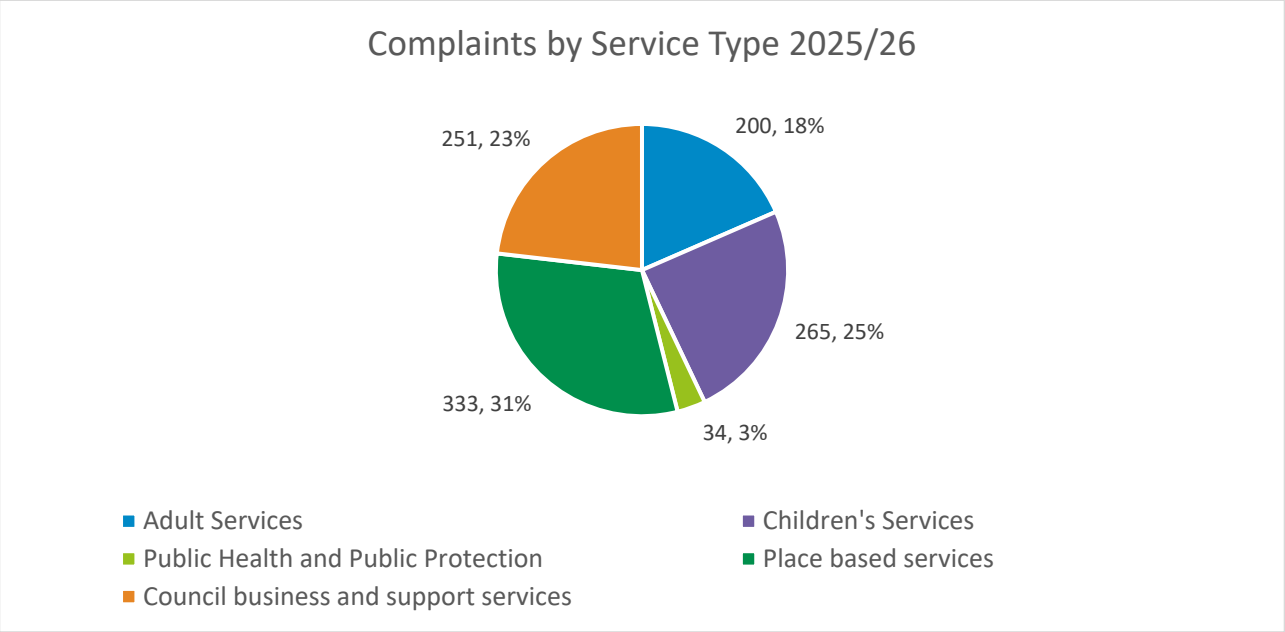
Process	Ombudsman's Complaint Handling Code timescales	Extension periods
Stage 1 corporate acknowledgement	5 working days	NA
Stage 1 corporate investigation response	10 working days	10 working days
Stage 2 corporate acknowledgement	5 working days	NA
Stage 2 corporate response	20 working days	20 working days

One of the challenges meeting new timescales is increased complexity. Unfortunately, complexity is not something that can be easily measured or reported on with currently available data. One indicator of complexity that can be reported is the number of investigations raised for each complainant during the year (complaints may be added to over time or additional new complaints made as a complaint is responded to).

The data shows that, in 2025/26 there were 215 customers with 2 or 3 complaint investigations within the year (23% of customers). 23 customers made 4 or 5 complaints within the year (2%) and 1% made 6 or more complaints within the year. There has also been a significant increase in use of the Unreasonably Persistent and Vexatious Customers' Register. In 2023/24 9 customers were contacted under the procedure, in 2024/25 that increased to 26 and in 2025/26 31 customers were

listed within the register. This is usually as a result of abusive, threatening and unreasonable contact with members of staff.

Some types of service are more likely to result in complaints than others and the chart below highlights complaints by service type. Place-based services received 31% of complaints (often service delivered to every household such as roads, waste etc.). Adult Services received 18% of complaints and council business and support services saw 23% in 2025/26. Children's Services have seen significant increases within the last 2 years and now receive 25% of complaints.



Data for Adult Services and Children's services is explored in more detail throughout the year and within the annual reports for these services, but the table below shows the split by type of complaint. Please note that Shropshire Council's Ombudsman data will not match the Ombudsman's reporting data due to a delay between a complainant notifying the council of an Ombudsman case and the investigation commencing. Ombudsman data is shown later within the report. The data in the table below includes those Ombudsman cases known in year (fewer than the total referred to the Ombudsman and reported).

Complaints by type and stage

Complaint Type	Stage 1	Stage 2	Stage 3	Ombudsman	Total
Adult - Statutory	136	NA	NA	12	148
Adult - Provider	13	NA	NA	Included above	13
Adult - Corporate	5	3	NA	1	9
Child - Statutory	52	10	1	0	63
Child - Corporate	198	35	NA	7	240
Corporate - Council	492	69	NA	46	607
Corporate - Provider	3	0	NA	Included above	3
Total	**899**	**117**	**1**	**66**	**1083**

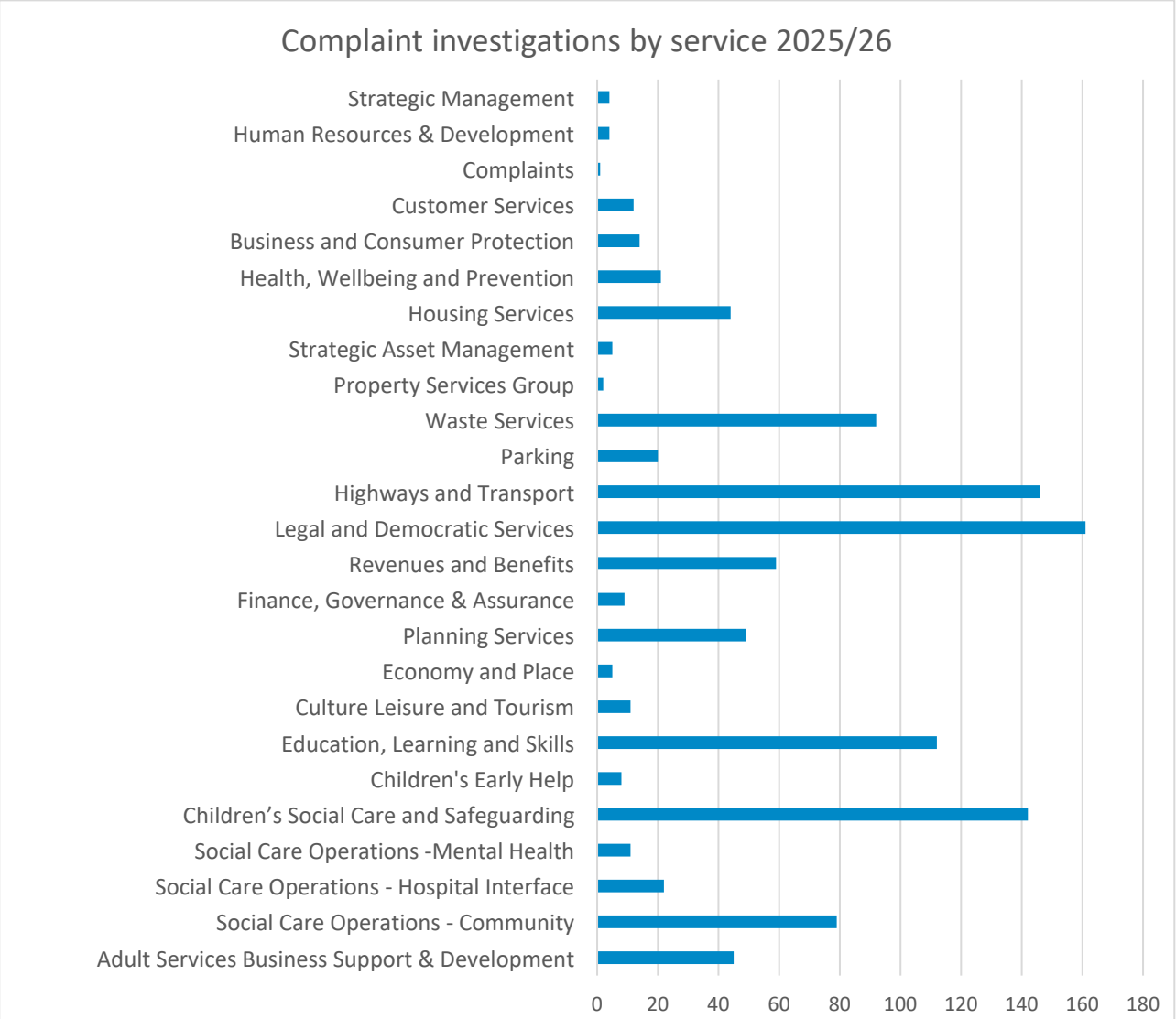
Note: Adult statutory cases do not have a stage 2 and 3. Corporate cases do not have a stage 3.

Highways and Transport complaints traditionally form a large proportion of all complaints and in 2025/26 formed 14% of all Shropshire Council's complaints (the same as last year which was an increase from 12% in 2023/24 but an improvement on the 19% in 2022/23 and 27% in 2021/22). Waste services complaints have also fluctuated slightly over the years from 14% in 2022/23 to 6% in 2023/24, 9% in 2024/25 and remaining at 9% in 2025/26. Revenues and Benefits received a

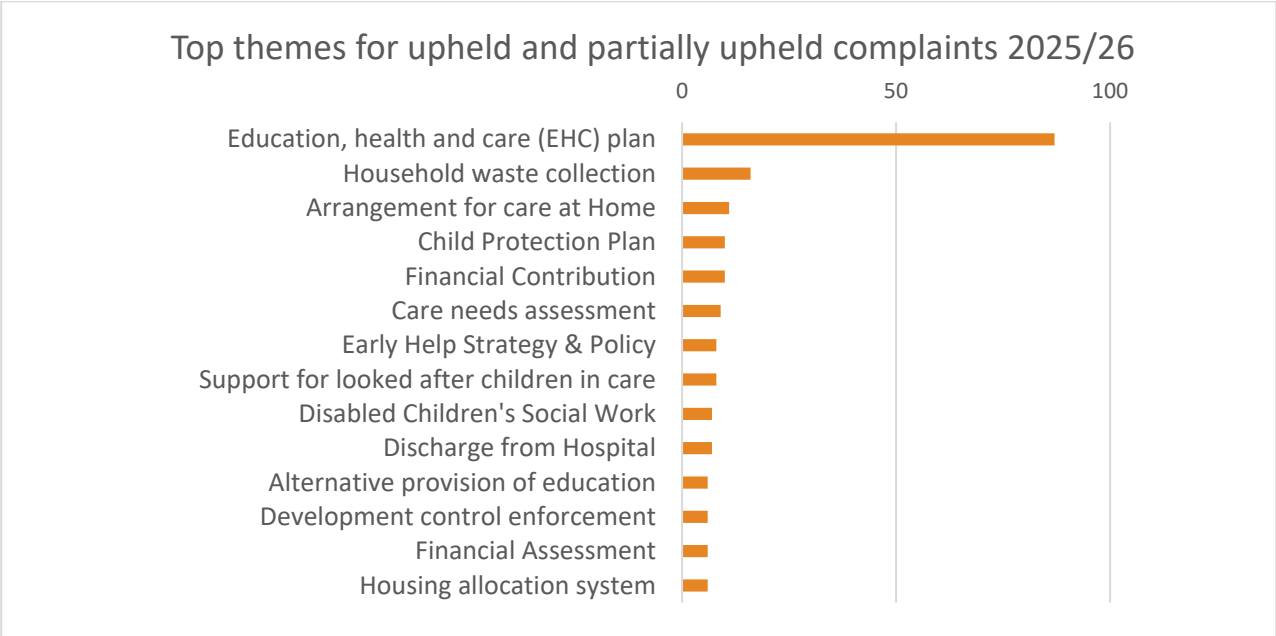
significant proportion of complaints at 5% (the same proportion as last year). These are services used by all residents. Planning Services complaints formed 5% (again, the same proportion as the previous year).

Legal and governance services was allocated 161 complaints, 15% of all complaints but this is due to the fact that stage 2 corporate complaints have increased in volume and were responded to by members of staff within that area. This will change in 2026/27 with service areas responsible for responding to their own stage 2 corporate complaints. Please note that the complaints are not complaints about the services delivered by Legal Services.

Considering detailed data by service it is worth noting that some service areas with higher volumes of complaints reflect the national picture across other local authorities. Children's social work case management, SEND (Special Educational Needs and Disabilities) and adult social care complaints are among areas of service nationally where there are growing demands and pressures leading to complaints. Some of the reasons for this are linked to national economic and social changes and cost of living pressures. The chart below displays numbers of complaints by service (services are grouped into these areas for ease of reporting since there is currently no facility to report against the council's structure due to ongoing restructuring).

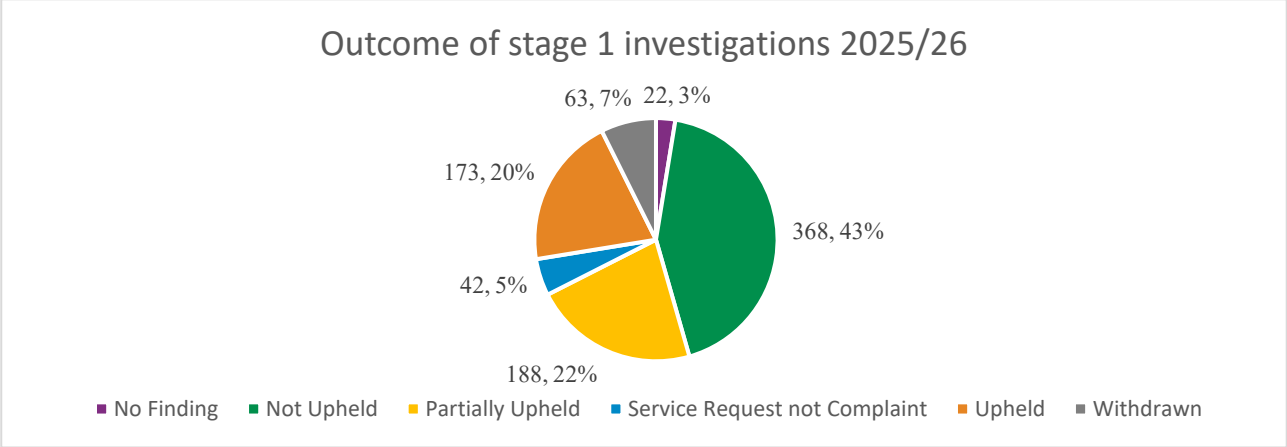


The top themes for upheld and partly upheld complaints are shown in the following chart and show that complaints relating to Education, Health and Care (EHC) plans, household waste collection, arrangement for care at home, Child Protection Plans and Financial Contributions were the themes more frequently leading to findings of some fault.



When considering complaints performance, the outcome is very important. The data for 2025/26 shows that:

- At the end of the 12-months 2025/26, 856 complaints were opened and closed at stage 1.
- Of the closed stage 1 complaints 20% were upheld (173 complaints), 22% were partially upheld and 43% were not upheld.
- Considering the complaints that were upheld (all stages closed within the year), 12% were with Highways and Transport (a significant improvement compared to last year). 35% were for Education, Learning and Skills with the vast majority related to Special Educational Needs and Disability (the provision of Education Health and Care Plans EHCPs), 15% Adult Social Care, 9% were with Children's Social Care (including Early Help) and 9% for Waste Management.
- The three dominant problem categories within upheld complaints are 'Service standards – failure to provide a service/take action', 'Service standards – delays', and 'Service standards – inappropriate/incorrect action'. Work by the Feedback and Insight Team is undertaken to keep complainants informed of any delays and progress, but often concerns cannot be addressed without more detailed and specialist knowledge from service areas.
- 3% of stage 1 complaints investigations resulted in no finding. A complaints investigator may find that not enough evidence or information is available to draw a conclusion, or they may be unable to obtain enough information from the complainant to fully investigate. Occasionally it may be a sign of failure to investigate. The proportion of 'no finding' outcomes was previously a problem, but performance has improved and been consistent for the last two years (there has been a slight increase from 2% in the previous year).



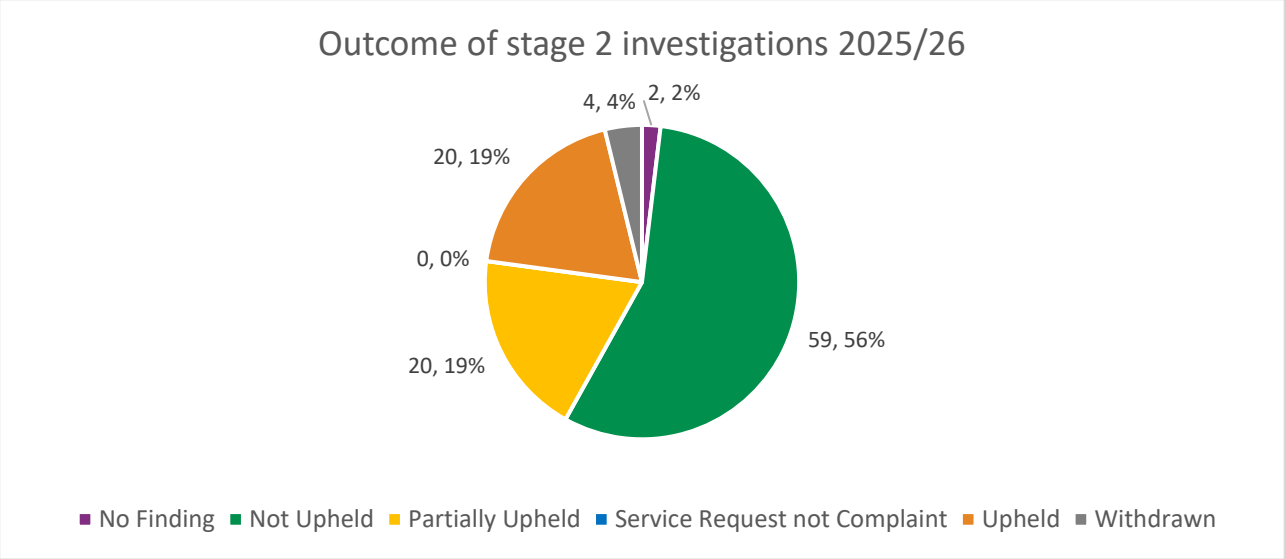
The next section of the report considers the progression of complaints beyond stage 1.

4. Progression of Complaints

Effective stage 1 complaint handling can reduce the number of stage 2 complaints. It is important to understand how many complaints progress beyond stage 1 and this is a measure included within regular performance reporting. During 2021/22 only a small proportion of all the complaints Shropshire Council received progressed beyond stage 1. Since then the number and proportion of cases progressing beyond stage 1 has increased. In 2021/22 99 cases progressed beyond stage 1; in 2022/23 the number was similar at 95 but in 2023/24 129 cases progressed. In 2024/25 this rose again to 144 and again in 2025/26 to 184. From this pattern ongoing increases are expected.

Occasionally some complaints may progress prematurely to the Ombudsman without a stage 2 investigation, and these will be referred back where appropriate. The table below shows the number of complaints investigations beyond stage 1 and the chart below highlights the outcome of those complaints at stage 2 for all cases closed. Numbers at the Ombudsman stage will differ from the Ombudsman provided data in the report due to the way the Ombudsman shares information (cases not investigated may not be reported to the council) and the difference in the dates reported to each organisation.

Stage 2	Stage 3 (children's statutory)	Ombudsman (known to Shropshire Council before LGSCO reporting)	Total investigations beyond stage 1
117	1	66	184



Shropshire Council adopted the new stage 2 timescale for the implemendation date of April 2026. Therefore this report does not cover the new KPI for stage 2 complaints completed within 15 working days. None of the stage 2 cases in 2025/26 were completed within 15 working days (the previous timescale was 30 working days and limited staffing capacity was applied to the process).

The Shropshire annual report from the Local Government and Social Care Ombudsman highlighted that 107 complaints were received by the Ombudsman for Shropshire Council in 2025/26 and 83 cases were considered/decided (15 of those with a full investigation and outcome). This total will include complaints received by Shropshire Council in previous financial years, so the data is not comparable with local data covered in this report (looking at cases received within the

financial year). As highlighted in 2024/25 it is now also possible that insufficient staffing and excessive caseloads have impacted reporting.

Of the 15 cases investigated with outcomes, 9 were upheld, 6 were not upheld. Many of the total 83 considered resulted in other actions such as referring back for local resolution, offering advice, or closure after initial enquiries. The Ombudsman reports Shropshire Council's upheld rate at 60%. The LGO upheld rate for similar local authorities is reported as 85%. Available data from the Ombudsman is used within a separate, performance report to track annual performance over the years and for benchmarking with the local authority family group.

Ombudsman Complaints – Number Received and Number Upheld

Category	Number received	Number upheld
Adult Care Services	29	5
Benefits & Tax	6	0
Corporate & Other Services	4	0
Education & Children's Services	31	3
Environmental Services & Public Protection & Regulation	13	0
Highways & Transport	6	0
Housing	4	0
Planning & Development	13	1
Other	1	0
Grand Total	**107**	**9**

Outcome of Decisions Made

				Investigation Outcomes			
Advice given	Closed after initial enquiries	Incomplete/ Invalid	Referred back for local resolution	Not Upheld	Upheld	Upheld rate (%)	Grand Total
1	45	5	17	6	9	60	83

Compliance with Ombudsman recommendations was 100% in 2025/26 but compliance for 2 cases was late. The rate of complaints per 100,000 population is 2.7% for Shropshire Council in 2025/26 against an average of 5.6% for all authorities.

The Ombudsman has introduced a new standard set of performance measures for local authorities to enable improved information and benchmarking beyond the Ombudsman level data available currently.

Appendix 1 displays the current Ombudsman performance measures and annual letters (the guidance requires these letters to be published locally). Appendix 2 highlights findings and recommendations made by the Ombudsman for upheld cases. All recommendations are monitored and actioned by the Shropshire Council service area responsible for the complaint, and in many cases overseen by the service area's Service Director.

Public Reports
There were no public reports during the financial year 2025/26.

5. Annual Comparisons

	2023/24	2024/25	2025/26
Number of compliments – slightly below average The number of compliments in 2025/26 has fallen very slightly since the previous year. The pattern seen within the data is that there are small decreases each year.	475	448	435
	Performance is similar to the previous year.		
	2023/24	**2024/25**	**2025/26**
Complaints investigations – increased The number of complaint investigations recorded by Shropshire Council totalled 1083 in 2025/26, 952 in 2024/25, 978 in 2023/24. Overall, following improvement in the last few years compared to higher volumes in 2021/22 and 2021/23, Shropshire Council is now seeing steady increases in complaints numbers at both case level and investigation level. Work has been taking place to triage cases and ensure service requests are not taken forward as complaints prematurely. The lack of resources to raise and manage investigations should be considered a risk with caseloads significantly exceeding other local authority averages.	978	952	1083
	Complaint investigations have increased in number. The Ombudsman suggests that more complaints can be a sign of an accessible complaints system. This data needs to be viewed with the other data in this report.		
	2023/24	**2024/25**	**2025/26**
Days to close – Average days to close has increased The average number of working days taken to respond to a stage 1 complaint was 31 working days in 2023/24. Performance improved in 2024/25 to an average of 23 working days and in 2025/26 the average was 25 working days. A new 10 working days timescale is now in place (with a KPI of 15 working days to include the acknowledgement timescale). Improvement is needed to achieve this new national target for corporate complaints.	31 working days	23 working days	25 working days
	Average performance has not improved since 2024/25 but should show improvement in 2026/27 due to the introduction of new timescale.		
	2023/24	**2024/25**	**2025/26**
Outcome at stage 1 – Reduction in proportion upheld When considering the proportion of complaints upheld, performance has improved with fewer complaints upheld. It would be a concern if performance monitoring highlighted too few cases being upheld (it is important that Shropshire Council accepts where things have gone wrong and strives for improvement). As highlighted earlier in the report, there are some services experiencing pressure and seeing increased findings of fault.	27%	22%	20%
	Some ongoing improvement since 2023/24.		
	2023/24	**2024/25**	**2025/26**
Complaints progressing beyond Stage 1 – Similar In 2019/20 2.7% of cases progressed to stage 2 or the Local Government Ombudsman (47) and this has increased considerably over recent years with 18% cases escalating beyond stage 1 in 2025/26. That doesn't include cases where an additional stage 1 response is required. The Ombudsman upheld rate was 80% in 2022/23 and remained stable in 2023/24 at 79%. There has been an improvement in 2024/25 and in 2025/26 (60% for both years).	15.0%	19.6%	18.0%
	Complaints cases have become increasingly complex and time consuming and the data for escalated cases helps illustrate this increase.		

6. Key Performance Indicators

	2025/26	See page
1a. Number of complaints received		
Complaint numbers Complaint case numbers are increasing each year. There has been a 42% increase in 2 years since 2023/24. The percentage increase between 2024/25 and 2025/26 was 15%. Further increases in 2026/27 will start to see significant impacts on the council's ability to manage complaints processes without investment. This data is for all types of complaint.	2,744	3
1b. Percentage of complaint cases excluded from the system		
Cases excluded 883 complaint cases were excluded with an early closure reason (all types). A large proportion were anonymous or should have been handled as service requests or under other processes or by other organisations.	32%	8 and 9
2a. Percentage of complaints responded to within 15 working days		
Stage 1 – responded to within 15 working days (Corporate)	45%	11
Stage 2 – responded to within 15 working days (Corporate)	0%	15
3. Outcomes		
Stage 1		
Upheld	20%	14
Partially upheld	22%	
Not upheld	43%	
Withdrawn or closed without a finding	10%	
Resolved (where a service is provided as an outcome)	5%	
Stage 2		
Upheld	19%	15
Partially upheld	19%	
Not upheld	56%	
Withdrawn or closed without a finding	6%	
Resolved	0%	
4. Learning from complaints and remedies		
4a. Percentage of accepted complaints where a remedy is provided These are referred to as improvement actions within the current system.	27%	21
4b. Summary of service improvements made as a result of learning from complaints by service area. Work still required in this area. IT system changes are needed to allow clearer reporting and the way of working across the organisation needs to alter to enable reporting of action following complaint outcomes and decisions.	-	-

5. Example Compliments

Shropshire Council received 435 compliments during 2025/26. Examples are included below. Receiving a compliment can make a big difference to a member of staff working hard to provide support for others or deliver services as effectively as possible. Although compliments are not given the same attention as complaints, they are used within the Council to understand where things are working well and to recognise the additional efforts made by individual members of staff.

"I would like to pass on our thanks to the Bridgnorth Household Recycling Centre staff. We hit a pothole on Saturday and sadly, this caused damage to our car tyre. We made it to the HRC site and staff there kindly assisted us to change our tyre, for the spare. Without their support we wouldn't have been able to do it on our own. We are very grateful to them for their time"

Compliment for a Civil Enforcement Officer. *"I come from N Herts and have just been to Ludlow. I parked in the castle car park and your civilian enforcement officer was so kind and helpful that I want to say thank you. This officer was the epitome of what we said a civilian enforcement officer should be: polite, helpful and good at his job. Please pass on my thanks."*

Compliment for Street Scene Officer. *"I would like to say that I have lived here since 1989. Today I went to thank the Gentleman who was cutting the verges outside my home. I told him the first cut 2/3 weeks ago and today's cut was the best and tidiest since living here. I really appreciate someone taking such pride in his work."*

Compliment for a revenues officer. *"I would just like to say that the help I have received over the phone has been brilliant. The staff I have spoken to have been very friendly and very helpful, which has made me feel reassured. Nothing has been too much trouble for them in helping me sort out my issue. The staff are a credit to Shropshire Council Benefits Office."*

Compliment for environmental health officer. "*During the opening of my first food business, I had the pleasure of working with [name removed]. He was incredibly helpful and supportive throughout the process — a true professional who made a real difference. His guidance made things much easier and left a lasting impression, so I wanted to pass on my appreciation."*

"The North West Start Team provided End of Life Care to my husband. At all times their care to him and our family was wonderful...full of compassion and dignity…The personal care that my husband received was of an exceptional high standard…Without doubt every single one of them is a credit to your service. Could you please forward our sincere thanks to the North West Team."

Compliment for ICT Services: *"Thanks for going above and beyond during a power cut, by standing in deep snow in the woods with a mobile router and his laptop at 7am to ensure all school closures were updated early enough for residents to check."*

Compliment for Social Worker Children's Case Management: *"[Name removed] has been working with me and my family for a couple of months now, from the very beginning he has been very kind and friendly, very helpful, supportive and very understanding. I feel he has worked so hard and his support and guidance has really been amazing. Any help me and my family have needed he has been able to provide with the best of his ability. I couldn't thank him enough… for all he has done…"*

6. Example Complaints

Shropshire Council received 2,744 complaints during the year 2025/26 and carried out 1083 investigations. Some example complaints have been included below to highlight the type of feedback Shropshire Council receives. These examples were not all upheld. Some complaints arise from a lack of understanding of the service Shropshire Council can provide. Where necessary wording within the examples has been removed within to ensure anonymity. The next section of this report looks more closely at learning and the actions taken following complaint investigations.

Complaint for Planning Services: The customers are raising their concerns regarding a planning application. The customers believe the report failed to reflect the full number of objections submitted, particularly those received during an approved consultation extension. They believe this omission may have influenced the decision-making process and prevented the application from being escalated to committee review. Overall, they believe the *"report reflects a failure to acknowledge valid public concerns, includes factual omissions, and demonstrates a lack of accountability in the decision-making process."*

Complaint for Election Services: The customer has not received his postal vote and is dissatisfied with the council's previous response. He states that none of his original questions were answered. The customer also disputes the claim that a previous reply was sent to him, requests confirmation on whether his vote was marked as issued or returned and submits a Freedom of Information request.

Complaint for Council Tax: The customer is complaining about the failure to respond to her application for a single person council tax discount. The customer submitted a form to request the discount on 15/1/25 but did not receive a response. The customer states the delay has caused worry and financial hardship.

Complaint for Waste Services: "*I ordered a replacement green bin because my existing bin has split. I was expecting it to have been delivered by now but it has NOT been delivered. Your website shows my request is "COMPLETED" but I have NOT received the replacement bin. Please note that some of your records still insist is calling my property "House name removed". This is incorrect, it is simply [removed]. The name is not on the Land Registry records, neither is it part of the postal address. Please ensure that ALL your records are updated."*

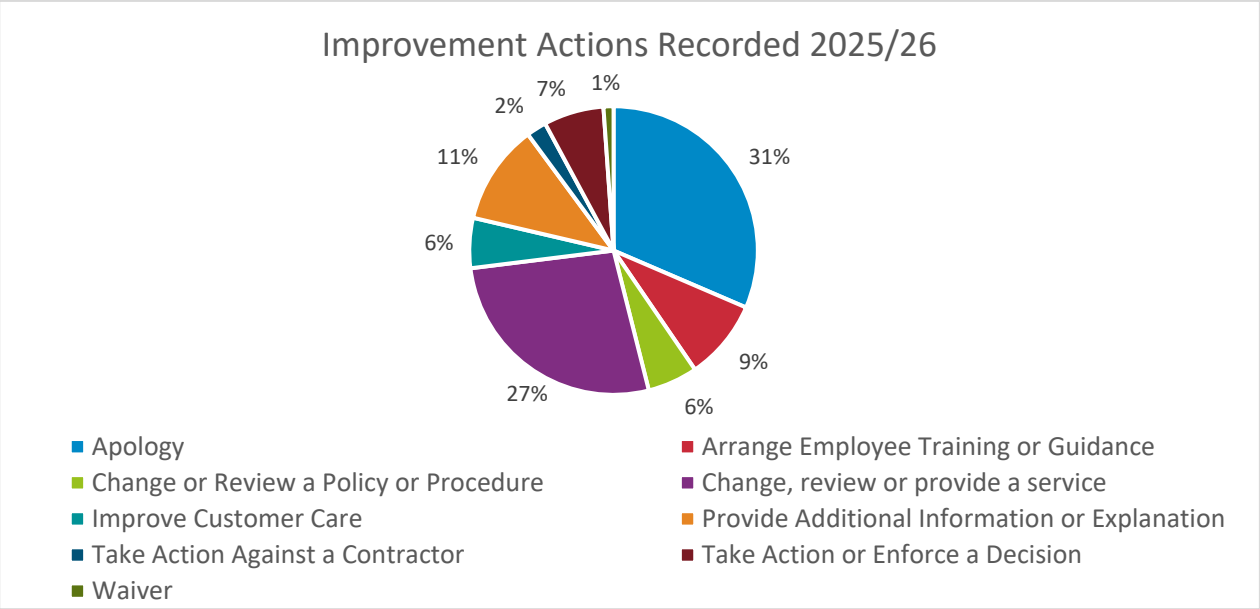
"I would like to make an official complaint about the EHCP process as I have been waiting for my daughters EHCP since January. I am calling every day. I have a child out of school and with a serious mental health issue."

Complaint for Street Lighting: The customer feels that the prolonged presence of the flags risks being perceived as politically or racially motivated. This perception has caused distress within the customer's family…The customer believes the flags are sending a divisive message and appeals for immediate action to remove the flags to ensure her family can visit without fear.

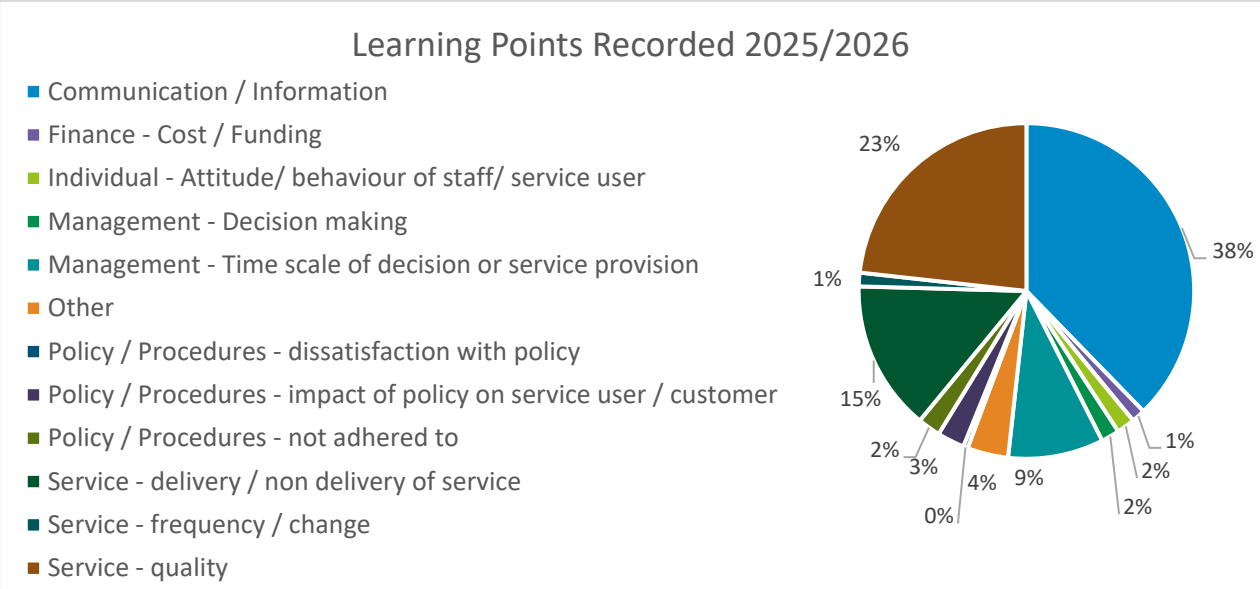
Complaint for Housing and Social Care: The customer reports being left without hot water after his boiler was condemned due to a carbon monoxide leak, despite being a vulnerable person with [removed] and mental health conditions. He raises concerns about [name removed], stating she failed to assist with essential tasks such as council tax, benefits, and HomePoint registration. He also reports that she suggested he forgo his accessibility needs and informed him that she was taking leave "as she felt like it," despite an urgent housing issue. No cover was arranged, which he found unacceptable.

7. Learning and Actions

Shropshire Council recorded learning, action or outcome notes against 1054 complaints in 2025/26 (and 282, 27%, of those included detailed actions or learning). Actions and lessons are usually made when complaints are upheld or partly upheld. If only a small proportion of complaint investigations result in a finding of fault there will be fewer remedial actions or learning. However, this recording of learning and actions should be an area for ongoing improvement (currently around 70% of all partly upheld or upheld closed cases have learning recorded). This is referred to in the recommendations. The charts below highlight the primary action and learning point recorded.



Of the actions that were recorded against complaints closed 31% were to provide an apology, 27% were to change, review or provide a service, and 11% of actions included the provision of additional information or explanation.



38% of learning related to communication or provision of information. Communication is consistently a dominant theme. More effective communication at an earlier stage can prevent the development of a formal complaint. Service quality, non-delivery of a service, and timescales were also main categories in 2025/26.

8. Example Learning and Actions

The recording of learning is strongly encouraged following the completion of a complaint investigation. Acknowledging and acting on learning from complaints can avoid any mistakes from being repeated and lead to ongoing improvement. Examples are shown below to highlight the type of learning and actions recorded such as:

- Training for members of staff
- Improvements in communication
- Taking action to provide information or to change the way information is presented
- Making changes to working practices and processes followed

Wording within the examples has been altered slightly for simplicity and to ensure confidentiality.

A complaint relating to bin lorries turning on a private driveway. "*We recognise the importance of respecting private property and will ensure that this revised approach is communicated clearly to all relevant personnel. We also acknowledge that clearer communication and earlier engagement with you may have helped to prevent this situation from escalating."*

The complaint relates to paperwork being returned damaged. "I *have spoken to the member of staff involved. I have provided some retraining, so they are clear what is expected of them. I feel confident this won't occur again. The member of staff involved is sorry for the impact of their actions and is now aware of the impact of poor document handling. We both share our apologies."*

"Your complaint has identified that a time delay and miscommunication from the wider service was not best practice and has been addressed through communication with the relevant service areas to ensure expectations around private fostering are clear for all applicants from the onset to prevent delays in the future."

The complaint relates to failure of Shropshire Council to arrange for pension payments to be paid. *"Over holiday periods and staff absences central team in-boxes and agreed communication channels must be used. Direct contact with individuals can be the cause of delay if they are absent."*

Following an incident at the Waste Recycling Centre and an unhelpful member of staff "*I have now put steps in place to provide refresher training in effective communication with staff colleagues and carried out a review of internal processes."*

Complaint about behaviour from a Civil Enforcement Officer (CEO). *"Having explained why the PCN was issued and having made a lawful request for you to hand over the blue badge, the CEO should have let you drive away without hinderance and report the incident/offence to management for consideration of whether further action was required. This will be raised with the CEO in question and the rest of the team to ensure a consistent approach, in dealing with these matters, occurs in the future."*

"Disabled passengers may require additional time and support when boarding or validating tickets. Service providers are expected to communicate clearly and patiently, recognising that not all disabilities are visible. The behaviour described suggests that the driver did not fully meet these expectations, and the operator has been instructed to take action to address this."

"Firstly, please accept my apologies that you did not receive a call back as requested and for the delay in replying to you. This has highlighted some improvements that can be made within the Revenues & Benefits Service, which will be addressed following a review of your case."

Following a complaint about a domiciliary care package for an elderly relative. *"It is acknowledged that enhanced communication between the family and the care provider would further support the effective delivery of care; particularly medication management and care call times could be better improved to support nutritional needs and routine. Both of which have been raised with the domiciliary care provider."*

9. Ombudsman's Code: Self-Assessment

The Local Government and Social Care Ombudsman's Complaint Handling Code has been applied from 1st April 2026. It should be noted that the proposals do not cover statutory complaints processes for social care (children's statutory complaints process and adult statutory complaints process). The aim of the planned changes will be to create a consistent approach to complaints across councils and housing providers to give the public greater clarity of what to expect when making a complaint.

The table below sets out the Code timescales compared with the old council procedure.

Process	Shropshire Council's current corporate complaints timescales	Ombudsman's Complaint Handling Code timescales
Stage 1 investigation acknowledgement	5 working days	5 working days
Stage 1 investigation response	30 working days	10 working days
Stage 1 investigation extension	Not applicable – as soon as possible	10 working days
Stage 2 review acknowledgement	5 working days	5 working days
Stage 2 review response	30 working days	20 working days
Stage 2 review extension	Not applicable – as soon as possible	20 working days

Included within requirements are:

- An annual report (to include a list of content including the annual letter from the Ombudsman).
- Completion of an annual self-assessment against the Code. This should set out how well the organisation is performing against the Code (e.g. timescales), information of improvements implemented, records of quality checks, exclusions and feedback from staff. If the failure to meet an expectation only relates to one service area or department this should be made clear.

In October 2025 Cabinet agreed that a "best endeavours" approach using existing resources should be adopted towards Code implementation. Unfortunately, complaint volumes have further increased, and this has meant full implementation has been challenging without additional capacity. A 12-month post has now been agreed for a temporary period to assist with implementation from 2026/27. The post will add capacity into the team from November 2026 for a year.

Despite the challenges some progress has been achieved as shown in the self-assessment below (this can be compared to the self-assessment within the annual report 2024/25). As shown in the self-assessment there are only 2 items of non-compliance. Where requirements are not marked green to show full implementation, most are showing partial implementation (yellow) because progress has been made.

Code section	Compliance?	Comments
1. Definition of a service request and complaint		
1.1 Adopt a shared understanding of what constitutes a service request and what constitutes a complaint. (1.2 to 1.4 set out definitions). This should be set out within the complaints policy.	Compliant	An updated complaints procedure has been developed.
1.5 A complaint that is submitted via a third party or representative should still be handled in line with the organisation's complaints policy.	Compliant	This is in line with current practice.
1.6 Organisations should recognise the difference between a service request and a complaint. This should be set out in their complaints policy.	Partly compliant	New definitions have been adopted but too many service requests are being directed through the complaint process.
1.7 Organisations should have the opportunity to deal with a service request before a complaint is made. A complaint may be raised when the individual expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing.	Compliant	This is in place.
1.8 Service requests should be recorded, monitored and reviewed regularly.	Partly compliant	This is an organisational issue beyond complaints processes.
2. Exclusions		
2.1 and 2.4 If the organisation decides not to accept a complaint, it should be able to evidence its reasoning and communicate to the complainant. Each complaint should be considered on its own merits.	Compliant	Changes were not required.
2.2 Organisations should accept complaints referred to them within 12 months of the issue occurring, or the individual becoming aware of the issue. Discretion may be applied in some circumstances.	Compliant	Changes were not required.
2.3 Exclusions should be set out within the complaints policy/procedure.	Compliant	Changes have been implemented.
2.4 and 2.5 If an organisation decides not to accept a complaint, an explanation should be provided to the individual. Organisations should not take a blanket approach to excluding complaints; they should consider the individual circumstances of each complaint.	Compliant	Changes were not required.
3. Accessibility and awareness		
3.1A Organisations should make it easy for individuals to complain by providing different channels through which they can make a complaint.	Compliant	This was in place before the Code and continues.
3.1B Organisations must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of individuals who may need to access the complaints process.	Compliant	This appears to be in line with current practice although clear guidance would be helpful.
3.2 Individuals should be able to raise their complaints in any way and with any member of staff. All staff should be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the organisation.	Partly compliant	More work is required in this area.
3.3 High volumes of complaints should not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that individuals are unable to complain.	Compliant	This is communicated in current performance reporting.

Code section	Compliance?	Comments
3.4 Organisations should make their complaint policy available in a clear and accessible format.	Compliant	Available.
3.5 The policy should include details about the Ombudsman and the Code.	Compliant	Information included.
3.6 Organisations should give individuals the opportunity to have a suitable representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the organisation.	Compliant	Representation and consent are explained within the procedure.
3.7 Organisations should provide individuals with information on their right to access the Ombudsman service.	Compliant	This is in line with current practice.
3.8 Where an organisation asks for feedback about its services through a survey, it should provide details of how individuals can complain.	Compliant	Feedback and Insight Team led surveys and consultations include this information.
4. Complaint handling resources		
4.1 Organisations should have designated, sufficient resource assigned to take responsibility for complaint handling, including liaison with the relevant Ombudsman and ensuring complaints are reported to the governing body (or equivalent).	Partly compliant	Clarification of the Ombudsman's expectation of 'sufficient' would be helpful.
4.2 Anyone responding to a complaint should have access to staff at all levels to facilitate the prompt resolution of complaints. They should also have the authority and autonomy to act to resolve disputes promptly and fairly.	Compliant	Staff at all levels are engaged in the complaint process.
4.3 Organisations are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff should be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and resourced accordingly	Partly compliant	A training programme has not been implemented, although a workshop session was held for all Senior Leaders so expectations are clear.
5. The complaint handling process		
5.1 Organisations should have a single policy for dealing with complaints covered by the Code.	Compliant	Updated policy has been developed.
5.2 Organisations should not have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Compliant	In place.
5.3 When an individual expresses dissatisfaction that could meet the criteria for a complaint as set out in section 1 of the Code, they should be given the opportunity to make a complaint.	Partly compliant	A review is recommended.
5.4 The person responding to the complaint should: • clarify with the individual any aspects of the complaint they are unclear about; • deal with complaints on their merits, act independently, and have an open mind; • give the individual a fair chance to set out their position; • take measures to address any actual or perceived conflict of interest; and • consider all relevant information and evidence carefully.	Compliant	This is in line with current good practice but will need to be included in staff training.

Code section	Compliance?	Comments
5.5 Where a response to a complaint will fall outside the timescales set out in this Code the organisation should inform the individual of when the response will be provided and the reason(s) for the delay.	Partly compliant	Apologies are sent for the delay. Investigators do not always provide a new timescale when cases are overdue.
5.6 Organisations should keep a record of any reasonable adjustments agreed. Any agreed reasonable adjustments should be kept under active review.	Not compliant	The current IT system does not allow this recording. A note will be included within the folder for the complaint.
5.7 Organisations should not refuse to escalate a complaint through all stages of the complaints procedure unless there are valid reasons to do so. Organisations should clearly set out these reasons, and they should align with the approach to exclusions set out in section 2 of the Code.	Compliant	This is in line with current practice.
5.8 A full record should be kept of the complaint, and the outcomes at each stage. This should include the original complaint and the date received, all correspondence with the individual, correspondence with other parties, and any relevant supporting documentation such as reports. This should be retained in line with the organisation's data retention policies.	Compliant	This is in line with current practice.
5.9 and 6.10 Organisations should have systems in place to ensure that a complaint can be remedied at any stage of its complaints process. Individuals should not have to escalate a complaint in order to get an appropriate remedy.	Partly compliant	Recommended for review.
5.10 and 5.11 Organisations should have policies and procedures in place for managing unacceptable behaviour from individuals and/or their representatives. Organisations should be able to evidence reasons for putting any restrictions in place and should keep an individual's restrictions under regular review. Restrictions should be proportionate and have regard for the Equalities Act 2010.	Compliant	This is in line with current practice.
6. Complaints stages		
6.1 Organisations should have processes in place to consider which complaints can be responded to as early as possible, and which require further consideration. Organisations should consider factors such as the complexity of the complaint and whether the individual is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided.	Partly compliant	The challenge is achieving any resolution or prioritisation consistently across service areas.
6.2 Complaints should be acknowledged and logged at stage 1 of the complaint procedure within five working days of the complaint being received.	Compliant	This is in line with current practice.
6.3 Organisations should provide a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged.	Partly compliant	Timescale in place but performance remains an issue.
6.4 and 6.5 Any extension should be no more than 10 working days without good reason, and the reason(s) should be clearly explained to the individual. When an organisation informs an individual about an extension to these timescales, they should be provided with the details of the relevant Ombudsman.	Compliant	Extension period included within the procedure.

Code section	Compliance?	Comments
6.6 A complaint response should be provided to the individual when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions should still be tracked and actioned promptly, with appropriate updates provided to the individual.	Partly compliant	Responses are provided when the answer is known but the central team do not have the level of resources required track and report all actions.
6.7 Organisations should address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. Organisations should be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Partly compliant	Complaint investigators do not always reference relevant policies within responses and do not always make responsibilities clear.
6.8 At the conclusion of stage 1 organisations should provide details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.	Compliant	This is in line with current practice.
6.9 Where individuals raise additional complaints during stage 1, these should be incorporated into the stage 1 response if they are related, and the stage 1 response has not been provided. Where the stage 1 response has been provided, the new issues are unrelated to the issues already being considered, or it would unreasonably delay the response, the new issues should be logged as a new complaint.	Compliant	
6.11 If all or part of the complaint is not resolved to the individual's satisfaction at stage 1, it should be progressed to stage 2 of the organisation's procedure. Stage 2 is the organisation's final response.	Compliant	The procedure reflects this requirement.
6.12 Requests for stage 2 should be acknowledged and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Compliant	Timescale in place.
6.13 Individuals should not be required to explain their reasons for requesting a stage 2 consideration. Organisations should make reasonable efforts to understand why an individual remains unhappy as part of its stage 2 response.	Compliant	Although sometimes it is helpful to seek views of complainants to add clarity for an investigation.
6.14 The person considering the complaint at stage 2 should not be the same person that considered the complaint at stage 1.	Compliant	The procedure and supporting guidance reflect this requirement.
6.15 Organisations should issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged.	Compliant	Implemented.
6.16 Any extension should be no more than 20 working days without good reason, and the reason(s) should be clearly explained to the individual.	Compliant	Timescales in place.
6.18 and 6.19 Organisations should confirm the following in writing to the individual at the completion of stage 2 in clear, plain language: • the complaint stage; • the organisation's understanding of the complaint; • the decision on the complaint; • the reasons for any decisions made;	Compliant	Templates cover these elements of a response.

Code section	Compliance?	Comments
• details of any remedy offered to put things right; • details of any outstanding actions; and • details of how to escalate the matter to the Ombudsman if the individual remains dissatisfied. Stage 2 should be the organisation's final response and should involve all suitable staff members needed to issue such a response.		
6.21 Where an organisation's complaint response is handled by a third party (e.g. a contractor) or independent adjudicator at any stage, it should form part of the two stage complaints process set out in this Code. Individuals should not be expected to go through two complaints processes.	Compliant	This is in line with current practice.
6.22 Organisations are responsible for ensuring that any third parties handle complaints in line with the Code.	Partly compliant	Additional activity will be required to communicate new expectations and monitor compliance.
7. Putting things right		
7.1 Where something has gone wrong an organisation should acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Compliant	This is in line with current practice.
7.2 and 7.3 Any remedy offered should reflect the impact on the individual as a result of any fault identified. The remedy offer should clearly set out what will happen and by when and be followed through to completion.	Partly compliant	Further work is required.
7.4 and 7.5 If a proposed remedy cannot be delivered the individual should be informed of the reasons for this, provided with details of any alternative remedy and reminded of their right to complain to the Ombudsman. Organisations should take account of the good practice guides when deciding on appropriate remedies.	Partly compliant	A guidance document has been produced but there are challenges in this area and further work is required.
8. Performance reporting and self-assessment		
8.1 Organisations should produce an annual complaints performance and service improvement report for scrutiny.	Compliant	Changes to the annual report have been incorporated.
• an annual self-assessment against this Code to ensure its complaint handling policy remains in line with its requirements.	Compliant	This self-assessment
• a qualitative and quantitative analysis of the organisation's complaint handling performance. This should also include a summary of the types of complaints the organisation has refused to accept;	Compliant	Included within this report
• any findings of non-compliance with this Code;	Partly compliant	Could be improved.
• the service improvements made as a result of the learning from complaints;	Partly compliant	Limited examples only.
• the annual letter about the organisation's performance from the Ombudsman;	Compliant	Included as Appendix 1
• any other relevant reports or publications produced by the Ombudsman in relation to the work of the organisation.	Compliant	Summarised within the report.

Code section	Compliance?	Comments
8.2 The annual complaints performance and service improvement report should be reported through the organisation's governance arrangements and published on the section of its website relating to complaints. The response to the report from the relevant governance arrangement should be published alongside this.	Compliant	This is in line with current practice other than publishing the response to the report within the report on the complaints webpages.
8.3 Organisations should also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Compliant	The self-assessment is produced but significant work is required.
9. Scrutiny & oversight: continuous learning and improvement		
9.1 Organisations should look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Partly compliant	This is hard to assess for the whole organisation and varies service to service.
9.2 A positive complaint handling culture is important to the effectiveness with which organisations resolve disputes. Organisations should use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Partly compliant	Improvement is required to make improvements in some areas and achieve greater consistency across the organisation.
9.3 Organisations should report back on wider learning and improvements from complaints to stakeholders, such as citizens' panels, staff and relevant committees.	Not compliant	Complaints reports were previously shared with the Making it Real Board but there are no current arrangements.
9.4 The organisation should appoint a suitably senior person to oversee its complaint handling performance. This person should assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Partly compliant	The Complaints Monitoring Officer is a senior role. The Complaints Manager role needs review following organisational changes.
9.5, 9.6 and 9.7 The 'Member responsible for complaints' should receive regular information on complaints performance (including the annual report) and have access to staff. As a minimum, the Member should receive: • regular updates on the volume, categories, and outcomes of complaints, alongside complaint handling performance • regular reviews of issues and trends arising from complaint handling; and • the annual complaints performance and service improvement report.	Compliant	Reporting to the lead member is in place and quarterly reports have been/will be provided.
9.8 Organisations should have a standard objective in relation to complaint handling for all relevant employees or third parties (includes taking responsibility, collaboration across departments and acting within professional standards).	Compliant	Complaint handling is now consistently referred to within job description templates for managers and within model contracts for third party providers. Expectations are also set out within the council's Improvement Plan.

10. Progress Update

Key actions and achievements over the last 12 months are summarised against a brief description of the recommendations made last year. Some of the recommendations require ongoing organisational action across services and are beyond the direct influence of the Feedback and Insight Team.

	Action Last Year	Progress Made
1	**Provide a more detailed report covering the LGSCO Complaint Handling Code:** Due to the resource implications of the new Code, a more detailed report and action plan may need to be presented to Shropshire Council's Leadership Board (delivery dependent on a Cabinet decision in July 2025).	**Completed:** A report was presented to Shropshire Council's Cabinet for the meeting on 15th October 2025. Since that time a detailed Code implementation plan has been in place and whilst rising demand and staff absences have impacted delivery, progress has been made.
2	**Review Shropshire Council's corporate complaints procedure:** Regardless of the Ombudsman Code decision there is a need to review Shropshire Council's corporate complaints procedure to strengthen the sections on exclusions, remedies and reasonable adjustments.	**Completed:** The Council's corporate complaints procedure has been reviewed and changed to bring it in line with the Complaint Handling Code. Exclusions have been strengthened and other references added. Separate guidance is available for remedies and reasonable adjustments.
3	**Develop guidance on remedies:** There is a growing expectation by the Local Government and Social care Ombudsman that more complaints should be remedied at the local level and that all local authorities should have a local remedies policy in line with the national document provided by the Local Government and Social Care Ombudsman.	**Completed:** Staff guidance is now available within a comprehensive document (Preventing and Resolving Complaints) designed to align with national guidance from the Local Government and Social Care Ombudsman whilst providing a local context and advice to Shropshire Council staff and managers.
4	**Develop guidance on reasonable adjustments:** Complaints work in 2024/25 has highlighted that there is a need to remind all staff of their responsibilities to offer reasonable adjustments. Recording and reporting of the reasonable adjustments offered as part of the complaints process will also be required.	**Some progress:** Work has started on a new guidance document for staff, but this is currently in draft format and will need further engagement within the organisation before publication.
5	**Third Party Complaints:** As part of Shropshire Council's response to the Ombudsman's Code, consideration will need to be given concerning complaint handling arrangements with third party providers and how additional training and actions could be resourced. 'Managing complaints in contracted and commissioned services: a good practice guide' has been produced by the Ombudsman for local implementation.	**Delayed:** Significant changes within the council's commissioning services have delayed work in this area. The Feedback and Insight Team Leader shared an action plan with managers within the Commissioning service setting out required actions, but further meetings are required to obtain support for implementation.

	Action Last Year	Progress Made
6	**Staff Training and Feedback Culture:** Foster a positive complaint handling culture among staff and individuals, as envisioned by the Ombudsman's Code, to encourage constructive feedback and learning from complaints. Implement staff training and remind staff to also report formal feedback centrally so that Shropshire Council has a view of both positive feedback and complaints.	**Some progress:** Increased demand and staff absences have meant there has not been capacity within the Feedback and Insight Team to deliver organisational wide training. 3 training sessions have been delivered to members of the council's Senior Leaders Forum and to all stage 2 complaint handlers. An online training course is needed to complete this action in full and support is needed to generate a positive complaint handling culture.
7	**Engagement and Surveys:** The Ombudsman has included a request within the Code for local authorities to report back on wider learning and improvements from complaints to stakeholders, such as citizens' panels, staff and relevant committees. It also asks that service feedback surveys provide details of how individuals can complain. Shropshire Council will need to consider how these new requirements may be resourced and implemented.	**Partly implemented:** Shropshire Council has made changes to the core wording within surveys and consultations delivered by the council's Feedback and Insight Team. Where surveys are externally commissioned or delivered without support from the central team this wording may not be included. Shropshire Council does not currently operate a citizen's panel and public feedback opportunities are currently limited.
8	**Focus on service request responses:** Too many cases are being raised as complaints rather than addressed as service requests. Shropshire Council needs to adopt a focus on resolving requests for services promptly as a way of reducing the number of complaints received by the organisation. It should also be noted that the Ombudsman's Code recommends new reporting of service request data. Input of Customer Services will be required.	**Limited progress:** This remains one of the most challenging areas of delivery. Many residents prefer contacting the council by email rather than using online forms and phonelines. A significant number of enquiries are made to the complaints officers with comments that a complaint is being made because it is more convenient. This is in need of significant organisational attention and review during 2026/27.
9	**Focus on Response Quality:** Without significant change the Feedback and Insight Team is not large enough to quality check all complaints and checks should not be required if all complaints investigators are committed to producing good quality stage 1 responses. Work is recommended to find ways of improving quality. Investigators will need to be reminded of the importance of referring to policies, law, good practice and ensuring clear communication relating to responsibilities.	**Progress made:** 2025/26 has seen some positive improvement within complaint response quality. There are still some areas of the council where further improvement is required and expected standards are not yet being delivered. Services where improvement has been made have achieved results through a stronger focus on compliance, use of templates, understanding of good practice and stage 1 improvements.
10	**Continue to Focus on Response Times:** Continue efforts to reduce the average response time for stage 1 complaints and significantly reduce the number of complaints being responded to out of timescale (this will be more challenging if a decision is made to implement the shorter timescales set out within the Ombudsman's Complaint Handling Code).	**Further work required:** Shropshire Council's compliance with the 10 day stage 1 response timeframe (15 days with acknowledgement) and 20 day stage 2 timescale (25 days with acknowledgement) is not yet adequate. Too many extension requests are being made. Some services do perform well.

	Action Last Year	Progress Made
11	**Complaint Progression:** A focus should be on trying to reverse the annual increases in the proportion of complaints escalating beyond stage 1. Stage 2 complaints have increased significantly in the last year. This focus will link to quality and remedies.	**Further work required:** The number of cases progressing to stage 2 or beyond has increased again. This is partly due to the budget pressures faced by local authorities and unpopular decisions and service changes, but more could be done to respond promptly and comprehensively at stage 1 to reduce escalations.
12	**Complaint Prioritisation:** Currently there is little evidence that complaints are prioritised against other cases or against each other depending on complexity, urgency and impact. All service areas are asked to consider the suggestion by the Ombudsman that prioritisation is necessary and design a system appropriate to the service (a blanket council-wide approach would be exceptionally challenging due to the significant differences in requirements, statutory functions, pressures and levels of resources).	**Further work required:** This Ombudsman recommendation is exceptionally challenging to achieve without IT system changes. In addition, shorter 10 day timescales also make significant prioritisation challenging since the prioritisation of more recent high risk or urgent complaints could negatively impact the achievement of timescales for open complaints. It may be helpful to research how effectively other local authorities have managed this recommendation.
13	**Learning and actions:** The evidencing of learning and actions within complaint responses needs to be improved to allow for robust recording and reporting.	**Further work required:** Progress may have been achieved within some teams with pockets of good practice, but this is not yet consistently in place across the whole organisation.
14	**Implementation of new national performance measures:** Shropshire Council can improve access to benchmarking data by applying the new key performance indicators recommended for use by all local authorities.	**Implemented:** Shropshire Council has included the new national KPIs within its quarterly reporting in 2025/26. A section is also included within this annual report to show the summary for 2025/26. Some refinement may be possible as these KPIs become embedded and work continues.
15	**New structures:** Shropshire Council's complaints system does not currently allow reporting against new council structures. Significant work is required to ensure quarterly data and 2025/26 annual data is aligned to new structures and enables appropriate team and service area reporting.	**Delayed:** Ongoing restructuring has delayed work to build new structures into the complaint handling system.
14	**Changing Customer Behaviours:** Although use of the Unreasonably Persistent and Vexatious Customers Procedure has increased, this in itself, does not resolve the growing trend of customer harassment and abuse towards members of staff and its impact. A more strategic cross-council approach is recommended to review and respond to this growing issue.	**Not progressed:** Challenging customer behaviours and abuse towards staff members has increased considerably in the last year and must remain a high priority. This is covered within the recommendations below.

11. Conclusions

Customer feedback remains an important source of insight for Shropshire Council, highlighting both the areas where services are working well and the areas where residents experience delay, communication difficulties, or dissatisfaction with service standards. The 2025/26 data shows continued pressure on the complaints process, with overall feedback volumes, complaint cases and complaint investigations all increasing. This reflects both the accessibility of the complaints process and the wider operational pressures experienced across council services.

The report shows some positive areas of performance, including a reduction in the proportion of stage 1 complaints upheld and a 100% compliance rate with Ombudsman recommendations. Compliments also continue to provide important recognition of good practice and the efforts made by staff across the organisation. However, the data also highlights clear areas requiring further improvement. These include response times, the proportion of complaints exceeding the new Complaint Handling Code timescales, complaint progression beyond stage 1, recording of learning and actions, and the need to strengthen oversight of agreed remedies and Ombudsman recommendations.

A significant proportion of complaints continue to relate to service standards, particularly failure to provide a service, delays, and incorrect or inappropriate action. Communication remains a consistent theme in complaint learning, reinforcing the importance of clear, timely and accurate information for residents. The volume of service requests being directed through the complaints process also suggests that further work is needed to ensure residents are supported through the right route at the earliest opportunity.

The introduction of the Local Government and Social Care Ombudsman's Complaint Handling Code has created clearer expectations for local authorities and has helped identify where Shropshire Council's current arrangements are working well and where further development is required. The self-assessment shows that progress has been made, but also that implementation remains challenging within existing resources and against a backdrop of increasing demand, organisational change and service pressures.

Overall, the findings of this report indicate that complaint handling should remain a priority within the Council's wider performance, governance and improvement arrangements. Continued focus will be needed on improving timeliness, response quality, learning from complaints, remedy tracking, service request handling and staff awareness. Addressing these areas will support better outcomes for residents, reduce avoidable escalation, and strengthen the Council's ability to use customer feedback as a driver for service improvement.

The next section of the report considers progress since the recommendations made in 2024/25 and section 13 outlines recommendations for the year ahead.

12. Recommendations

The following recommendations for the year ahead are designed to allow for ongoing improvement in the application of Shropshire Council's complaints procedures and in the work of Shropshire Council to obtain and respond to customer feedback. The recommendations also cover work to further strengthen Shropshire Council's compliance with the Local Government and Social Care Ombudsman's Complaint Handling Code. It should be noted that recommendations will require resourcing and cannot be delivered within the existing level of resources allocated to complaints handling.

1. **Strengthen implementation of the Complaint Handling Code**
   Shropshire Council should continue work to implement the Local Government and Social Care Ombudsman's Complaint Handling Code, with clear ownership, progress monitoring and escalation of any areas where compliance cannot be achieved within existing resources.

2. **Review complaint handling capacity and resilience**
   The Council should review the resources required to manage increasing complaint volumes, shorter corporate timescales, Ombudsman expectations and wider reporting requirements, recognising the risk created by growing demand and limited complaint handling capacity. There is a need to try to maximise the effectiveness of complaint allocation and to improve timescale compliance. This will reduce time spent updating complainants, following up on late responses and issuing reminders to investigators.

3. **Improve the distinction between service requests and complaints and council processes**
   The Council should strengthen arrangements for identifying and responding to service requests at the earliest opportunity, reducing the number of issues entering the formal complaints process where a service request response would be more appropriate. Improved service communication with residents and prompt responses at an informal stage (pre-complaint) would have a positive impact. Work should also be undertaken by the wider organisation to improve recording, monitoring and reporting of service requests, in line with Ombudsman expectations and to support earlier resolution of resident concerns. Consideration of digital solutions could also be part of the response to this recommendation.

4. **Improve stage 1 response times**
   Services should continue focused work to reduce stage 1 response times and requests for extension periods and improve compliance with the 10 working day Complaint Handling Code timescale, with regular monitoring of overdue cases and clearer escalation where delays occur.

5. **Strengthen stage 2 complaint arrangements**
   The Council should monitor the impact of the move to service-led stage 2 responses, ensuring responses are completed to time, evidence-based, of consistent quality and robust enough to reduce the number of cases escalating to the Local Government and Social Care Ombudsman.

6. **Strengthen recording of remedies, learning and actions**
   Services should improve the consistency and quality of recorded learning and actions following upheld and partly upheld complaints, so that the Council can better demonstrate how complaints lead to service improvement. It is also important that the council improves the way it considers remedy when fault is identified at stages 1 or 2. The Ombudsman places a growing emphasis on remedy payments for identified fault/impact/harm and the council needs to take a fair, balanced and robust approach to ensure a fair approach for all local residents.

7. **Increase staff awareness and training**
   A programme of complaint handling guidance and training should be developed for staff and managers involved in complaint responses, covering the Complaint Handling Code, remedies, reasonable adjustments, response quality, timescales and learning from complaints. This has

been a recommendation for the last few years but a lack of investment and staff capacity within the Feedback and Insight Team has prevented delivery.

8. **Respond to Ombudsman concerns about timeliness**
   Specific action should be taken to ensure requests for information from the Ombudsman are responded to within required timescales, particularly in service areas where late responses have been identified. Service Managers and Service Directors will need to be reminded of their responsibility to respond promptly to all requests relating to Ombudsman cases.

9. **Review arrangements for reasonable adjustments**
   The Council should improve guidance and recording arrangements for reasonable adjustments within the complaints process, ensuring adjustments can be recorded and kept under review where required. This will require IT system changes and internal communication.

10. **Strengthen arrangements with third party providers**
    The Council should review how complaints about commissioned or contracted services are handled, ensuring third party providers understand and comply with the Complaint Handling Code and local complaint handling expectations. Ongoing communication work with commissioned providers will be an important part of this action.

11. **Improve reporting of complaint learning to stakeholders**
    The Council should consider how wider learning from complaints can be shared with staff, members, relevant committees and resident/customer engagement groups to support transparency and service improvement. Communication with residents is an important cross-cutting learning point and improvement in a range of areas is anticipated to have a positive impact on future performance.

12. **Review governance and senior oversight arrangements**
    The Council should review senior officer oversight of complaint handling, including the role of the Complaints Manager and Complaints Monitoring Officer, to ensure clear accountability following organisational changes.

13. **Improve reporting against service structures**
    Further work should be undertaken to align complaint reporting with current council structures, allowing services and senior leaders to understand complaint trends, risks and performance at the appropriate level.

14. **Review response to unreasonable or abusive behaviour**
    The Council should develop a more strategic approach to managing persistent, unreasonable or abusive contact, balancing staff wellbeing, resident rights, equality considerations and the need to maintain access to services.

Appendix 1 Ombudsman Letters 2025/26

20 May 2026

By email

Mrs Miles
Chief Executive
Shropshire Council

Dear Mrs Miles

Annual Review letter 2025-26
I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2026.

We recognise that local authorities continue to face significant pressures in delivering services to their communities. We hope the data and insight we share with you each year remains a useful tool for reflection and continuous improvement. Please consider it as part of your corporate governance processes.

Your annual statistics are available here.

In addition, you can find the detail of the decisions we have made about your Council, read reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

We will write to organisations in July where there is exceptional practice or where we have concerns about complaint handling. Not all organisations will get a letter. If you do receive a letter it will be sent in advance of its publication on our website on 15 July 2026.

Supporting complaint and service improvement
We remain committed to supporting the sector to embed effective systems of redress. Where authorities are navigating reorganisation and devolution, we are ready to help ensure that robust complaint handling is built into new arrangements from the outset. Please do get in touch if your organisation would benefit from our advice and guidance.

Our Complaint Handling Code, in force since April 2025, is now applied in our casework and offers structure and support to your local complaint system. Our training programme provides a flexible, expert-led route to building complaints capability across your teams, with courses open for individual delegates to book. Contact training@lgo.org.uk for more information.

Our Annual Review of Local Government Complaints will be published in July 2026, setting out the national picture of complaints, trends across service areas, and emerging systemic issues. We encourage you to read it alongside your own organisation's data.

Yours sincerely,

A. K. Clarke

Amerdeep Clarke
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaint overview

Reporting year 2025 / 2026 Update results

Between 1 April 2025 to 31 March 2026, we dealt with 83 complaints. Of these, 23 were not for us or not ready for us to investigate. We assessed and closed 45 complaints. We investigated 15 complaints.

You can search the decisions behind these statistics and read our annual letters to this council.

83	23	45	15
Complaints dealt with	Not for us	Assessed and closed	Investigated

More about this data

Complaints upheld

We investigated **15** complaints and upheld **9**.

60% of complaints we investigated were upheld.

This compares to an average of **85%** in similar authorities.

Adjusted for Shropshire Council's population, this is 2.7 upheld decisions per 100,000 residents.

The average for authorities of this type is 5.6 upheld decisions per 100,000 residents.

View upheld decisions

Satisfactory remedies provided by the Council

In **2** out of **9** upheld cases we found the Council had provided a satisfactory remedy before the complaint reached the Ombudsman.

22% satisfactory remedy rate.

This compares to an average of **13%** in similar authorities.

View satisfactory remedy decisions

Compliance with Ombudsman recommendations

We recorded compliance outcomes in **7** cases.
In **7** cases we were satisfied with the actions taken.

100% compliance rate with recommendations.

This compares to an average of **100%** in similar authorities.

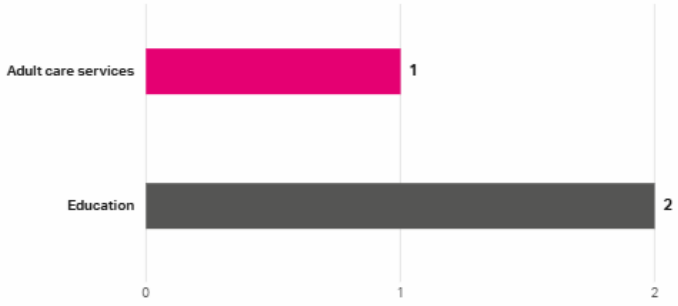
In **5** out of **7** cases compliance with recommendations was **on time**.

71% timely compliance rate.

This compares to an average of **77%** in similar organisations.

Service improvements

View as **Chart** | Table



3 cases with service improvements recorded in this period.

Service improvements are actions councils agree to take to address faults identified in our investigations which help prevent similar problems affecting other people.

View service improvements

Annual total | Current year

Reports

Reports are issued where there is significant injustice, systemic issues, or important learning for councils.

Why we publish investigation reports

3

Reports published about Shropshire Council in the last 10 years

View all

8 July 2026

By email

Mrs Miles
Chief Executive
Shropshire Council

Dear Mrs Miles

Annual Review Letter 2025–26

I wrote to you in May with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2026. In that letter, I explained that where we had concerns about your organisation's complaint handling, or to highlight exceptional performance, I would write again, and I have set out our experience of your organisation's complaint handling below.

As a reminder, your annual statistics are available here.

In addition, you can find details of the decisions we have made about your organisation, read the reports we have issued, and view the service improvements your organisation has agreed to make as a result of our investigations, as well as previous annual review letters.

This letter will be published on our website on 15 July 2026.

Your organisation's performance

There were several occasions during the year when our investigations were delayed by your Council's failure to respond in a timely way to our requests for information. Of seven enquiries made, five were received outside the 20-day deadline, with an average response time of 38 days. In one case, the delay was such that we took the unusual step of threatening to issue a witness summons before the information was provided.

Delays were most evident in Children's and Education Services, where three of four enquiries were late. Late responses prevent us from progressing investigations and add to the frustration and distress experienced by complainants. In cases that involve ongoing relationships and service provision, like Children's and Education Services, delays can further undermine already fragile relationships.

We also identified delays in implementing agreed recommendations. In two of seven cases remedies were not completed within the agreed timescales. These included straightforward actions such as issuing an apology and making a payment, and the delays caused unnecessary frustration for complainants. Service improvement actions were similarly affected. Where proposed timescales are not achievable, this should be raised at the draft decision stage. While we aim to set realistic deadlines, we cannot accept open-ended timescales given the ongoing risk of recurrence.

Please take action to ensure responses to our requests for information are provided promptly and that there is effective oversight of agreed recommendations, so they are delivered without delay. This is straightforward to do. If we can provide support, please let me know.

Supporting complaints and service improvement

We remain committed to supporting the sector to embed effective systems of redress. Where authorities are navigating reorganisation and devolution, we are ready to help ensure that robust

complaint handling is built into new arrangements from the outset. Please do get in touch if your organisation would benefit from our advice and guidance.

Our Complaint Handling Code, in force since April 2025, is now applied in our casework and offers structure and support to your local complaint system. Our training programme provides a flexible, expert-led route to building complaints capability across your teams, with courses open for individual delegates to book. Contact training@lgo.org.uk for more information.

Our Annual Review of Local Government Complaints will be published next week, setting out the national picture of complaints, trends across service areas, and emerging systemic issues. We encourage you to read it alongside your own organisation's data.

Yours sincerely,

A. K. Clarke

Amerdeep Clarke
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Appendix 2 Ombudsman Recommendations 2025/26

This table covers all complaints that were **upheld** by the Ombudsman during 2025/26.

Category	Decided date	Ombudsman recommendation	Agreed action	Completed date
Education & Children's Services	12/05/2025	Financial redress: Avoidable distress/time and trouble, Financial redress: Loss of service	Remedy payments were made in line with Ombudsman recommendations for the loss of service provision and delay.	27/05/2025
Planning & Development	19/05/2025	Apology	No fault was found within the services provided by building control but the service was found at fault for failing to respond to a complaint and a financial remedy was awarded as a result of lack of communication with the customer.	26/05/2025
Adult Care Services	04/06/2025	No further action organisation already remedied	The Ombudsman found that the apology that the council had issued for delay in decision making and poor communication regarding changes in provision was adequate and no further action was required.	Not applicable
Adult Care Services	13/06/2025	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	The Ombudsman found evidence of insufficient care and support being provided to safeguard an adult. The Council apologised, made a remedy payment and undertook a review. Learning included the need to improve handover processes when members of staff leave.	07/09/2025
Adult Care Services	19/06/2025	Apology, Provide information/advice to person affected	Fault was found in record keeping and explanations provided by relating to financial assessment and Care Act assessments. An apology was provided with corrected information related to care charges.	13/07/2025
Adult Care Services	04/08/2025	Financial Redress: Quantifiable Loss, Provide information/advice to person affected, Provide training and/or guidance	An error led to duplicate charges for care. The council agreed to address the issue with the care provider and refund payments to ensure the fault was corrected.	22/10/2025
Adult Care Services	03/09/2025	Injustice remedied during organisations complaint processes	The Ombudsman did not investigate the complaint because it was identified that the council had already taken appropriate action in response to the complaint including an apology concerning the acceptance of power of attorney.	Not applicable
Education & Children's Services	04/02/2026	Apology, Financial redress: Avoidable distress/time and trouble, Financial redress: Loss of service, Procedure or policy change/review	The Ombudsman found that a lack of monitoring had taken place concerning a child absent from school and this had delayed return to school and appropriate personalised support. An apology and remedy payment were provided.	25/03/2026
Education & Children's Services	03/03/2026	Apology, Financial redress: Avoidable distress/time and trouble, Provide training and/or guidance, Improvement Plan	The Ombudsman found fault in delays within the provision of an Education, Health and Care Plan and delayed decision making relating to alternative provision. An apology, remedy payment and action plan were put in place to resolve the complaint.	09/06/2026

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Committees

Finance & Improvement Scrutiny
7th September 2026

Cabinet
9th September 2025

Public

Financial Monitoring Report Quarter 1 2026/27

Cabinet Member:	Councillor Roger Evans – Portfolio Holder for Finance	
Lead Director:	Duncan Whitfield, Section 151 Officer	
Service Area:	Service Area	
Report Author	Clare Williams, Deputy 151 Officer	
Officer contact details	clare.williams@shropshire.gov.uk	
Electoral Divisions Affected	All	
Key Decision?	Key Decision	
Cabinet Forward Plan	Yes – 25th March 2026	
Report considered by	*Finance and Improvement Overview and Scrutiny Committee – 7 September 2026* *Cabinet – 9 September 2026*	

1. Purpose of Report

1.1 This report provides an update to Cabinet on the Council's financial position for the current financial year 2026/27 this includes the latest forecasts for expenditure and income against revenue and capital budgets.

1.2 Given the exceptional nature of the 2026/27 budget arising from the significant budget shortfall in 2025/26 and the need to apply for Exceptional Financial Support (EFS) over 2024/25. 2025/26 and 2026/27, this report gives the first evidence to Cabinet of progress being made in stabilising the Council's financial position in readiness for a further update of assumptions within the Medium-Term Financial Plan (MTFP) in November 2026 and preparation of the 2027/28 Budget, work on which has already commenced.

1.3 Principally this report highlights variations from budget and provides commentary and itemisation of the main variations. It outlines actions in place to manage emerging pressures with the absolute priority to deliver Council Services for 2026/27 within budget.

1.4 It also provides some assurance on improvements being made in budget monitoring arrangements and enables Members to assess the Council's progress in delivering a balanced budget whilst maintaining essential services and achieving the objectives set out in the Medium-Term Financial Plan.

1.5 This report is set in the context of a number of separate external scrutinise including those of MHCLG / CIPFA, the Corporate Peer Challenge from 2025 (revisited in 2026), the Improvement Board and associated Improvement Plan, the Non-Statutory Best Value Notice and External Audit.

2 Recommendations

Cabinet is asked to:

2.1 Note the detailed position set out in this quarterly report which forecasts a favourable variation of £2.291m against the General Fund budget as set out in Table 1.

2.2 Note that the s151 Officer continues to work with directorates in order to help them to ensure that their net expenditure is contained within their budgets and take appropriate mitigating actions where forecasts are exceeding budget.

2.3 Note the risks identified as at 30 June 2026 as set out in section 13 of report including potential impact on the financial sustainability of the Council;

2.4 Note the continued use of the Budget, Transformation and Change Panel (formerly the Operations Boards) and the Workforce Review Board with a view to enhancing the control of spend and authorisation of projects and the approvals to date of £ 3.127m for 2026/27 and £3.507m for 2027/28.

2.5 Note the forecast level of savings achieved of £5.238m to date and a further £523k to be delivered by the end of the financial year, this against a target of £5m.

2.6 Note the Capital programme and forecast outturn position as at quarter 1.

2.7 Note the forecast General Fund Balance of £15m at 31 March 2027, in line with the Financial Sustainability and Recovery Strategy agreed by Cabinet in July 2026, which aims to increase reserves by £10m per year to £35m over the longer term.

2.8 Note the reduced call for EFS in 2026/27 to £90m from the £121m set out in the MTFP report to Council in February 2026, the reduction being in line with the revised MTFP received by Cabinet in July 2026.

2.9 Note that Cabinet will receive quarterly financial updates on the financial position during 2026/27, the Quarter 2 report scheduled for November 2026 and regular updates will also be available for the Budget Forum.

2.10 Approve the Capital and Revenue budget virements as set out in Appendix 3 and 5.

3. Background

3.1 Full Council approved the budget for 2026/27 and Financial Strategy 2026/27 2030/31 on 26 February 2026. This outlined the revenue and capital budget for 2026/27. In order to balance the budget, it included £121m in principle Exceptional Financial Support. This would be subject to an independent review of the Council's finance and governance to be commissioned by MHCLG.

3.2 This work was carried out by CIPFA on behalf of MHCLG between April and May and the report was released to the Council in July albeit under embargo. This coincided with the issue of a Non-Statutory Best Value Notice that requires the Council to be reviewed by MHCLG on a regular basis. These reviews begin in September. MHCLG will be seeking evidence of improvement against their report recommendations and of progressive reductions in the Council's requirements for EFS.

3.3 The net budget for 2026/27 amounted to c £489m. The preparation of the budget accounted for the final multiyear government settlement that impacted adversely on Shropshire, alongside other rural Councils. In the circumstances and in the light of significant embedded deficits in the 2025/26 budget, a new approach was necessary insofar as it:

- required the reinstatement of previous savings that proved to be unplanned and unachievable from previous years;
- filling of structural deficits in budgets that had been accumulating over recent years as no net growth had been allowed to support growing demand and price pressures;
- Growth on demand assumptions and pay and price inflation for 2026/27;
- Resources to restore capacity and capability into the Council making up for losses in staff and experience over recent years; and
- Provision for transformation and invest to save funding in order to support change and modernisation across the Council and to achieve efficiencies.

3.4 In addition, the budget allowed for savings to be identified in 2026/27 of £5m, within the resources forming the base budget. Furthermore, given the almost total depletion of the General Fund Balance and Usable reserves, no provision was made for the use of balances and reserves in the base budget, rather the plan being to replenish these exhausted balances as soon as possible. Earmarked and unearmarked reserves are critical to the financial health and sustainability of any Local Authority as they allow the ability to fund unexpected events which impact on Council costs from time to time.

3.5 By way of process, budget monitoring takes place monthly and while coordinated by Finance requires close engagement of all Executive and Service Directors. Reports are presented to Leadership for scrutiny each month led by the Chief Executive and

the s151 Officer. These reports include commentaries from Directors setting out opportunities and threats facing their service budgets and setting out any mitigations necessary. Directors will keep their Cabinet Members, and especially the Cabinet Member for Finance, appraised of the position and reports will be received formally by Cabinet each quarter.

3.6 For Quarter 1 this year and in response to a number of reported shortcomings in financial monitoring arrangements, large efforts have been made to enhance budget monitoring arrangement and techniques, and special scrutiny has been applied. Financial Training is in the course of being provided to member of the Leadership Forum and Finance Business Partners and this will be extended to elected members later in the year.

3.7 These efforts are continuing into Quarter 2 where there will be additional focus on all components of corporate finance including general and specific grants, the collection fund, section 31 grant funding, and debt financing.

3.8 The capital budget was refreshed and many projects paused as part of the February Capital Strategy. The current position as set out in this report albeit that a further refresh of the programme will be commencing soon, and will require a further review of paused projects in the context of new demands for capital and the Council's financial position.

4. Forecast Revenue Outturn Position as at Quarter 1

4.1 At Quarter 1 (1st April – 30th June), the Council is reporting an overall forecast favourable variation for 2026/27 of £2.291m against the approved budget of £489m. At this time this is considered by the s151 officer to be a good position although one that needs careful management throughout the rest of the year.

4.2 It is noted however that this position is achieved despite a significant overspend within Children's Services of £3.285m, noting that £2m of this arose from unbudgeted pressures that were identified over and above what had been included in the 2026/27 budget and after the budget had been set, due to the significant review work required with this budget. This situation will require the closest attention over the coming weeks to contain and to reduce the overspend.

4.3 Overspends have been offset by a number of favourable variations the most significant within Place Shaping and Finance and Governance. Corporate Budgets also report a positive position at this time.

4.4 At this time, there are a number of transformation projects and programmes that are subject to in principle agreement to proceed subject to the finalisation of detailed plans and financial costs and benefits. Some of these projects (e.g. Children's Services) span a number of years and will take some years to yield financial benefits.

4.5 Subject to resources and priorities, there will be an option to fund such projects

through transformation funding, base budgets or a combination of both. These projects and programmes will be subject to future reports to Cabinet and Finance and Improvement Scrutiny Committee.

4.6 Summarised departmental positions are set out in Table 1; details of the variances are set out within section 4.8.

Table 1 – Quarter 1 Forecast Outturn by Service Area

			Quarter 1			
Service Area	2025/26 Budget	2025/26 Outturn	2026/27 Budget £000	YTD Actuals £000	2026/27 Forecast Outturn £000	Forecast Variance (favourable) /adverse £000
Care & Wellbeing	138,454	164,851	169,965	64,929	170,324	359
Children & Young People	90,963	103,192	114,271	74,472	117,556	3,285
Commissioning	43,369	39,743	9,487	1,662	9,089	(398)
Communities & Customer	16,822	13,243	16,404	3,776	16,322	(82)
Enabling	7,021	7,589	1,007	(7,598)	645	(362)
Executive Management Team	2,592	2,745	327	(396)	327	0
Infrastructure	43,847	43,558	48,898	8,808	48,873	(25)
Legal & Governance	6,045	3,553	1,157	(4,593)	876	(281)
Pensions	246	333	248	1,004	248	0
Place Shaping	0	0	45,140	17,012	43,552	(1,588)
Public Health (Ringfenced)	0	0	334	2,652	334	(0)
Section 151 – Finance	0	0	6,370	3,966	5,818	(556)
Strategy	489	658	1,109	38	1,108	(1)
Service Delivery Budgets	**349,848**	**379,467**	**414,717**	**165,732**	**415,068**	**350**
				6,074	71,800	(2,641)
Grand Total:	**288,586**	**338,014**	**489,159**	**171,806**	**486,868**	**(2,291)**

4.7 Moving forward, in Q2 special attention will need to concentrate on the containment of children's social care spending and especially on having a more forensic view on the reasons for variation. Currently this variation represents the largest risk to the delivery of the Council's budget.

4.8 Close attention in Q1 was paid to departmental budgets and their alignment with the removal of structural deficits and unachievable savings which formed part of the budget agreed in February 2026. In Q2, additional focus will be placed on a detailed review of corporate finance budgets while concentration will continue on the development of financial monitoring approach for departmental budgets. This includes embedding the use of forecasts against the experience of actual expenditure and income in line with previous audit recommendations.

4.9 The Q2 monitoring report will also coincide with the receipt by Cabinet in November of the next iteration of the Medium-Term Financial Plan and refreshed capital programme. This will be highly reliant upon the Q2 forecast, and the new capital refresh, including CIL allocations.

4.10 The next Quarter will also focus closely on the impact of commercial activities, such as Cornovii Developments Ltd. and the future viability of the pyrolysis joint venture activities. The pyroloysis review will also allow for a review of the reality of the Council's carbon neutral target for 2030. This original target is now well in advance of government and other local authority targets and most be reviewed closely given the financial emergency facing the Council.

4.11 Departmental commentaries of the main variations from budget as at Quarter 1 are detailed below:

Care & Wellbeing

4.12 Adult Social Care have remained within budget during the reporting period, although financial pressures continued to be experienced, primarily as a result of people falling below their capital thresholds and needing council support as well as the transfer of cases from health to the council. Whilst the number of transferred cases was lower than in the previous quarter, these factors have continued to place demand on resources. A range of mitigating actions have been implemented to manage these pressures and maintain financial stability, enabling the service to remain on track against its budget position, this includes re-commissioning and contract savings. Work continues to develop on the wider transformation programme some of which are currently in train.

Children & Young People

4.13 The Children and Young People's Budget are made up of services across Children's services which includes Early Help, Children's Social Care including the cost for children who are in our care, SEND and education services. The budget for the care of children is £44 million but projecting an overspend of £3.285m. The single largest contributing factor is the increase in External Residential placements and related costs. The increase is directly related to a sufficiency deficit in foster placements, especially for younger children with more complex needs. This is a national challenge. Whilst we have increased significantly our foster carer numbers over the last 2 years, we still need more, especially those with the skills and experience to support children with more complex needs. A proposal is being discussed by Cabinet on 9th September to assist with increasing the number of foster carers.

4.14 Work is also currently underway, with external support and challenge from the Local Government Association, to review the cohort of children in care whilst developing a programme of work focussed on the outcome of children living at home, including a range of activities aimed at strengthening the way we work with the market to achieve best value. This is built around a significant project plan, integrated within the Children's Transformation plan, that focuses on the development of the commissioning service and working with the fostering and residential market to improve placement sufficiency. Further mitigation actions include making improvements to the tracking and oversight of permanence plans and ensuring that they are accurately costed and projected, including a detailed review of every child in residential care, ensuring there is an accurate financial projection. Alongside this the Commissioning Team are working with providers to address additional spend factors, such as additional staffing requests when complex behaviours are present.

4.15 In Q1 2026 we had 9 children step down from external residential homes; 2 moved to supported accommodation, 3 children went home; 2 children moved to fostering and 2 children moved from external residential to internal children's homes, a total saving of £1.403 million. In addition, 4 children became 18 years old, saving 922k FYE.

4.16 However, during this time, we have had several children's needs escalate and placement moves required, at increase cost, to manage the escalating behaviours and several new children needed to be cared for in external residential homes.

4.17 This area remains a focused area of work to manage and mitigate the spend on external residential care.

Communities & Customer

4.18 The Communities and Customer service budgets include Housing services, Regulatory services, Business Consumer Protection, Libraries, Museums, Corporate Records Management, Shropshire Archives Service, Theatre Services and Customer Services. Overall, the budget is forecasting an underspend of £82k however there are a number of variances the most significant are Business and Consumer protection £403K favourable, Theatres £220K favourable which are offset by adverse variances in Museums, Libraries, Culture Leisure and Tourism management and Housing. The savings target for this directorate was £422k of which £143K is outstanding £50K in Museums and £93K in libraries.

4.19 In year mitigations are in place for museums through favourable performance in the Theatre Services and through one-off reductions in discretionary budgets and vacancy management in libraries. Service reviews are ongoing for libraries and museums to consider options for delivery of savings on a permanent basis. Internal cross charges corrections are also outstanding which will provide additional income into the budget. Place Shaping.

4.20 The Place Shaping service area brings together Assets and Estates, Economic Growth and Strategic Partnerships, Planning and Building Control, and Waste Management. At Quarter 1, the service area is forecasting an underspend of £1.588m against a revised revenue budget of £45.140m. This reflects a combination of expenditure controls, vacancy management, income performance and timing differences across the services. The position will continue to be monitored throughout the year.

Executive Management Team

4.21 The Executive Management Team is currently forecast on budget for the year.

Finance

4.22 The Finance directorate includes Finance and Revenues and Benefits. At Quarter 1, the overall directorate is forecasting an underspend of £556k, comprising £209k within Finance and £497k within Revenues and Benefits. The Finance underspend is mainly due to staffing vacancies. Revenues and Benefits is reporting a £175k staffing underspend, due to recruitment proving to be challenging. In addition, income is £137k above budget following receipt of DWP funding, which was not known at the time the budget was set.

Corporate Budget

4.23 Corporate service budgets include all income budgets that support the revenue budget, including Council Tax, Revenue Support Grant, Specific and s31 Grants, internal market budgets, external audit costs, pension costs, PFI, transformation and capital financing (inc. MRP).

4.24 There are a number of variations across the budget. However, the main favourable variation relates to the costs of capital financing. This variation is made up of a number of factors including maximisation of short-term borrowing at lower rates within permissible regulations, delayed and reduced PWLB borrowing, impacts from pausing capital projects, EFS impacts, etc.

4.25 The transformation budget £15m is included within the Corporate Budget but, as set out above, remains subject to significant activity and detailed proposals. Indicative commitments received to date by BTCP for 2026/27 amount to approximately £3.127m and will continue to be monitored closely.

4.26 The current forecast assumes the full budget for transformation will be used by the end of the financial year. In the event that the budget is not fully required, the shortfall will be available to reduce the Council's ESF request.

4.27 As set out above, a detailed review of all corporate budgets will take place during quarter 2 to ensure the budget and forecast are accurate as possible. Where necessary, external support will be necessary to review current arrangements enhanced arrangements will be introduced to give s151 officer full confidence over the control of very technical areas associated with some significant values.

4.28 The budget included a saving target of £5m however during quarter 1 this has been increased to £5.7m due to additional savings identified. As at quarter 1 the savings delivery is reporting an adverse variance of £523k which mitigating actions being sought with the expectation they will be delivered in full by the end of the financial year.

4.29 The Capital budget is reporting a balanced position at quarter 1 however there has been a net budget decrease of £26.409m for 2026/27, compared to the original budget approved by Council in February 2026. The budget decrease is due to reprofiling of £28.138m the details of which are set out in Appendix 5 to future years capital programmes and virements of £1.729m

5. Transformation and Change

5.1 The approved 2026/27 budget includes a base budget provision of up to £15m to support service transformation that will help enable a reduced reliance on Exceptional Financial Support (EFS) over the Medium-Term Financial Plan period.

5.2 Governance arrangements for approving transformation funding are managed through the Budget, Transformation and Change Panel (BTCP), which meets weekly to ensure value for money, improve outcomes, reduce risk and deliver budget savings and will be subject to separate reports to Cabinet and Finance and Improvement Scrutiny Committee for oversight and agreement.

5.3 The BTCP receives proposals in the form of Outline Business Cases that explain the project, timelines, costs, benefits, support requirements and governance arrangements.

5.4 Once completed and verified, the costs and financial benefits of transformation projects will be incorporated in the next update of the MTFP in November 2026 and within the Quarter 2 Monitoring Report. As part of this process, some costs forecast within this report are subject to bids for transformation funding that are agreed in principle and may need to be adjusted. This report assumes at this time that all transformation funding available through EFS will be consumed although this assumption is likely to move downward as the year progresses. Significant savings arising from transformation are unlikely to delivered before 2027/28.

5.5 Further detail will be available by the end of Quarter 2 and the available within both that Financial Monitoring report and also transformation reports to both Cabinet and to Finance and Improvement Scrutiny Committee.

6. Income

6.1 The net revenue budget of £489.159m is funded through council tax of £239.938m, business rates of £63.151m, Revenue Support Grant of £70.501m and Exceptional Financial Support (EFS) of £121.718m. Business rates are collected by the Council, with a proportion retained locally and the balance transferred to MHCLG. Revenue Support Grant is provided by MHCLG based on a relative need's formula. EFS has been approved because the Council is unable to set a balanced budget within the resources otherwise available

6.2 In addition to the funding set out in the table below, the Council receives specific government grants of £272.184m and other service income of £161.510m including income from discretionary fees and charges. Appendix 1 analyses the current forecast for specific government grant income by service area, including any new allocations, and summarises the current delivery of discretionary income from fees and charges within services.

Income 2026/27	£'000
Council Tax	239.938
RSG	70.501
Business Rates	63.151
Tariff	-2.704
Collection Fund Deficit	-2.446
EFS	120.718
Total	**489.158**

7 Savings

7.1 The base budget for 2026/27 estimated savings of £5m. To date, £5.7m has been identified. Indirectly, this reduces the call on EFS for 2026/27 and will be incorporated, subject to any variations before the end of the end of the financial year.

7.2 Savings were identified during the first quarter of this year. Savings originally contained within corporate budgets are effectively vired to services delivering savings beyond their base budgets.

7.3 Details of the savings are set out in Appendix 2 and Table 2 of which 90.92% is forecast to be delivered by the end of the financial year.

7.4 The reason for the shortfall in forecast savings is set out below:

- CW002 – ICB/CHC £375k: This saving relates mainly to increased CHC income. At Quarter 1, the forecast assumes the saving will not be achieved. However, a detailed review of all income sources is taking place in period 4, which indicates the saving may be fully mitigated through wider income improvements. This will be reported to Leadership Board through period 4 budget monitoring.

- CC003 Libraries £112k – This saving relates to reducing spending within the Library Services through ongoing improvements to overall efficiency including increased income and enhanced partnership working with services in communities. The proposals to deliver the outstanding saving of £93k are through original plans or mitigations is currently being worked through ahead of consultation on the future delivery model for libraries provision in Shropshire.

- CC005 Museums £50k – A review of Museums service costs will be commissioned during the next quarter. The service is seeking to mitigate current costs and increase income in 2026/27.

- LG001 – Increase income from an enhanced memorial and ceremony offer at Council sites. Some changes to legislation have provided a little uncertainty into the demand in specific income streams across the service, however, given the level of savings it should be expected that this saving could be achieved across alternative income streams if necessary and will be reviewed at the Budget Challenge Sessions.

Table 2 – Savings delivery by Service Area

Service Area	Savings Target (£'000)	30th June Forecast Delivery (£'000)	30th June Forecast Delivery (%)
Care & Wellbeing	3,675	3,300	90
Commissioning	379	379	100
Communities & Customer	422	279	66
Infrastructure	650	650	100
Legal & Governance	10	5	50
Place Shaping	500	500	100
Section 151 – Finance	125	125	100
Total Savings	**5,761**	**5,238**	**90.92**

8 Reserves and General Fund Balance

8.1 The Council's total reserves are projected to be £78.293m as at 31 March 2027, as set out in Appendix 5. The Council holds both earmarked reserves and a General Fund Balance. At the start of 2026/27, earmarked reserves totalled £25.113m, excluding school balances, and the General Fund Balance was £5m. Earmarked reserves are held for specific purposes and generally cannot be used for other purposes without affecting the delivery of Council commitments.

8.2 The Councils General Fund Balance (GFB) as at 31 March 2026 was £5m, subject to any changes which may occur during the audit of 2025/26 accounts. The 2026/27 budget included a contribution to reserves of £42.675m in 2026/27 to replenish reserve to a moderate level considered the required level at that time.

8.3 During Quarter 1, the Council reviewed its current financial position, year-end forecast and associated financial risks. The draft MTFP presented to Cabinet on 8th July included the Quarter 1 risk assessment and proposed deferring the full 2026/27 transfer to reserves by £32.675m. Subject to delivery of the in-year budget, this revised strategy would increase the General Fund Balance to £35m by 2028/29. It would also defer the occurrence of debt financing costs to pay for the accumulation of those balances.

8.4 As the financial year remains at an early stage, the position will continue to be monitored, and the proposal will be updated during the year.

8.5 Subject to any funding required to manage the in-year budget position, this proposal would:

- reduce the 2026/27 contribution to reserves to £10m;
- lower the requirement for Exceptional Financial Support in-year; and
- reduce borrowing costs in 2026/27 and across the MTFP period.

8.6 These updated reserves position is summarised in the table below and in Appendix 4.

Table 3 – General Fund Balance

General Fund	£'000
Balance as at 1st April 2026	5,000
Budgeted Contribution as agreed by Council for 2026/27	10,000
Budgeted General Fund Balance as at 31st March	**15,000**
2026/27 projected outturn position	2,291
Balance as at 31 March 2027	**17,291**

9 Capital

9.1 The current capital programme and actual spend is detailed in Table 4 below, including updated projections on financing of the programme. Further detail is provided in Appendix 5.

Table 4: Capital Programme as at Quarter 1

Service Area	2026/27 Revised Capital Programme (£'000)	2026/27 Actual Spend (£'000)	2026/27 Proportion of Budget Spent (%)	2027/28 Capital Programme (£'000)	2028/29 Capital Programme (£'000)
Care & Wellbeing	162	(2)	-1.36	0	0
Children & Young People	15,320	860	5.61	30,864	0
Commissioning	2,231	683	30.61	815	0
Communities & Customer	11,893	1,844	15.50	7,827	4,500
Enabling	2,846	274	9.64	2,480	1,826
Infrastructure	63,887	2,027	3.17	66,266	63,671
Place Shaping	15,661	3,292	21.02	18,198	1,500
Strategy	0	0	0.00	0	0
Total	**112,002**	**8,978**	**8.02**	**126,450**	**71,497**
Housing Revenue Account	22,227	454	2.04	32,039	12,200
Total Capital Programme	**134,229**	**9,432**	**7.03**	**158,489**	**83,697**
Financed By*:					
Borrowing	(12,121)			(21,825)	(5,121)
Government Grants	(86,155)			(92,300)	(63,803)
Other Grants	(387)				
Other Contributions	(9,239)			(15,960)	
Revenue Contributions	(7,110)			(4,780)	(3,000)
Major Repairs Allowance	(5,206)			(5,000)	(5,000)
Capital Receipts	(14,011)			(18,624)	(7,110)
Total Financing	**(134,229)**			**(158,489)**	**(83,697)**

9.2 Capital schemes within the capital programme are monitored on a regular basis and at Quarter 1 the forecast outturn against budget is a balanced position, however this is after re-profiling of £26.409m of schemes.

9.3 The current capital programme assumes a level of capital receipts to finance the capital programme. Appendix 7 summarises the current capital receipt position and highlights the need to identify further assets for disposal in future years to contribute to the funding of the capital programme.

10 Housing Revenue Account (HRA)

10.1 At Quarter 1, the HRA is projecting a balanced budget for 2026/27. There is a slight reduction on rental income compared to the profiled budget as at Quarter 1 however it is anticipated that this will recover during the remainder of the financial year. Expenditure is being carefully managed and is lower than the profiled budget which compensates for the reduced income. The position will be monitored during the year, and any necessary action will be taken accordingly, however any residual overspend will be financed through the HRA reserve.

11 Dedicated Schools Grant

11.1 The overall 2026-27 outturn against centrally retained DSG is forecast to be £40.727m in deficit as at the end of June 2026. It should be noted that this figure is the in-year deficit and needs to be added to the deficit carried forward from 2025-26 in order to give an overall forecast cumulative DSG deficit position of £46.283m. This figure is the anticipated DSG deficit, assuming that 90% of the 2025/26 DSG deficit is written off through the receipt of a High Needs Stability Grant totalling £41.090m. This figure is currently managed through a Statutory Override agreed nationally by government for DSG deficits through to March 2028.

11.2 In 2026/27, Shropshire continues to face many of the same budget pressures as other Councils, with sustained high numbers of new requests for EHCPs combined with the ongoing duties for children and young people with existing EHCPs. There are three main areas of spend over budget, namely an increase in "top-up" funding to mainstream schools and SEND Hubs attached to mainstream schools, increases to state-funded special school funding through increased top-up funding. These two areas help us to avoid costs in Independent Non-Maintained Special Schools. The final area is growth in children and young people placed with Independent Providers e.g. Independent Special Schools, Specialist Post 16 Institutions and independent alternative provision. These 3 budget pressures account for £34.843m of the in-year deficit.

11.3 With the increased funding levels to mainstream schools, SEND Hubs and state-funded special schools, the Council is striving to minimise the increase in demand in the independent sector by building capacity in our mainstream settings through investing in SEND Hubs attached to mainstream schools and increasing top-up funding to our state-funded Special Schools; Severndale School, Woodlands School and Keystones School.

11.4 A Local SEND Reform plan has been produced as part of the conditions of receiving the High Needs Stability Grant. £1.944m of Experts at Hand SEND Transformation grant funding has been received with the primary purpose of strengthening the capability of mainstream education settings to meet the needs of children with SEND more effectively and inclusively. This is through early identification, closer collaboration between Health and Education, and direct access to professionals such as educational psychologists, speech and language therapists, occupational therapists, and specialist teachers.

12 Key risks and Opportunities

12.1 The 2025/26 Annual Governance Statement set out 12 key strategic risks many of which refer to the financial challenges of the Council. These are set out below together with high level mitigations. Over and above strategic risks sit departmental risk register that will contain specific service pressure insofar as they impact of finance. The arrangements for risk management are currently subject to review and will be presented to Audit and Governance Committee later in September.

Risk	Mitigation
The Council has reported Limited Assurance on the Internal Audit Control Framework for seven years, limiting confidence in the standards of governance in place within the organisation.	Linked to the strategic risk of a failure of officers and members to adhere to governance arrangements, there is an acknowledged need for further action. Leadership Board regular reviews the status of audit recommendations and the Statutory Officers Group, introduced in October 2025, further monitors the implementation of Internal Audit recommendations and provides direction as necessary to improve overall responsiveness.
The external auditor felt bound to issue statutory recommendations as part of their annual audit for 2024/25 which cast doubt on the integrity of the Council's value for money arrangements.	The Improvement Plan included actions and activity that responded to the statutory recommendations. An updated response to the recommendations (which included activity undertaken during 2025/26) was reported to the Finance and Improvement Overview and Scrutiny Committee and Cabinet in June 2026 as part of an Improvement Plan update report. Some recommendations require extensive and ongoing work; others have been independently reviewed in specific functional areas such as children's and adult social care. The recommendations will continue to be reflected in the improvement plan for some time to come, especially insofar as they impact on the Council's budget and business planning process.
Exceptional Financial Support (EFS) incurs costs of debt for both interest and principal of a fixed number of years and creates an additional overhead over and above the costs of additional demands for	This is a specific additional dimension of the risk of an inability to contain overall committed expenditure within the current available resources within this financial year. As part of its Medium-Term Financial Plan, approved by Full Council in February 2026, the Council committed to developing a Financial Sustainability Strategy (due for Cabinet consideration in July 2026) that

services and the inflation that goes with it.	sets out how the Council will take steps to reduce reliance on EFS. In any event in order to pay for the additional costs of debt, the Council will be prioritising Council Tax increases up to the maximum allowed and will need to find offset savings in the cost of services to balance the budget without recourse to further EFS.
Despite a three-year settlement, government funding continues to reduce as a proportion of public sector investment in real terms and continues to transfer additional burden to local taxpayers.	The additional increase in Council Tax for 2025/26 is one manifestation of mitigation necessary to address this risk, and there is likely to be further impacts as the Council reduces its expenditure. The Improvement Plan acknowledges the risk that residents see service performance reducing rather than improving as the Council implements the plan. Looking forward, the Council will need to stress on Government the need for funding to tackle sparsity and rurality and the demographic and geographical dynamics of the borough. The Council does, however, recognise that in the context of a new three-year settlement and the recent fair funding changes, short-term solutions seem unlikely.
The national and global economy remains volatile and continues to present significant financial risks to the Council.	Persistent inflationary pressures, rising energy and fuel costs, interest rate fluctuations and wider economic uncertainty can create additional unfunded burdens on Council budgets. Continued economic instability may also impact residents' financial resilience, increasing demand for Council services at a time when resources remain constrained. The Council will continue to make best assumptions in MTFPs to cover such risks although events such as the Gulf issues do nothing but increase uncertainty.
Cyber security remains as an ongoing threat to all organisations, not least the public sector and local government, in terms of the impact of lost, corrupted or stolen data with serious implications for potential financial loss and reputational damage.	As the Council continues to rely on digital technologies to deliver and transform services and hold sensitive information, maintaining effective cyber security controls, staff awareness and incident response arrangements will remain essential to mitigating this risk.

Workforce capacity and capability must be in place to deliver existing services to minimum standards but also to support the significant transformation and improvement activity required to address the Council's financial challenges.	Maintaining a stable, skilled and resilient workforce remains critical to achieving financial sustainability and delivering the Council's strategic objectives – and is at the heart of the Improvement Plan and People Plan. Budget has been applied in 2026/27 budgets to restore capacity previously removed. While this mitigates some risk, it is recognised that recruitment and retention remains a concern and that in some cases capacity and capability may need to be sought from other third parties.
Abnormal financial position compromising decision making processes.	The necessity to deliver significant savings, reduce expenditure and reliance on EFS may limit strategic flexibility and increase the risk that decisions prioritise immediate financial outcomes over longer-term service sustainability and demand prevention. Robust governance, decisive and transparent decision making and effective scrutiny arrangements will be essential to ensuring that financial pressures do not detract from long-term strategic decision making although there will inevitably be some compromises, not least around asset management and disposal, recovery of Council balances over time, etc.
External scrutiny and threat of intervention:	A consequence of EFS is an increased likelihood of external scrutiny over and above the Improvement Board arrangements established in November 2025. There remains an ongoing risk of Government intervention, including the appointment of envoys or commissioners, should the Council be unable to provide assurance that it has a credible strategy to reduce its reliance on EFS and achieve financial sustainability. The Council is very aware of this risk and would wish to retain control of its own decisions and direction; it is, however, aware of intervention in other authorities where Government have thought it to be necessary. Continued delivery of outcomes from the Improvement Plan and clear evidence of progress will be essential in mitigating this risk.
Breakdown of major contract arising from provider insolvency, poor performance, workforce	Given the Council's reliance on a number of significant contracts to deliver statutory and essential services, effective contract management and performance monitoring

shortages, contractual disputes or market instability, resulting in service disruption, financial loss, reputational damage and additional management costs.	(part of the Improvement Plan) and business continuity arrangements are critical to reducing the likelihood and impact of this risk.
A catastrophic physical, climatic or pandemic event severely disrupts the delivery of Council services and compromises the Council's ability to meet statutory requirements.	While these events are largely beyond the control of the Council, there is a continued need for emergency planning capacity and fully tested business continuity plans. These will continue to be subject to continuous review across all Council departments to confirm that they remain current and complete.
Transformation programmes and significant projects are delayed, deferred or fail to deliver on their objectives leading to loss of opportunities and adverse financial impacts.	EFS has allowed the Council to set aside finance for investments in major transformation programmes. These will need to be created and challenged through the Budget, Transformation and Change Panel, a group of senior Council Officers. Transformation and other projects will be subject to oversight of the new Programme Management Office with regular reports to Cabinet and Finance and Improvement Scrutiny. Risk management arrangements for major projects are being reviewed, and it is recognised that, for some projects, these have been less than successful in the past.

These risks are now being contained and managed within Improvement Plan which also include responses to MHCLG and CPC recommendations. They also form an integral part of the Council's Annual Governance Statement.

13 Council Priorities

13.1 A new Corporate Plan for 2026-2030 was approved by Cabinet and Full Council in May 2026. The Plan summarises the priority ambitions the Council will focus on – including the ambition to be a Council that is financially sustainable, with clear priorities and purpose, and a workforce that is supported to excel. This report outlines the management of the current year's budget which is an important step in moving towards this ambition.

14 Financial Implications

14.1 This report sets out the financial projections for the Council in the 2026/27 Financial Year as at Quarter 1. A summary of the key elements for managing the Council's budget are detailed elsewhere in this report.

14.2 Although the position is reporting an overall surplus position there are significant overspends which need to be mitigated to prevent further budget pressures on the MTFP.

14.3 This is early in the financial year, and budget holders must continue to keep within their budgets and identify opportunities to reduce costs in year and consequently reduce the amount of EFS required at the end of the financial year.

15 Legal and HR Implications

15.1 The Section 151 Officer has a statutory duty to monitor income and expenditure and ensure that the Council takes action if overall net overspends /shortfalls emerge. There is also a legal requirement to ensure that the statutory service provision meets demands.

15.2 Legal services will provide ongoing advice in relation to specific proposals relating to the making of savings, including on any requirement to undertake consultation as such proposals are brought forward for consideration, the impact of any proposed savings on the delivery of statutory services and any other legal matter arising.

16 Electoral Division Implications

None

17 Health, Social (including "Child Friendly Shropshire") and Economic Implications

None

18 Equality and Diversity Implications

There are no equality and diversity implications arising directly from this report.

19 Climate Change, Biodiversity and Environmental Implications

19.1 The Council's Financial Strategy supports its strategies for Climate Change and Carbon Reduction in several ways. A specific climate change revenue budget is held. The climate change schemes involving the Council's assets or infrastructure are included within the capital programme. These two areas of expenditure are anticipated to have a positive contribution towards climate change outcomes.

20 Background Papers

20.1 Draft 2026/27 General Fund budgets and medium-term Financial Plan 2026/27 – 2030/31

21 Appendices

Appendix 1 – 2026/27 Income Projections
Appendix 2 – Delivery of 2026/27 Savings Proposals
Appendix 3 – Amendments to Original Budget 2026/27
Appendix 4 – Reserves 2026/27
Appendix 5 – Projected Capital Programme Outturn 2026/27 – 2028/29
Appendix 6 – Projected Capital Receipts
Appendix 7 – Financial Management Indicators

APPENDIX 1

2026/27 INCOME PROJECTIONS

Specific Government Grants

The original revenue budget for 2026/27 included specific Government Grants of £268,847m. The majority of these budgets will be based on known allocations that the Government has announced for Shropshire Council. During the year, however, the Council will also bid for additional grant funding to support activities. This table tracks the overall position as it emerges.

Government Grants	Revised Budget £'000	YTD Actual £'000	Forecast Outturn £'000	Variance £'000
Care & Wellbeing				
Improved Better Care Fund	(14,454)	(4,878)	(14,454)	0
Other Grants	(315)	0	(363)	(48)
Total Care & Wellbeing	**(14,769)**	**(4,878)**	**(14,817)**	**(48)**
Children & Young People				
Dedicated Schools Grant	(145,737)	(49,863)	(145,737)	0
Pupil Premium Grant	(5,808)	0	(5,808)	0
Unaccompanied Asylum-Seeking Children	(3,970)	(997)	(2,554)	1,416
Families First Partnership Programme	(2,872)	(1,234)	(2,632)	240
Crisis Resilience Fund	0	0	(435)	(435)
Other Grants	(2,032)	(271)	(1,064)	968
Total Children & Young People	**(160,419)**	**(52,365)**	**(158,230)**	**2,189**
Commissioning				
Other Grants	(181)	0	(181)	0
Total Commissioning	**(181)**	**0**	**(181)**	**0**
Communities & Customer				
Crisis & Resilience Fund	(3,674)	(1,477)	(3,316)	358
Homelessness, Rough Sleeping and Domestic Abuse	(1,741)	(455)	(1,741)	0
Other Grants	(942)	(557)	(1,622)	(680)
Total Communities & Customer	**(6,357)**	**(2,489)**	**(6,679)**	**(322)**
Enabling				
Other Grants	0	(13)	(30)	(30)
Total Enabling	**0**	**(13)**	**(30)**	**(30)**
Infrastructure				
Bus Service Improvement Plan	0	0	(3,295)	(3,295)
Other Grants	(1,122)	(275)	(1,457)	(335)
Total Infrastructure	**(1,122)**	**(275)**	**(4,752)**	**(3,630)**
Legal & Governance				
Other Grants	0	0	(40)	(40)
Total Legal & Governance	**0**	**0**	**(40)**	**(40)**
Place Shaping				
Extended Produced Responsibility Grant	(5,578)	(2,262)	(5,578)	0
Waste PFI	(3,186)	(747)	(2,988)	198
UK Shared Prosperity Fund	0	0	(1,086)	(1,086)

Government Grants	Revised Budget £'000	YTD Actual £'000	Forecast Outturn £'000	Variance £'000
Other Grants	(52)	(130)	(136)	(84)
Total Place Shaping	**(8,815)**	**(3,134)**	**(9,788)**	**(973)**
Public Health (Ringfenced)				
Public Health Grant	(17,030)	(8,515)	(17,030)	0
Other Grants	(162)	0	(162)	0
Total Public Health (Ringfenced)	**(17,192)**	**(8,515)**	**(17,192)**	**0**
Section 151 – Finance				
Rent Allowance	(32,200)	(10,783)	(32,200)	0
Rent Subsidy	(7,100)	(1,242)	(7,100)	0
Crisis Resilience Fund	(309)	0	(670)	(361)
Other Grants	(699)	(1,362)	(706)	(7)
Total Section 151 - Finance	**(40,308)**	**(13,387)**	**(41,011)**	**(703)**
Strategy				
Homelessness, Rough Sleeping and Domestic Abuse	(777)	(203)	(777)	0
Families First Partnership Programme	0	0	(75)	(75)
Total Strategy	**(777)**	**(203)**	**(852)**	**(75)**
Corporate				
Business Rate Retention	(17,384)	(20,148)	(17,384)	0
QICS PFI	(1,523)	(381)	(1,523)	0
Total Corporate	**(18,906)**	**(20,528)**	**(18,906)**	**0**
Total	**(268,847)**	**(105,787)**	**(272,478)**	**(3,631)**

Income from Fees and Charges

The forecast income from discretionary sales, fees and charges is showing a projected surplus, including Streetworks charges and car park income within Infrastructure offset by income shortfalls relating to Enable in Care & Wellbeing. This position will be monitored during the remainder of the year, and any adverse variances highlighted and expenditure adjusted accordingly.

Fees and Charges Income	Revised Budget £'000	YTD Actuals £'000	Forecast Outturn £'000	Variance £'000
Care & Wellbeing	(5,146)	(642)	(4,392)	754
Children & Young People	(3,987)	(788)	(4,243)	(256)
Commissioning	(638)	(208)	(714)	(76)
Communities & Customer	(8,739)	(4,057)	(9,029)	(290)
Enabling	(1,744)	(454)	(1,610)	134
Infrastructure	(11,053)	(2,712)	(11,956)	(903)
Legal & Governance	(1,228)	86	(1,136)	92
Pensions	(5)	(1)	(7)	(2)
Place Shaping	(16,100)	(7,012)	(16,401)	(301)
Public Health (Ringfenced)	(700)	(121)	(570)	130
Section 151 - Finance	(641)	(3)	(648)	(7)
Strategy	(104)	(14)	(54)	50
Corporate	(60)	(36)	(60)	0
Total	**(50,145)**	**(15,962)**	**(50,820)**	**(675)**

APPENDIX 2

DELIVERY OF 2026/27 SAVINGS PROPOSALS

2.1 Summary

The savings projections for 2026/27 are being tracked monthly with savings delivery being mapped against projected delivery during the course of the year. The current position indicates projected delivery of £5.238m against the £5.761m, representing 91% projected delivery of savings.

The snippet below summarises the position as at 30th June 2026.

A more detailed individual savings list is below:

Individual Savings List 26/27

Service Area	Savings Target	Delivered to Date (One-Off)	Delivered to Date (Ongoing)	Delivered to Date Total	Projected Delivery (One-Off)	Projected Delivery (Ongoing)	Projected Delivery Total	Indicative Plans In Place	Delivery To Be Confirmed
Care & Wellbeing	**£3,675,000**	**£0**	**£3,300,000**	**£3,300,000**	**£0**	**£3,300,000**	**£3,300,000**	**£0**	**£375,000**
CW001 - Uplift growth	£3,300,000	£0	£3,300,000	£3,300,000	£0	£3,300,000	£3,300,000	£0	£0
CW002 - ICB/CHC Increase in base budget (offset by growth)	£375,000	£0	£0	£0	£0	£0	£0	£0	£375,000
Commissioning	**£379,000**	**£0**	**£222,753**	**£222,753**	**£125,000**	**£254,000**	**£379,000**	**£0**	**£0**
CM001 - Capacity Increase underspend One Off while recruiting	£125,000	£0	-£31,247	-£31,247	£125,000	£0	£125,000	£0	-£0
CM002 - Implementation of management changes at Much Wenlock Leisure Centre and Church Stretton Leisure Centre, and removal of subsidies at Ludlow and Cleobury Mortimer Leisure Centres; also, agreement of additional funding support from local councils. Additional income also planned at Meole Brace golf course further to improved greenkeeping standards.	£254,000	£0	£254,000	£254,000	£0	£254,000	£254,000	£0	£0
Communities & Customer	**£422,050**	**£0**	**£278,790**	**£278,790**	**£0**	**£278,790**	**£278,790**	**£0**	**£143,260**
CC001 - Theatre Severn Subsidy	£120,000	£0	£120,000	£120,000	£0	£120,000	£120,000	£0	£0
CC002 - Housing scheme	£130,000	£0	£130,000	£130,000	£0	£130,000	£130,000	£0	-£0
CC003 - Continue to deliver spending reductions in Library Services through ongoing improvements to overall efficiency including increased income and enhanced partnership working with services in communities. Further, separate, plans are being prepared for 2026-27, and appropriate consultation will take place in line with our statutory duties when required.	£112,050	£0	£18,790	£18,790	£0	£18,790	£18,790	£0	£93,260
CC004 - Expand the Handy Person service to a wider range of customers, including fee payers, supporting independent living	£10,000	£0	£10,000	£10,000	£0	£10,000	£10,000	£0	-£0
CC005 - Review and Minimise Museums and Archives service costs	£50,000	£0	£0	£0	£0	£0	£0	£0	£50,000
Infrastructure	**£650,000**	**£0**	**£162,498**	**£162,498**	**£0**	**£650,000**	**£650,000**	**£0**	**-£0**
IN001 - Streetworks Unbudgeted income	£250,000	£0	£62,499	£62,499	£0	£250,000	£250,000	£0	-£0
IN002 - Localities (re Streetscene Pilots)	£50,000	£0	£12,501	£12,501	£0	£50,000	£50,000	£0	£0
IN003 - Streetworks	£100,000	£0	£24,999	£24,999	£0	£100,000	£100,000	£0	£0
IN004 - Parking / Traffic Management	£250,000	£0	£62,499	£62,499	£0	£250,000	£250,000	£0	-£0
Legal & Governance	**£10,000**	**£0**	**£0**	**£0**	**£5,000**	**£0**	**£5,000**	**£0**	**£5,000**
LG001 - Increase income from an enhanced memorial and ceremony offer at Council sites	£5,000	£0	£0	£0	£0	£0	£0	£0	£5,000
LG002 - Increase income from an improved range of wedding and partnership ceremony packages	£5,000	£0	£0	£0	£5,000	£0	£5,000	£0	-£0
Place Shaping	**£500,000**	**£0**	**£0**	**£0**	**£500,000**	**£0**	**£500,000**	**£0**	**-£0**
PS001 - Planning Income	£500,000	£0	£0	£0	£500,000	£0	£500,000	£0	-£0
Section 151 - Finance	**£125,000**	**£0**	**£0**	**£0**	**£125,000**	**£0**	**£125,000**	**£0**	**£0**
SF001 - Capacity Increase underspend One Off while recruiting	£125,000	£0	£0	£0	£125,000	£0	£125,000	£0	£0
Total	**£5,761,050**	**£0**	**£3,964,041**	**£3,964,041**	**£755,000**	**£4,482,790**	**£5,237,790**	**£0**	**£523,260**

APPENDIX 3

AMENDMENTS TO ORIGINAL BUDGET 2026/27

During quarter 1 a number of budget virements across directorates has taken place as set in the table below. The reason for the virements is:

	Total £' 000	Care & Wellbeing £' 000	Children & Young People £' 000	Commissioning £' 000	Communities & Customer £' 000	Corporate £' 000	Enabling £' 000	Executive Management Team £' 000	Infrastructure £' 000	Legal, Governance & Planning £' 000	Pensions £' 000	Place Shaping £' 000	Strategy £' 000
Original Budget 26/27	489,159	173,315	114,616	45,290	16,815	69,121	10,671	498	51,128	5,189	244	0	2,271
Quarter 1 Virements													
Community Directory from libraries to digital	0				(109)		52						57
Place Shaping Service Director	0							(141)				141	
Transfer balance on Public Health reserve	0					28							(28)
Correction to Customer Services Internal Market Charges	0	17	(183)	(10)	110	(39)	35	1	60	140	4		(135)
Staffing adjustments	0	19		(76)		224	(20)	(19)	(170)	76			(34)
Application of corporately held 26/27 savings and correction of historic	0	(3,388)		(125)	(250)	5,108	(178)	(17)	(650)	(500)			
Removal of historic invest to save budgets	0		(159)										159
Allocation of agreed budget growth 26/27	0									(119)			119
Apprenticeship Levy allocation across Service Directors	0	2	(2)	(2)	1		(3)	6				1	(3)
Quarter 1 Structure Changes	**0**												
Final Revised Budget 26/27	**489,159**	**169,965**	**114,272**	**45,077**	**16,567**	**74,442**	**10,557**	**328**	**50,368**	**4,786**	**248**	**142**	**2,407**

APPENDIX 4

RESERVES 2026/27

General Fund

The general fund reserve on 31st March 2026 stood at £5.000m, significantly below its optimum desired balance.

The 2026/27 budget strategy included a contribution of £42.675m to the General Fund balance which would then reach £47.675m, which is a safer level given the current profile of financial risks.

It is essential that the council maintains the General Fund Balance as assumed within the medium-term financial plan, otherwise it would limit the ability of the council to mitigate any further unforeseen shocks such as ongoing inflationary increases, climate events such as flooding and drought, or rapid reductions in available resources due to changed national policy.

Independent advice is that general fund un-earmarked reserves should equate to 5%-10% of net spending.

In the Adequacy of Reserves assessment within the Financial Strategy approved by Council in February 2026, the Council identified the need to hold a risk assessed level of £45.815m within the General Fund Balance.

The draft MTFP presented to Cabinet in July considered the potential for reducing the contribution to the General Fund Balance which would reduce the value required for Exceptional Financial Support in 2026/27. This will be considered further as 2026/27 progresses, against the projected financial position for the year, and other financial risks as they arise however we have adjusted for the reduction in quarter 1.

General Fund	£'000
Balance as at 1st April 2026	5,000
Budgeted Contribution as agreed by Council for 2026/27	10,000
Budgeted General Fund Balance as at 31st March 2027	**15,000**
2026/27 projected outturn position	2,291
Balance as at 31 March 2027	**17,291**

Earmarked Reserves

The council held balances of £25.113m (excluding school balances) in earmarked reserves as at 1st April 2026. There are a number of transactions planned from earmarked reserves during the course of the year. The current projections for the year-end balance in earmarked reserves is £28.327m as set out in the table below.

Reserves	Purpose of Balance	Balance Brought Forward	Anticipated movement	Balance Carried Forward
		(£'000)	(£'000)	(£'000)
Corporate Reserves				
Redundancy	Required to meet one-off costs arising from approved staffing reductions, allowing the full approved savings in salaries or wages to reach the revenue account.	0	0	0
Development Reserve	Required to fund development projects or training that will deliver efficiency savings.	4,919	0	4,919
Invest to save Reserve	Required to fund invest to save projects in order to deliver the service transformation programme.	567	164	731
External Fund Reserve	Reserves held where the Council is the administering body for trust funds or partnership working.	2,455	-163	2,292
		7,941	**1**	**7,942**
Reserves retained for service departmental use				
Building Control	Required to manage the position regarding building control charges.	272	0	272
Care Act & IBCF Reserve	Required to fund the costs of implementing the Care Act requirements within the Council. This will be committed to the costs of one off posts required to implement the changes and training costs for staff within Adult Services. Plus unspent IBCF monies required to fund the IBCF programme in future years.	271	-110	161
Debt Recovery Reserve	Established to provide resources for improving the recovery of debts across the Council and Collection Fund.	253	0	253
Economic Development	Established to meet the costs of major maintenance of Economic Development Workshops.	163	0	163
Education Welfare Reserve	Established from the traded Education Welfare Service for reinvestment in the service.	110	0	110
Highways Development & Innovation Fund	Set aside funds for pump priming the Development and Innovation programme.	100	0	100
Housing Reserve	To fund known housing developments that will support the General Fund.	99	0	99
Improvement Plan Reserve	Established from external funds received towards the Improvement Plan	115	0	115
Planning Reserve	Set aside to fund developments within the Local Plan and any planning inquiry costs.	79	0	79
Public Health Reserve	This reserve includes balances committed to specific public health projects.	3,389	-803	2,586
Repairs & Maintenance Reserve	Set aside for known repairs and maintenance required to Council owned properties.	214	0	214
Revenue Commitments from Unringfenced Revenue Grants	Established from unapplied unringfenced Grant balances. Commitments have been made against these balances in 2026/27	4,620	-217	4,404
Schools Building Maintenance Insurance	The schools building maintenance insurance scheme is a service provided by Property Services for schools. In return for an annual sum all structural repairs and maintenance responsibilities previously identified as the "authority's responsibility" are carried out at no additional charge to the school.	1,527	0	1,527
Severe Weather	Required to meet unbudgeted costs arising from the damage caused by severe weather. The policy of the Council is to budget for an average year's expenditure in the revenue accounts and transfer any underspend to the reserve or fund any overspend from the reserve.	0	0	0
Shire Catering and Cleaning Efficiency	Built up from trading surpluses to invest in new initiatives, to meet exceptional unbudgeted costs or cover any trading deficits.	0	0	0
Streetworks Reserve	Established from additional income generated within the service to be reinvested in the service	439	-19	420
TMO Vehicle Replacement	Set up to meet the costs of replacement vehicles by the Integrated Transport Unit.	37	0	37
		11,688	**-1,149**	**10,539**

Reserves	Purpose of Balance	Balance Brought Forward	Anticipated movement	Balance Carried Forward
		(£'000)	(£'000)	(£'000)
Capital Investment Reserves				
Revenue Commitments for Future Capital Expenditure	Comprises of underspends against budgeted revenue contributions available for capital schemes. The underspends have arisen due to slippage in capital schemes or because other funding streams were utilised during the year so as to maximise time limited grants.	1,740	0	1,740
		1,740	**0**	**1,740**
Insurance Reserves				
Fire Liability	Required to meet the cost of excesses on all council properties.	526	32	558
Motor Insurance	An internally operated self-insurance reserve to meet costs not covered by the Council's Motor Insurance Policy.	570	80	650
		1,096	**112**	**1,208**
Financial Risks				
Financial Strategy Reserve	Established specifically to provide one off funding for savings proposals in the Financial Strategy	1,049	4,250	5,299
Financial Risk - Adult Social Care	Established to address the financial risk of additional unforeseen Adult Social Care Demand	700	0	700
Financial Risk - Children's Social Care	Established to address the financial risk of additional unforeseen Children's Social Care Demand	400	0	400
Financial Risk - Economic Risk	Established to address the financial risk arising from changing economic conditions that may impact on the Council	500	0	500
		2,649	**4,250**	**6,899**
Total Reserves (excl. school balances)		**25,113**	**3,214**	**28,327**
School Balances				
Balances held by schools under a scheme of delegation	Schools' balances have to be ringfenced for use by schools and schools have the right to spend those balances at their discretion.	4,701	0	4,701
		4,701	**0**	**4,701**
Total Reserves		**29,814**	**3,214**	**33,029**

APPENDIX 5

PROJECTED CAPITAL PROGRAMME OUTTURN 2026/27 – 2028/29

The capital budget for 2026/27 is continuously being monitored and changed to reflect the nature of capital projects which can be profiled for delivery over several years. In Quarter 1 there has been a net budget decrease of £26.409m for 2026/27, compared to the original budget reported in the 2026/27 Budget Book in February 2026. The budget decrease is due to reprofiling of £28.138m to future years capital programmes and virements of £1.729m.

Virements in Quarter 1 arose primarily due additional contributions from partners towards the Integrated Community Equipment Loan Scheme of £3.744m, grant award notifications of £0.552m for Warm Homes Wave 3, and a reduction of £2.880m for various HRA schemes, to reduce the borrowing requirement on the HRA.

The Capital schemes reprofiled during Quarter 1are: HRA New Build Programme -£7.474m, Oxon Relief Road -£1.800m, Integrated Transport Plan -£6.782m, Levelling Up Fund (LUF) Project 1 (Riverside Enabling & Park) -£1.000m, Oswestry Innovation Park -£3.000m, Tannery Development site -£3.840m and Schools grants totalling -£3.923m.

The tables below summarise the overall movement, between the budget approved in February and changes up to Quarter 1.

Service Area	Initial Budget 2026/27 £	Budget Virements Quarter 1 £	Revised Budget Quarter 1 £	Actual Spend £	Spend to Budget Variance £	% Budget Spend	Outturn Projection £	Outturn Projection Variance £	2027/28 Revised Budget £	2028/29 Revised Budget £	2029/30 Revised Budget £
General Fund											
Care & Wellbeing Capital	162,162	0	162,162	-2,208	164,370	-1.36%	162,162	0	0	0	0
Children & Young People & Children's Social Care (CSC)	19,442,426	-4,122,095	15,320,331	859,967	14,460,364	5.61%	15,320,331	0	30,864,437	2,500,000	0
Commissioning Capital	2,203,713	27,263	2,230,976	682,854	1,548,122	30.61%	2,230,976	0	814,916	0	0
Communities & Customer Capital	7,220,671	4,672,745	11,893,416	1,843,592	10,049,824	15.50%	11,893,416	0	7,826,918	4,500,000	4,500,000
Enabling Capital	2,846,000	0	2,846,000	274,343	2,571,657	9.64%	2,846,000	0	2,480,000	1,610,000	1,826,000
Infrastructure Capital	72,336,269	-8,448,923	63,887,346	2,027,284	61,860,062	3.17%	63,887,346	0	66,266,300	56,303,400	63,671,300
Place Shaping Capital	23,923,648	-8,262,353	15,661,295	3,292,296	12,368,999	21.02%	15,661,295	0	18,197,699	1,500,000	1,500,000
Strategy Capital	0	0	0	0	0	0.00%	0	0	0	0	0
Total General Fund	**128,134,889**	**-16,133,363**	**112,001,526**	**8,978,129**	**103,023,397**	**8.02%**	**112,001,526**	**0**	**126,450,270**	**66,413,400**	**71,497,300**
Housing Revenue Account	32,503,488	-10,276,109	22,227,379	454,431	21,772,948	2.04%	22,227,379	0	32,038,592	17,621,182	12,200,000
Total Approved Budget	**160,638,377**	**-26,409,472**	**134,228,905**	**9,432,560**	**124,796,345**	**7.03%**	**134,228,905**	**0**	**158,488,862**	**84,034,582**	**83,697,300**

The actual capital expenditure at Quarter 1 is £9.433m, which represents 7.03% of the revised capital budget at Quarter 1, 25% of the year. This is slightly low in comparison to the total budget, but in line with the average expenditure percentage at this period in previous years. All budgets are fully allocated to projects and will be monitored for levels of spend throughout the remainder of the year. Based on recent years, the capital programme has out turned at around 85% of the outturn budget, which on average has been around 20% lower than the budget at this point in the year, due to further re-profiling later in the year.

The level of spend is slightly low across the programme in some areas, but equal to the level of spend in the previous year at this period. In terms of the major areas the spend position is as follows: Care & Wellbeing -1.36% (budget £0.162m), Children & Young People 5.61% (budget £15.320m), Commissioning 30.61% (budget £2.231m), Communities & Customer 15.50% (budget £11.893m), Enabling 9.64% (budget £2.846m), Infrastructure 3.17% (budget £63.887m), Place Shaping 21.02% (budget £15.661m), and HRA Major Repairs & New Build Programme 2.04% (budget £21.773m).

Service Areas	Initial Budget 2026/27 £	Budget Virements Quarter 1 £	Revised Budget Quarter 1 £	Actual Spend £	Spend to Budget Variance £	% Budget Spend	Outturn Projection £	Outturn Projection Variance £	2027/28 Revised Budget £	2028/29 Revised Budget £	2029/30 Revised Budget £
General Fund											
Care & Wellbeing	**162,162**	**0**	**162,162**	**-2,208**	**164,370**	**-1.36%**	**162,162**	**0**	**0**	**0**	**0**
Adult Social Care Operations Capital	162,162	0	162,162	-2,208	164,370	-1.36%	162,162	0	0	0	0
Children & Young People & Children's Social Care (CSC)	**19,442,426**	**-4,122,095**	**15,320,331**	**820,967**	**14,499,364**	**5.36%**	**15,320,331**	**0**	**30,864,437**	**2,500,000**	**0**
Children's Residential Care Capital	42,822	0	42,822	0	42,822	0.00%	42,822	0	0	0	0
Non Maintained Schools Capital	7,020,153	612,441	7,632,594	605,833	7,026,761	7.94%	7,632,594	0	18,375,000	2,500,000	0
Primary School Capital	2,651,967	379,712	3,031,679	155,856	2,875,823	5.14%	3,031,679	0	5,450,000	0	0
Primary School Managed Capital	805,186	239,258	1,044,444	58,435	986,009	5.59%	1,044,444	0	0	0	0
Secondary School Capital	782	0	782	0	782	0.00%	782	0	0	0	0
Secondary School Managed Capital	58,236	12,876	71,112	0	71,112	0.00%	71,112	0	0	0	0
Shropshire Music Service Capital	51,443	0	51,443	519	50,924	1.01%	51,443	0	0	0	0
Special Schools Capital	6,473	6,331	12,804	325	12,479	2.54%	12,804	0	0	0	0
Special Schools Managed Capital	1,443	8,708	10,151	0	10,151	0.00%	10,151	0	0	0	0
Unallocated School Capital	8,803,921	-5,381,421	3,422,500	0	3,422,500	0.00%	3,422,500	0	7,039,437	0	0
Commissioning	**2,203,713**	**27,263**	**2,230,976**	**682,854**	**1,548,122**	**30.61%**	**2,230,976**	**0**	**814,916**	**0**	**0**
Leisure Capital	2,203,713	27,263	2,230,976	682,854	1,548,122	30.61%	2,230,976	0	814,916	0	0
Communities & Customer	**7,220,671**	**4,672,745**	**11,893,416**	**1,843,592**	**10,049,824**	**15.50%**	**11,893,416**	**0**	**7,826,918**	**4,500,000**	**4,500,000**
Community Hubs & Libraries Capital	17,841	303,000	320,841	12,177	308,664	3.80%	320,841	0	0	0	0
Housing Services Capital	6,768,609	4,368,895	11,137,504	1,818,096	9,319,408	16.32%	11,137,504	0	7,826,918	4,500,000	4,500,000
Museums & Archives Capital	659	850	1,509	6,956	-5,447	460.93%	1,509	0	0	0	0
Theatre Services Capital	433,562	0	433,562	6,364	427,198	1.47%	433,562	0	0	0	0
Enabling	**2,846,000**	**0**	**2,846,000**	**274,343**	**2,571,657**	**9.64%**	**2,846,000**	**0**	**2,480,000**	**1,610,000**	**1,826,000**
ICT Infrastructure Capital	2,846,000	0	2,846,000	274,343	2,571,657	9.64%	2,846,000	0	2,480,000	1,610,000	1,826,000

Service Areas	Initial Budget 2026/27 £	Budget Virements Quarter 1 £	Revised Budget Quarter 1 £	Actual Spend £	Spend to Budget Variance £	% Budget Spend	Outturn Projection £	Outturn Projection Variance £	2027/28 Revised Budget £	2028/29 Revised Budget £	2029/30 Revised Budget £
Infrastructure	**72,336,269**	**-8,448,923**	**63,887,346**	**2,027,284**	**61,860,062**	**3.17%**	**63,887,346**	**0**	**66,266,300**	**56,303,400**	**63,671,300**
Broadband Capital	1,575,891	0	1,575,891	122,801	1,453,090	7.79%	1,575,891	0	500,000	0	0
Environment and Transport (Public Transport) Capital	2,773,274	0	2,773,274	0	2,773,274	0.00%	2,773,274	0	1,453,400	1,482,100	1,510,700
Highways - Central Area Division Capital	270,000	0	270,000	5,587	264,413	2.07%	270,000	0	0	0	0
Highways - Flood Defence & Water Management Capital	3,967,370	0	3,967,370	618,725	3,348,645	15.60%	3,967,370	0	0	0	0
Highways - Integrated Transport Capital	23,951,024	-6,648,923	17,302,101	390,329	16,911,772	2.26%	17,302,101	0	16,999,900	11,329,300	12,440,600
Highways - North West Relief Road (NWRR)	0	0	0	-9,061	9,061	0.00%	0	0	0	0	0
Highways - Northern Area Division Capital	270,000	0	270,000	-5,247	275,247	-1.94%	270,000	0	0	0	0
Highways - Oxon Relief Road (OLR)	1,845,856	-1,800,000	45,856	0	45,856	0.00%	45,856	0	6,800,000	0	0
Highways - Southern Area Division Capital	270,000	0	270,000	-4,187	274,187	-1.55%	270,000	0	0	0	0
Highways - Street Lighting Capital	1,100,000	0	1,100,000	-142,801	1,242,801	-12.98%	1,100,000	0	0	0	0
Highways - Structural Maintenance of Bridges Capital	2,500,000	0	2,500,000	-401,518	2,901,518	-16.06%	2,500,000	0	0	0	0
Highways - Structural Maintenance of Roads Capital	32,697,285	0	32,697,285	872,361	31,824,924	2.67%	32,697,285	0	40,504,000	43,492,000	49,720,000
National Landscapes and Outdoor Partnerships Capital	1,115,569	0	1,115,569	580,294	535,275	52.02%	1,115,569	0	9,000	0	0
Place Shaping	**23,923,648**	**-8,262,353**	**15,661,295**	**3,292,296**	**12,368,999**	**21.02%**	**15,661,295**	**0**	**18,197,699**	**1,500,000**	**1,500,000**
Climate Change Capital	564,120	0	564,120	34,663	529,457	6.14%	564,120	0	0	0	0
Growth & Development Capital	4,872,791	-3,332,775	1,540,016	5,231	1,534,785	0.34%	1,540,016	0	7,332,775	0	0
Property & Asset Capital	17,914,437	-4,929,578	12,984,859	2,751,075	10,233,784	21.19%	12,984,859	0	10,339,578	1,500,000	1,500,000
Waste Capital	0	0	0	0	0	0.00%	0	0	325,000	0	0
Development Management Capital	36,687	0	36,687	1,327	35,360	3.62%	36,687	0	0	0	0
Planning Policy Capital	535,613	0	535,613	500,000	35,613	93.35%	535,613	0	200,346	0	0
Strategy	**0**	**0**	**0**	**0**	**0**	**0.00%**	**0**	**0**	**0**	**0**	**0**
Communications and Engagement Capital	0	0	0	0	0	0.00%	0	0	0	0	0
Transformation Capital	0	0	0	0	0	0.00%	0	0	0	0	0
Total General Fund	**128,134,889**	**-16,133,363**	**112,001,526**	**8,939,129**	**103,062,397**	**7.98%**	**112,001,526**	**0**	**126,450,270**	**66,413,400**	**71,497,300**
Housing Revenue Account	**32,503,488**	**-10,276,109**	**22,227,379**	**454,431**	**21,772,948**	**2.04%**	**22,227,379**	**0**	**32,038,592**	**17,621,182**	**12,200,000**
HRA Dwellings Capital	32,503,488	-10,276,109	22,227,379	454,431	21,772,948	2.04%	22,227,379	0	32,038,592	17,621,182	12,200,000
Total Approved Budget	**160,638,377**	**-26,409,472**	**134,228,905**	**9,393,560**	**124,835,345**	**7.00%**	**134,228,905**	**0**	**158,488,862**	**84,034,582**	**83,697,300**

APPENDIX 6

PROJECTED CAPITAL RECEIPTS

The current capital programme is heavily reliant on the Council generating capital receipts to finance the capital programme. There is a high level of risk in these projections as they are subject to changes in property and land values, the actions of potential buyers and being granted planning permission on sites. The table below summarises the current allocated and projected capital receipt position across 2026/27 to 2029/30. A RAG analysis has been included for capital receipts projected, based on the current likelihood of generating them by the end of each financial year. Disposals rated marked “Green” are highly likely to be completed by the end of the financial year, those rated “Amber” are achievable but challenging and thus there is a risk of slippage, and those rated “Red” are highly unlikely to complete in year and thus there is a high risk of slippage. However, no receipts are guaranteed to complete in any financial year as there may be delays between exchanging contracts and completing.

	2026/27	2027/28	2028/29	2029/30	2030/31
Corporate Resources Allocated in Capital Programme	14,010,685	18,623,508	7,110,000	4,326,000	-
Capital Programme Ring-fenced receipt requirements	450,000	13,846,398	9,500,000	8,181,991	-
Transformation activities	-	-	-	-	-
Total Commitments	**14,460,685**	**32,469,906**	**16,610,000**	**12,507,991**	**-**
Capital Receipts in hand/projected:					
Brought Forward in hand	22,379,581	16,160,987	- 16,243,920	- 32,788,920	- 45,296,911
Generated 2026/27 YTD	2,290,699	-	-	-	-
Projected - 'Green'	5,951,392	65,000	65,000	-	
Total in hand/projected	**30,621,672**	**16,225,987**	**- 16,178,920**	**- 32,788,920**	**- 45,296,911**
Shortfall to be financed from Prudential Borrowing / (Surplus) to carry forward	**- 16,160,987**	**16,243,920**	**32,788,920**	**45,296,911**	**45,296,911**
Further Assets Being Considered for Disposal (Amber/Red)	275,000	37,601,669	4,053,080	-	-

In 2026/27 there is currently a projected surplus of capital receipts of £16.161m and in 2027/28, 2028/29 and 2029/30 there are currently projected cumulative shortfalls of capital receipts of £16.244m, £32.789m and £45.297 respectively.

These surpluses are generated and shortfalls mitigated by the capital receipts surplus position in relation to the Housing Revenue Account (HRA). Analysis of the General Fund and HRA requirement for capital receipts is shown in the tables below.

General Fund	2026/27	2027/28	2028/29	2029/30	2030/31
Corporate Resources Allocated in Capital Programme	12,664,116	15,923,508	3,110,000	3,326,000	-
Capital Programme Ring-fenced receipt requirements	450,000	9,718,303	7,500,000	6,181,991	-
Transformation activities	-	-	-	-	-
Total Commitments	**13,114,116**	**25,641,811**	**10,610,000**	**9,507,991**	**-**
Capital Receipts in hand/projected:					
Brought Forward in hand	12,643,100	5,713,494	- 19,863,317	- 30,408,317	- 39,916,308
Generated 2026/27 YTD	1,226,317	-	-	-	-
Projected - 'Green'	4,958,192	65,000	65,000	-	-
Total in hand/projected	**18,827,609**	**5,778,494**	**- 19,798,317**	**- 30,408,317**	**- 39,916,308**
Shortfall to be financed from Prudential Borrowing / (Surplus) to carry forward	**- 5,713,494**	**19,863,317**	**30,408,317**	**39,916,308**	**39,916,308**
Further Assets Being Considered for Disposal (Amber/Red)	275,000	37,601,669	4,053,080		

HRA	2026/27	2027/28	2028/29	2029/30	2030/31
Corporate Resources Allocated in Capital Programme	1,346,569	2,700,000	4,000,000	1,000,000	-
Capital Programme Ring-fenced receipt requirements	-	4,128,095	2,000,000	2,000,000	-
Transformation activities	-	-	-	-	-
Total Commitments	**1,346,569**	**6,828,095**	**6,000,000**	**3,000,000**	**-**
Capital Receipts in hand/projected:					
Brought Forward in hand	9,736,481	10,447,493	3,619,398	- 2,380,602	- 5,380,602
Generated 2026/27YTD	1,064,381	-	-	-	-
Projected - 'Green'	993,200	-	-		
Total in hand/projected	**11,794,063**	**10,447,493**	**3,619,398**	**- 2,380,602**	**- 5,380,602**
Shortfall to be financed from Prudential Borrowing / (Surplus) to carry forward	**- 10,447,493**	**- 3,619,398**	**2,380,602**	**5,380,602**	**5,380,602**
Further Assets Being Considered for Disposal (Amber/Red)	-	-	-		-

These tables demonstrate that capital receipts for the HRA are in a comparatively healthy surplus position over the period, however, there is significant pressure arising from the capital receipts requirement of the General Fund. In 2027/28, 2028/29 and 2029/30 there are currently projected cumulative shortfalls of capital receipts of £19.863m, £30.408m, and £39.916m respectively.

Assets currently being considered for disposal total £41.553m which if realised will still fall short of the total capital receipts required within the capital programme. IT is therefore necessary for the asset base to be reviewed in detail to identify further assets that can be considered for disposal and all capital receipts planned are maximised. Considerable work is required to realise these receipts, with generally a lead in time of at least 12 to 18 months on larger disposals.

APPENDIX 7

FINANCIAL MANAGEMENT INDICATORS

Budget Monitoring Projections Uploaded by Budget Holders

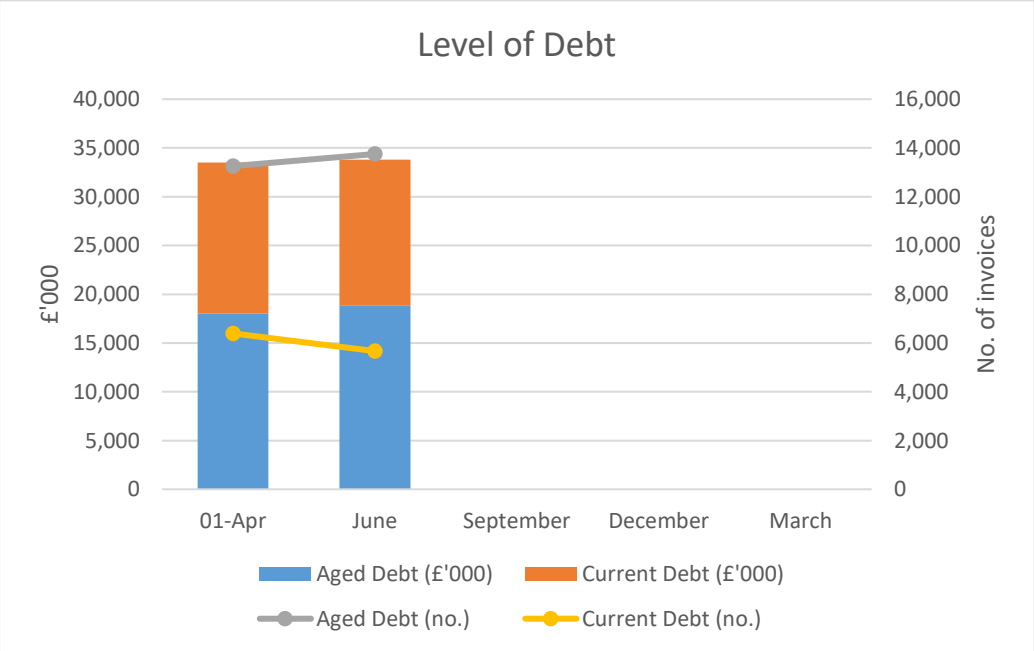
	Period 1	Period 2	Period 3
Budget Monitoring Projections uploaded by Budget Holder	96%	94%	88%
Budget Monitoring Projections not uploaded by Budget Holder	4%	6%	12%
Total	**100%**	**100%**	**100%**

Payment of Invoices

April – June 2026	% of invoices	No. of invoices
Paid within 30 days	83.35	31,396
Invoices not paid within 30 days	16.65	6,272
Total	**100.00**	**37,668**

Aged Debt

As at 20th June 2026	Value (£'000)	No. of invoices
Aged Debt	18,878	13,752
Current Debt	14,939	5,668
Total	**33,817**	**19,420**



Budget holder engagement has improved significantly in the last quarter of 2025/26 and continues into the first quarter of 2026/27, despite there being a slight dip in performance for Period 3. Details of budget holders not completing their budget monitoring projections

are highlighted at Leadership Board and with their respective line managers to ensure that this is addressed for the future, to recognise the importance of getting this right.

The payment of invoices indicator demonstrates that the council is paying just under 84% of invoices to suppliers within 30 days. This indicator has improved from 2025/26 however there is still progress that could be made. Ideally, invoices should be raised for payments due to the council within 30 days, and purchase orders for all new supplies should be raised ahead of delivery. Statistics on late submission of invoices and production of retrospective orders are produced all budget holders and available to the Leadership Board to scrutinise.

The value of aged debt has increased marginally during the first quarter in terms of value and number of invoices. A project has been undertaken on debt recovery practices within the Council to help streamline the process and focus attention to debt recovery and engagement with those officers raising the invoices.

Cabinet
9th September 2026

Public

Treasury Management Update Quarter 1 2026/27

Cabinet Member:	Councillor Roger Evans, Portfolio Holder - Finance	
Lead Director:	Duncan Whitfield, Section 151 Officer	
Service Area:	Finance	
Report Author	Cheryl Sedgley, Strategic Finance Manager	
Officer contact details	cheryl.sedgley@shropshire.gov.uk	
Electoral Divisions Affected	All	
Key Decision?	Key	
Cabinet Forward Plan	Yes – 25th March 2026	
Report considered by	*List any Committees the report has been to **prior** to the final committee* *INSERT COMMITTEE AND DATE (don't list any **future** committee dates here)*	

1. Purpose of Report

1.1. The report outlines the treasury management activities of the Council in the first quarter of 2026/27. It highlights the economic environment in which treasury management decisions have been made. It also provides an update on the performance of the treasury management function.

2. Recommendations

Cabinet is asked to

2.1. Note the summary of the wider economic environment and the Council's borrowings and investments set out in Appendix A

2.2. Note the performance within prudential indicators for quarter 1, 2026/27 (Appendix B)

3. Background

3.1. 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 those activities, and the pursuit of optimum performance consistent with those risks". The report informs Members of the treasury activities of the Council between 1 April 2026 and 30 June 2026.

3.2. Under the CIPFA Treasury Management Code, it is best practice to provide quarterly Treasury Management updates. This report demonstrates compliance with that best practice.

4. Summary of Main Proposals

4.1. The Council receives its treasury advice from MUFG. Their latest interest rate forecasts to 31 March 2029 are shown below. The Bank Rate remained at 3.75% during quarter 1, and it is not anticipated that there will be further amendments until 2027/28.

Table 1: Interest Rate Forecasts

MUFG Corporate Markets Interest Rate View 25.03.26	Jun-26	Sep-26	Dec-26	Mar-27	Jun-27	Sep-27	Dec-27	Mar-28	Jun-28	Sep-28	Dec-28	Mar-29
BANK RATE	3.75	3.75	3.75	3.75	3.75	3.50	3.50	3.25	3.25	3.25	3.25	3.25
3 month ave earnings	4.00	3.90	3.80	3.80	3.70	3.50	3.50	3.30	3.30	3.30	3.30	3.30
6 month ave earnings	4.20	4.10	4.00	3.90	3.90	3.70	3.70	3.50	3.50	3.50	3.50	3.50
12 month ave earnings	4.60	4.50	4.40	4.20	4.20	4.00	4.00	3.80	3.80	3.80	3.80	3.80
5 yr PWLB	5.00	5.00	4.90	4.80	4.60	4.40	4.20	4.20	4.10	4.10	4.10	4.10
10 yr PWLB	5.50	5.50	5.40	5.30	5.10	4.90	4.70	4.70	4.60	4.60	4.60	4.60
25 yr PWLB	6.00	6.00	5.90	5.80	5.60	5.40	5.20	5.20	5.20	5.20	5.10	5.10
50 yr PWLB	5.80	5.80	5.70	5.50	5.40	5.20	5.00	5.00	5.00	5.00	4.90	4.90

4.2. An overview of the general economic position is included as Appendix A, and with further detail in Appendix D. Decisions on Council investment activity are influenced by this wider context.

4.3. The Council aims to achieve the optimum return on investments commensurate with the proper levels of security and liquidity. In the current economic climate, it is considered appropriate to:

- Keep investments short term (up to 1 year),
- Only invest with highly credit rated financial institutions using MUFG's suggested creditworthiness approach, including sovereign credit rating and Credit Default Swap (CDS) overlay information provided by MUFG.

The Finance Team continue to take a prudent approach keeping investments short term and with the most highly credit rated organisations.

4.4. In the first quarter of 2026/27 the internal finance team's return achieved was marginally lower than its benchmark by 0.07%. The gross investment return was 3.722% compared to the benchmark of 3.730%. As cash balances held are lower than in previous years, the Council need to ensure cash balances are highly liquid, resulting in lower interest rates on short term deals.

4.5. Whilst returns on investment are important, as we strive to achieve the best investment we can, the Council's priority is always to ensure security of funds and ensure we hold sufficient liquid balances. With this in mind, this will often mean that we cannot secure the higher rate investments as these are offered to longer term deals.

4.6. The net investment income achieved during the first quarter was £0.508m which is included in the Council's outturn position in the financial outturn position.

4.7. The council had £22.7m invested at the end of the period. A full list of investments held as at 30 June 2026, compared to MUFG's counterparty list, and changes to Fitch, Moody's and Standard & Poor's credit ratings are shown within MUFG's Monthly Investment Analysis Review at Appendix 1. None of the approved limits within the Annual Investment Strategy were breached during the first quarter of 2026/27. Officers continue to monitor the credit ratings of institutions on a daily basis. Delegated authority has been put in place to make any amendments to the approved lending list.

4.8. As illustrated above it is unlikely that investment rates in the market will increase above the current level of 3.75%. The average level of funds available for investment purposes in the first quarter of 2026/27 was £54.6million.

4.9. As cash balances and reserves at the Council have reduced over recent years it is now necessary to take out new external borrowing, particularly where capital schemes have been funded through borrowing, or in some cases, to reverse internal borrowing agreed in previous years to save interest costs.

4.10. During 2026/27, the Council will have a need to borrow, specifically in relation to the Exceptional Financial Support of £121m approved in principle for 2026/27 to support the revenue budget, but also for capital expenditure plans as set out in the capital programme. However, as set out in the quarter 1 budget monitoring report, the revised reserves strategy to increase general fund balances over more than one year will reduce the amount of EFS required in 2026/27.

4.11. Taking the need to borrow before the end of the calendar year and current expectations of future Bank Rates, the Council will profile borrowing decisions in a way which secures the best value, in line with specialist advice, while still ensuring sufficient cashflow liquidity to manage day-to-day operations.

4.12. Given the PWLB rates, and the likelihood as indicated in Table 1 that these rates will reduce over the course of the financial year, the Council has secured temporary borrowing from other local authorities during Quarter 1 rather than long

term PWLB borrowing. As at 30th June, the Council has secured £35m which are anticipated to mature before the end of the 2026/27 financial year.

4.13. The Treasury Management strategy includes a level of previously expected borrowing for Cornovii Developments Limited (CDL) a wholly owned Council company. This is in line with loan agreements agreed by the Council for CDL led developments. Alongside this report, Cabinet a reviewing recommendation on the future of that company. Subject to Cabinet's approval to the recommendations in that report, future borrowing forecasts will be amended accordingly.

4.14. All borrowing undertaken is in line with the Authorised and Operational Boundary for external debt as demonstrated in Appendix B.

5. Key risks and Opportunities

5.1. The assessment and management of risk are key considerations for any Treasury Management approach. 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.

5.2. The Council's Audit Committee is the committee responsible for ensuring effective consideration of the Council's Treasury Management Strategy and policies.

Risk	Mitigation	Link to Strategic Risk
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/Link Asset Services to provide a creditworthiness service of all potential investment counterparties, which is continuously monitored and updated as needed	Inability to contain overall committed expenditure within the current available resources within this financial year. Failure of Officers and Members to adhere to Governance arrangements.
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 daily and continuously	Inability to contain overall committed expenditure within the current available resources within this financial year.

	updated to ensure appropriate liquidity to match this profile.	
Achievement of investment benchmark	Investments undertaken by the Finance team are benchmarked against the 3 Month 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. During the months of February and March the Council does not collect Council Tax and so cash balances reduce during these months. 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 security and liquidity of funds in preference to investment returns.	Inability to contain overall committed expenditure within the current available resources within this financial year.

6. Council Priorities

6.1. The requirement to manage the Council's cashflow position, treasury investments and borrowing efficiently and effectively is a key requirement in helping to deliver a financially sustainable council. By ensuring that any surplus monies are invested, this will generate essential additional income for the Council. Also by carefully managing the timescale and need to borrow funds, this can keep associated borrowing costs to a minimum for the Council.

7. Financial Implications

7.1. The Council makes assumptions about the levels of borrowing and investment income over the financial year. Reduced borrowing because of capital receipt generation or delays in delivery of the capital programme will both 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.

7.2. The Quarter 1 performance is slightly below the benchmark and has delivered net income of £0.508m. Further details on the performance against benchmark are detailed in paragraph 4.4.

7.3. As at 30 June 2026 the Council held £22.7m in investments as detailed in Appendix A and borrowing of £455m at fixed interest rates. There has been no significant change in the level of investments, and temporary borrowing of £35m has been secured during the quarter to minimise the exposure of the Council to increased borrowing costs in the future. Further borrowing will be required during the remainder of the financial year.

8. Legal and HR implications

8.1. The Local Government Act 2003 and supporting regulations require the Council to determine and keep under review the Prudential and Treasury Indicators as set out in the CIPFA Prudential Code and CIPFA Treasury management Code of Practice. This report provides an update of treasury management activity in the first quarter of the year and tracks performance against the indicators as set out in Appendix B.

9. Electoral Division Implications

9.1. Not applicable

10. Health, Social (including “Child Friendly Shropshire”) and Economic Implications

11. Equality and Diversity Implications

11.1. Not applicable

12. Climate Change, Biodiversity and Environmental Implications

12.1. 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.

13. Background Papers

1. Treasury Strategy 2026/27 – Council, 26 February 2026

14. Appendices

Appendix A - Shropshire Council Monthly Investment Analysis Review as at 30 June 2026 (provided by MUFG)
Appendix B - Prudential Indicators for Quarter 1 2026/27
Appendix C – Prudential Borrowing Approvals
Appendix D – Economic Background and Borrowing Update

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Shropshire Council

Monthly Investment Analysis Review

June 2026

Monthly Economic Summary

General Economy
The UK economic outlook remains uneven, with the latest data pointing to weak private-sector momentum, still-positive but softer growth, and easing inflation. The composite PMI stayed in contraction in June, as services weakness outweighed resilience in manufacturing, while consumer confidence remained subdued. GDP growth was firmer in Q1 than at the end of 2025, but labour market conditions have softened, and retail sales are only recovering after earlier weakness. Against this backdrop, the Bank of England continues to face a difficult balance between above target inflation and a growth outlook that remains fragile.

The latest PMI readings continue to point to a subdued near-term growth picture. On the flash PMI measure, the UK Composite PMI fell to 49.4 in June from 49.7 in May, marking a second consecutive month of contraction and falling short of expectations for a return to expansion at 50.6. The sector split remained clear: the flash Services PMI slipped to 48.7 from 49.3, while the Manufacturing PMI rose to 52.5, with its output component strengthening to 53.6 from 52.2. It was noted that total private sector sales fell at the sharpest pace since April 2025, as weakness in services outweighed goods-sector growth. Meanwhile, employment continued to fall at a fast pace. On a more positive note, input costs eased for a second month as Middle East-related energy pressures moderated, although cost growth remained above average.

Inflation remained above target but showed no renewed acceleration in the latest release. The UK annual inflation rate remained at 2.8% in May 2026, while monthly CPI slowed to 0.2% from 0.7%. The latest reading suggests that the early year disinflation trend has broadly stabilised rather than reversed, although price pressures are still elevated enough to complicate the policy outlook, especially as household energy costs are set to rise sharply at the next cap reset. The June MPC meeting saw Bank Rate unchanged at 3.75% in June.

GDP data offered a somewhat stronger backward-looking picture. The UK economy expanded 0.6% q/q in Q1 2026, up from a revised 0.1% in the previous quarter, while annual GDP growth held at 0.9%. Trade data also improved at the margin, with the goods and services deficit narrowing to £8.4 billion in April from £9.7 billion previously. Even so, the broader activity mix remains fragile, with the PMI data unsurprisingly suggesting that the momentum seen in Q1 has not carried into Q2.

The labour market has softened but remains mixed. The unemployment rate eased to 4.9% in April from 5.0% in March, but forecasts point to a gradual rise later in the year. The latest CBI measure of UK manufacturing optimism also showed business confidence deteriorating sharply to -65 in June from -19 previously, underlining weaker corporate sentiment. Meanwhile, consumer confidence was unchanged at -23 in June, suggesting households remain cautious despite the easing in inflation.

Retail sales rebounded in May, rising 1.2% m/m after a 1.0% fall in April, pointing to some recovery in household spending from prior weakness. However, the rebound comes against a still-fragile consumer backdrop, given low confidence levels and services activity in contraction. Public finances remain a further constraint, with the latest data showing the government budget deficit at 4.3% of GDP and government debt at 94.3% of GDP.

US Economy
The US economy continued to show resilience, although labour market tightness appears to be moderating. Non-farm payrolls rose by 172k in May 2026, above market expectations of 85k and following an upwardly revised 179k increase in April. Job gains were concentrated in leisure and hospitality, local government, health care and manufacturing, while employment in financial activities declined. GDP growth was revised to an annualised 2.1% in Q1 2026, up from 0.5% in the previous quarter but below expectations of 2.3%. Inflation pressures remain elevated, with the annual CPI rate at 3.8% in April, while recent survey data showed manufacturing still expanding, with ISM Manufacturing PMI at 54.0 in May and S&P Global Manufacturing PMI at 53.9. As in the UK, these ran ahead of service sector activity, where the headline PMI reading was only 51.3. The Fed met under the new leadership of Kevin Warsh but kept policy unchanged, as widely expected, retaining a slight hawkish bias to its “dot plot” outlook.

EU Economy
Eurozone data point to a softer growth backdrop but easing inflation pressure. Annual inflation fell to 2.8% in June 2026 from 3.2% in May, below market expectations of 3.0%, while core inflation eased to 2.4% from 2.6%. Energy inflation also moderated, slowing to 8.7% from 10.8%, helping reverse part of the earlier price pressure linked to higher energy costs. Growth remains weak: Euro Area GDP contracted 0.2% q/q in Q1 2026 after expanding 0.2% in the previous quarter, while annual growth slowed to 0.3% from 1.2%. The unemployment rate held at a record-low 6.2% in May, and the June PMI mix (as elsewhere) remained uneven, with Manufacturing PMI at 51.4 and Services PMI at 48.9. The European Central Bank made no change to policy at its meeting during the month.

Housing
The Halifax House Price Index showed UK house prices fell 0.1% m/m in May, matching April’s decline and contrasting with expectations for a 0.1% rise. On an annual basis, prices rose 0.5%, up slightly from 0.4% in April but below expectations of 1.0%, with the average UK house price at £298,806. Nationwide’s House Price Index showed a more positive annual picture in June, with prices rising 2.2% y/y, up from 1.7% in May but below expectations of 2.4%. On a monthly basis, Nationwide prices were flat in June, in line with forecasts, following a 0.6% rise in May.

Currency
Over the month, Sterling fell against the Dollar and rose against the Euro.

June	Start	End	High	Low
GBP/USD	$1.3438	$1.3273	$1.3473	$1.3147
GBP/EUR	€1.1567	€1.1609	€1.1609	€1.1536

Interest Rate Forecast
MUFG Corporate Markets and Capital Economics did not alter their Bank Rate forecasts during the month.

Bank Rate	Now	Sep-26	Dec-26	Mar-27	Jun-27	Sep-27	Dec-27	Mar-28	Jun-28	Sep-28	Dec-28	Mar-29
MUFG Corporate Markets	**3.75%**	3.75%	3.75%	3.75%	3.75%	3.50%	3.50%	3.25%	3.25%	3.25%	3.25%	3.25%
Capital Economics	**3.75%**	3.75%	3.75%	3.75%	3.75%	3.25%	3.00%	-	-	-	-	-

Shropshire Council

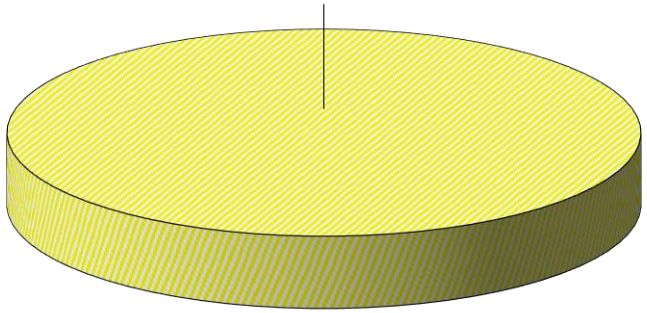
Current Investment List

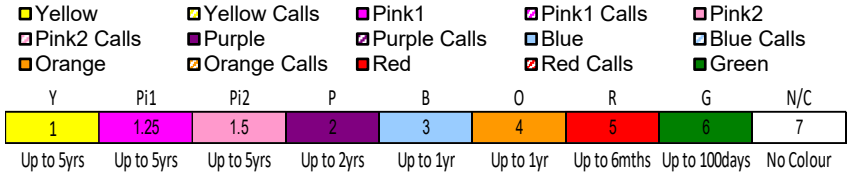
Borrower	Principal (£)	Interest Rate	Start Date	Maturity Date	Lowest LT / Fund Rating	Historic Risk of Default	Expected Credit Loss (£)
MMF Aberdeen Standard Investments	15,000,000	3.85%		MMF	AAAm		
MMF Insight	7,700,000	3.87%		MMF	AAAm		
Total Investments	**£22,700,000**	**3.86%**					£0

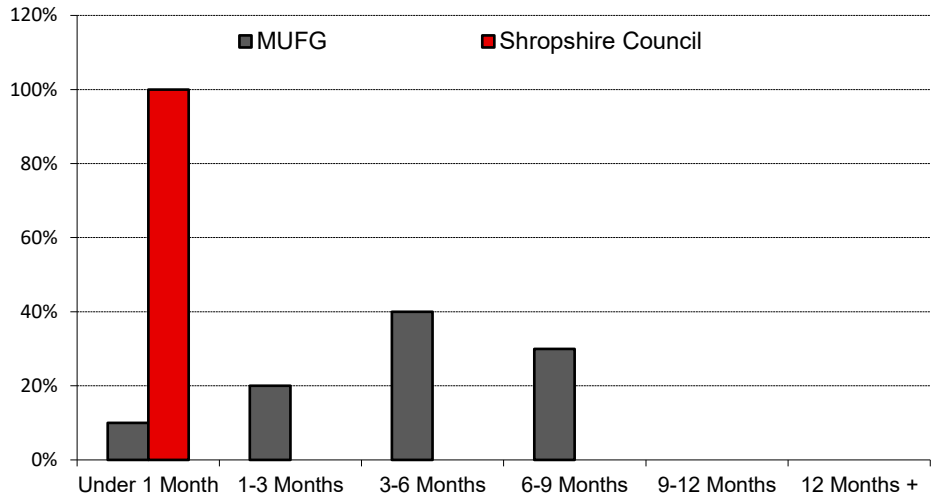
Note: An historic risk of default is only provided if a counterparty has a counterparty credit rating and is not provided for an MMF or USDBF, for which the rating agencies provide a fund rating. The portfolio's historic risk of default therefore measures the historic risk of default attached only to those investments for which a counterparty has a counterparty credit rating and also does not include investments which are not rated.
The Historic Risk of Default column is based on the lowest long term rating. If clients are using this % for their Expected Credit Loss calculation under IFRS 9, please be aware that the Code does not recognise a loss allowance where the counterparty is central government or a local authority since relevant statutory provisions prevent default. For these instruments, the Expected Credit Loss will be nil. Please note that we are currently using Historic Default Rates from 1990-2025 for Fitch, 1983-2025 for Moody's and 1981-2025 for S&P.
Where MUFG Corporate Markets have provided a return for a property fund, that return covers the 12 months to March 2026, which are the latest returns currently available.

Shropshire Council

Portfolio Composition by MUFG's Suggested Lending Criteria







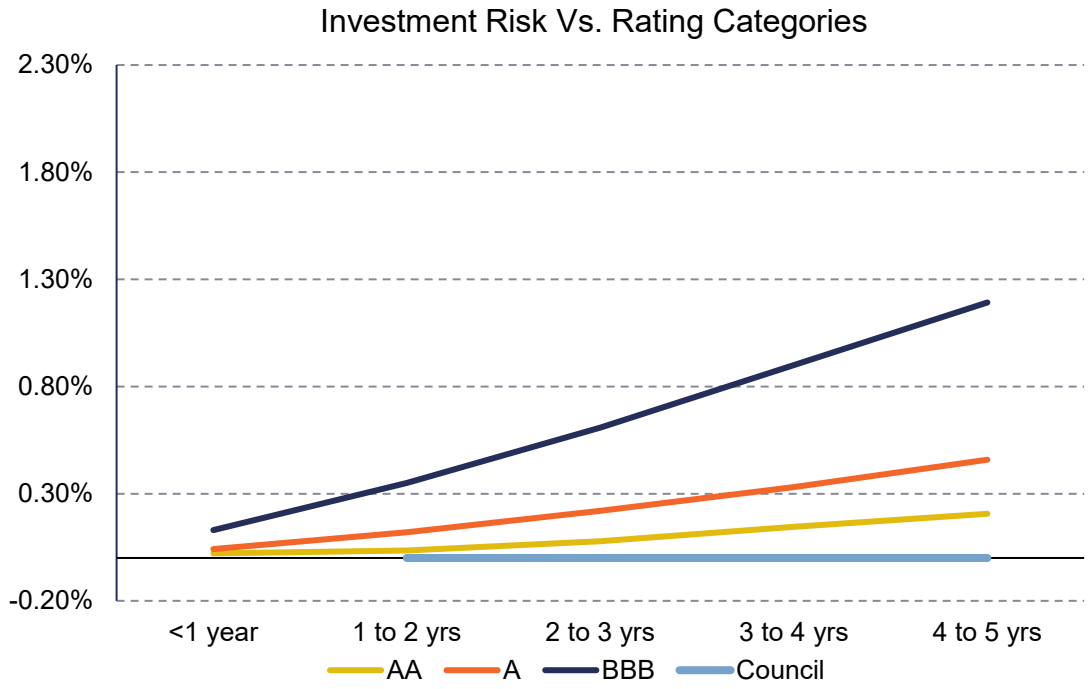
Portfolios weighted average risk number = 1.00

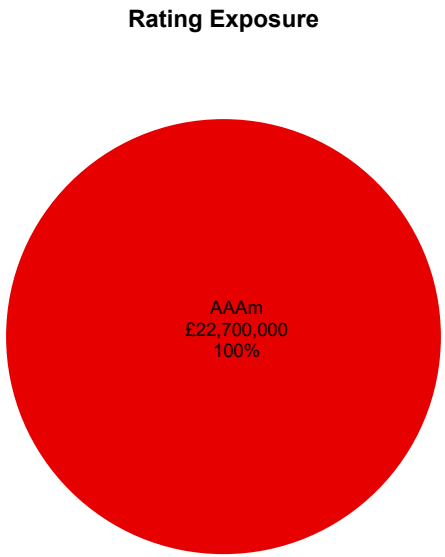
WARoR = Weighted Average Rate of Return
WAM = Weighted Average Time to Maturity

	% of Portfolio	Amount	% of Colour in Calls	Amount of Colour in Calls	% of Call in Portfolio	WARoR	WAM	WAM at Execution	Excluding Calls/MMFs/USDBFs WAM	Excluding Calls/MMFs/USDBFs WAM at Execution
Yellow	100.00%	£22,700,000	100.00%	£22,700,000	100.00%	3.86%	0	0	0	0
Pink1	0.00%	£0	0.00%	£0	0.00%	0.00%	0	0	0	0
Pink2	0.00%	£0	0.00%	£0	0.00%	0.00%	0	0	0	0
Purple	0.00%	£0	0.00%	£0	0.00%	0.00%	0	0	0	0
Blue	0.00%	£0	0.00%	£0	0.00%	0.00%	0	0	0	0
Orange	0.00%	£0	0.00%	£0	0.00%	0.00%	0	0	0	0
Red	0.00%	£0	0.00%	£0	0.00%	0.00%	0	0	0	0
Green	0.00%	£0	0.00%	£0	0.00%	0.00%	0	0	0	0
No Colour	0.00%	£0	0.00%	£0	0.00%	0.00%	0	0	0	0
	100.00%	**£22,700,000**	**100.00%**	**£22,700,000**	**100.00%**	**3.86%**	**0**	**0**	**0**	**0**

Shropshire Council

Investment Risk and Rating Exposure





Historic Risk of Default

Rating/Years	<1 year	1 to 2 yrs	2 to 3 yrs	3 to 4 yrs	4 to 5 yrs
AA	0.02%	0.04%	0.08%	0.15%	0.21%
A	0.04%	0.12%	0.22%	0.33%	0.46%
BBB	0.13%	0.35%	0.61%	0.90%	1.19%
Council	-	0.00%	0.00%	0.00%	0.00%

Historic Risk of Default
This is a proxy for the average % risk for each investment based on over 30 years of data provided by Fitch, Moody's and S&P. It simply provides a calculation of the possibility of average default against the historical default rates, adjusted for the time period within each year according to the maturity of the investment.

Chart Relative Risk
This is the authority's risk weightings compared to the average % risk of default for “AA”, “A” and “BBB” rated investments.

Rating Exposures
This pie chart provides a clear view of your investment exposures to particular ratings.

Note: An historic risk of default is only provided if a counterparty has a counterparty credit rating and is not provided for an MMF or USDBF, for which the rating agencies provide a fund rating. The portfolio’s historic risk of default therefore measures the historic risk of default attached only to those investments for which a counterparty has a counterparty credit rating and also does not include investments which are not rated.

Shropshire Council

Monthly Credit Rating Changes
FITCH

Date	Update Number	Institution	Country	Rating Action
04/06/2026	2139	Toronto-Dominion Bank	Canada	The Outlook on the Long Term Rating was changed to Stable from Negative.
12/06/2026	2140	Clydesdale Bank PLC	United Kingdom	All ratings were withdrawn.

Shropshire Council

Monthly Credit Rating Changes
S&P

Date	Update Number	Institution	Country	Rating Action
30/06/2026	2141	Societe Generale	France	The Outlook on the Long Term Rating was changed to Positive from Stable.

Shropshire Council

Monthly Credit Rating Changes
MOODY'S

Date	Update Number	Institution	Country	Rating Action
				No rating actions to report.

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MUFG Corporate Markets | 19th Floor | 51 Lime Street | London | EC3M 7DQ.

APPENDIX B – PRUDENTIAL INDICATORS FOR QUARTER 1, 2026/27

Prudential Indicator	2026/27 Indicator £m	Quarter 1 – Actual £m	Quarter 2 – Actual £m	Quarter 3 – Actual £m	Quarter 4 – Actual £m
Non HRA Capital Financing Requirement (CFR)	602	352			
HRA CFR	136	103			
Gross borrowing	738	455			
Investments	50	23			
Net borrowing	688	432			
Authorised limit for external debt	929	455			
Operational boundary for external debt	831	455			
Limit of fixed interest rates (borrowing)	929	455			
Limit of variable interest rates (borrowing)	464	0			
Internal Team Principal sums invested > 364 days	70	0			
Maturity structure of borrowing limits	%	%	%	%	%
Under 12 months	25	19			
12 months to 2 years	25	10			
2 years to 5 years	50	16			
5 years to 10 years	75	19			
10 years to 20 years	100	15			
20 years to 30 years	100	15			
30 years to 40 years	100	2			
40 years to 50 years	100	1			
50 years and above	100	2			

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APPENDIX C -PRUDENTIAL BORROWING APPROVALS

Capital Financing Summary

Prudential Borrowing Approvals	Date Approved	Amount Approved	Applied (Spent) 2006/07 - 2025/26	Budgeted 2026/27	Budgeted 2027/28	Budgeted 2028/29	Budgeted 2029/30	First year MRP Charged	Asset Life	Final year MRP Charged
		£	£	£	£	£	£			
Monkmoor Campus	24/02/2006	3,580,000								
Capital Receipts Shortfall -Cashflow	24/02/2006	5,000,000								
Applied:										
Monkmoor Campus			3,000,000					2007/08	25	2031/32
William Brooks			3,580,000					2011/12	25	2035/36
Tern Valley			2,000,000					2010/11	35	2044/45
		8,580,000	**8,580,000**	**0**	**0**	**0**	**0**			
Highways	24/02/2006	2,000,000	2,000,000					2007/08	20	2026/27
Accommodation Changes	24/02/2006	650,000	450,000					2007/08	6	2012/13
Accommodation Changes - Saving	31/03/2007	(200,000)								
		450,000	**450,000**	**0**	**0**	**0**	**0**			
The Ptarmigan Building	05/11/2009	3,744,000	3,744,000					2010/11	25	2034/35
The Mount McKinley Building	05/11/2009	2,782,000	2,782,000					2011/12	25	2035/36
The Mount McKinley Building	05/11/2009	0	0					2011/12	5	2015/16
Capital Strategy Schemes - Potential Capital Receipts shortfall	25/02/2010	187,600	0						25	
- Desktop Virtualisation			187,600					2010/11	5	2014/15
Carbon Efficiency Schemes/Self Financing	25/02/2010	1,512,442	1,512,442					2011/12	5	2017/18
Transformation schemes		92,635	92,635					2012/13	3	2014/15
Renewables - Biomass - Self Financing	14/09/2011	92,996	92,996					2014/15	25	2038/39
Solar PV Council Buildings - Self Financing	11/05/2011	56,342	56,342					2013/14	25	2038/39
Oswestry Leisure Centre Equipment - Self Financing	04/04/2012	124,521	124,521					2012/13	5	2016/17
Leisure Services - Self Financing	01/08/2012	711,197	711,197					2013/14	5	2016/17
Mardol House Acqusition	26/02/2015	4,160,000	4,160,000					2015/16	25	2039/40
Mardol House Adaptation and Refit	26/02/2015	3,340,000	3,340,000					2016/17	25	2041/42
Oswestry Leisure Centre Equipment - Self Financing	01/08/2012	290,274	290,274					2018/19	5	2022/23
Car Parking Strategy Implementation	17/01/2018	590,021	590,021					2020/21	5	2024/25
JPUT - Investment in Units re Shrewsbury Shopping Centres	13/12/2017	55,299,533	55,299,533					2018/19	45	2042/43
JPUT - SSC No 1 Ltd	13/12/2017	527,319	527,319							
CDL Shareholding	28/02/2019	1	1					2021/22		
Children's Residental Care	28/02/2019	1,999,999	1,999,999					2020/21	25	2044/45
Pride Hill Shopping Centre Reconfiguration - LEP Match	19/12/2019	1,928,978	1,928,978					AUC	45	2070/71
Pride Hill Shopping Centre Reconfiguration - Feb 22 approval	01/02/2022	1,863,045	1,530,270		332,775			AUC	45	2070/71
Pride Hill Phase 1 Enabling Works	01/02/2022	13,955	13,955					AUC	45	2070/71
Multi Agency Hub - Feb 22 approval	01/02/2022	3,146,000	0	2,146,000	1,000,000			AUC	45	2070/71
Bishops Castle Business Park	19/09/2019	2,874,695	2,874,695					2023/24	25	2044/45
Whitchurch Medical Practice (Pauls Moss Development)	26/07/2018	3,778,229	3,540,979	237,250				2023/24	25	2047/48
Oswestry Castleview - Site Acquisition	19/12/2019	3,256,241	3,256,241					2020/21	25	2044/45
Former Morrisons Site, Oswestry	19/09/2019	3,390,145	3,390,145					2021/22	25	2045/46
Meole Brace Pitch & Putt		5,400,000	4,013,702	1,386,298				AUC	25	
Maesbury Solar Farm		2,100,000	128,097	1,971,903				AUC	25	
The Tannery Development Block A - Land Acqusition		657,253	657,253					2022/23	25	2045/46
The Tannery Development Block A		6,356,606	12,735	4,293	6,339,578			AUC		
The Tannery Development - Block B & C		7,471,561	7,471,561					2019/20	25	2045/46
Oswestry Property Acquisition	12/05/2022	3,332,304	3,332,304					2023/24	25	2047/48
Shrewsbury Property Acquisition		3,837,012	3,837,012					2023/24	25	2047/48

Prudential Borrowing Approvals	Date Approved	Amount Approved	Applied (Spent) 2006/07 - 2025/26	Budgeted 2026/27	Budgeted 2027/28	Budgeted 2028/29	Budgeted 2029/30	First year MRP Charged	Asset Life	Final year MRP Charged
		£	£	£	£	£	£			
Biochar Pyrolysis - Project 2		3,296,000	2,731,880	564,120				2026/27	25	
Biochar Pyrolysis - Project Framework		4,000	4,000					2025//26		
Recycling Bin Roll Out Programme		2,029,778	2,029,778					2022/23	10	2032//33
Highways Investment Programme	Capital Strat Feb 22	22,954,755	22,954,755					2022/23	25	2046/47
Oswestry Innovation Park		10,028,332	8,097,063	894,976	1,036,293			2022/23	25	2046/47
Cambrian Building Oswestry - UKSPF		270,107	258,039	12,068				2022/23	25	2046/47
Whitchurch Swimming & Leisure Facility	22/09/2022	13,100,282	13,078,251	22,031				2026/27	40	2065/66
Previous NSDC Borrowing		955,595	955,595					2009/10	5/25	2065/66
Capital Receipts Released By Additional Borrowing		8,226,507	8,226,507					2024/25	25?	2048/49
Shrewsbury Sports Village - Swimming Pool	26/09/2024	2,047,999	1,907,760	140,239				AUC		
Ptarmigan Building FRA & Refurbishment Works		415,306	415,306					2025/26	10	2035/36
Transformation Programme 2024-25 Expenditure Funded Through Borrowing Under EFS Approval		26,819,527	26,819,527					2025/26	20	
Transformation Programme 2025-26 Expenditure Funded Through Borrowing Under EFS Approval		61,857,070	61,857,070					2025/26	20	
Transformation Programme 2026-27 Expenditure Funded Through Borrowing Under EFS Approval		121,000,000	0	121,000,000				2025/26	20	
		226,081,135	**269,864,337**	**128,379,178**	**8,708,646**	**0**	**0**			

Appendix D

Economic Background and Borrowing Update

Economic Background

The first quarter of 2026/27 saw:

- A 0.1% m/m fall in real GDP in April.
- The 3myy rate of average earnings growth excluding bonuses stagnate at 3.4% in April.
- CPI inflation stuck at 2.8% in May, with a rise in core CPI inflation from 2.5% to 2.6%.
- The Bank of England leave interest rates unchanged at 3.75% as the economy remains weak.
- The 10-year gilt yield fluctuate between 5.18% and 4.69%, ending the quarter at 4.76%.

The economy performed well in the early stages of the energy shock, with GDP rising by a strong 0.6% between January and March. But that will likely be the high point of the year. Indeed, the 0.1% month on month fall in real GDP in April was the first decline since August 2025 and brought the first signs that the economy is starting to crack.

Services output contracted by 0.2% month on month in April and activity fell in eight of the 14 services sub-sectors, suggesting the sector is bearing the brunt of the Iran war fallout. Consumer-facing services recorded the biggest monthly fall in output since May 2025, causing the growth rate to ease from 0.9% in March to 0.6% in April, as households cut back on non-energy spending.

Looking ahead, despite the announced ceasefire of the conflict in the Middle East, Capital Economics expect elevated prices to erode the real spending power of households and businesses, leaving growth to stagnate in Q2 and Q3 this year.

The fall in the composite Purchasing Manager Index (PMI) from 49.7 in May to a 14-month low of 49.4 in June was entirely driven by services activity. Indeed, the services activity PMI fell from 49.3 to a 41-month low of 48.7 due to rising costs and political uncertainty weighing on consumer confidence. That weakness was partly offset by a rise in the manufacturing output for a third consecutive month but that was due to fears of shortages causing businesses to build stocks. Overall, the composite PMI suggests the strong start to the year will be followed by tepid growth at best. Various prices balances have edged lower more recently as falling oil prices feed through to an easing in cost pressures. While these prices remain too high for the Bank of England, it is clear the upward pressure on prices is easing.

With most of the 1.2% month on month rise in retail sales volumes in May was driven by promotions and unusually warm weather, this surprisingly strong month is unlikely to be the start of a sustained upturn. Moreover, while the war could be over, the expected further rises in inflation and unemployment yet to come through seem

consistent with the annual growth rate of retail sales volumes easing from +3.2% in May to about -1.0 this year.

The weak performance in May has come before the full impact from the energy price shock hits. The combination of further energy price support, higher inflation and the weakening economy may cause borrowing to rise from 4.2% of GDP in 2025/2026 to 4.4% in 2026/2027, above the OBR's March forecast of 3.6%.

The first quarter of 2026 saw significant weakening of the labour market. While the latest PAYE employment figure for May saw a 2,000 rise, that barely offset the big 53,000 drop in April and meant employment was still 64,000 (0.2%) lower than before the start of the Iran war and 0.4% lower than a year ago. Moreover, the number of job vacancies on the single-month measure fell for the fourth month in a row in May and the claimant count saw the largest monthly rise since July 2024.

In addition to some signs of stabilisation in the labour market figures, the recent easing in pay growth appears to have stalled. Despite some further easing in the private sector pay below the 3.25% that the Bank of England considers consistent with CPI inflation falling to target, the 3m year on year growth rate of average earnings stayed at 4.4% in April.

Like wage growth, CPI inflation held steady in May at 2.8%. There wasn't much support to inflation from energy effects. The 0.3% month on month fall in fuel prices was smaller than the 1.6% month on month drop last May and meant fuel inflation rose only a bit from 23.0% to 24.6%. After rising to 129.6%, heating oil inflation eased to 95.6%. And the 13.5% rise in the Ofgem utility price cap, which will add 0.6 percentage points (ppts) to CPI inflation, doesn't take effect until 1st July. With food & drink inflation easing to its lowest rate since late 2024, higher energy costs do not seem to be boosting other items of the CPI just yet.

The delayed rise in utility prices and the lagged indirect energy effect will lift CPI inflation over the next nine months, perhaps to around 3.6%. Even so, the weak labour market and soft economic backdrop will prevent second-round effects, allowing inflation to fall to 2.0% next year.

April to June brought more volatility for 10-year Gilt yields. After ending March at 4.92%, the 10-year Gilt shot up to 5.18% in mid-May, its highest level since 2008. While that largely reflects the surge in energy prices, sticky domestic inflation concerns and a rising UK political risk premium also put some upward pressure on the yield at the margin.

The FTSE 100 has been slowly gaining back some of the losses of the previous quarter. While the index dropped from an all-time high of around 10,900 in late February to 10,176 by the end of March as the ongoing war weighed on sentiment, the FTSE 100 regained some ground by the end of June.

A summary overview of the future path of Bank Rate

There were two monetary policy committee (MPC) meetings in Q2 2026 where Bank rate was yet again left unchanged at 3.75%. Even so, the tone in recent meetings has been increasingly hawkish, with two MPC members voting for a rate hike in June compared to just one in April. While energy prices may be falling, the MPC won't want to unwind some of the tightening in financial conditions priced into the markets. And while there is quite a difference between this energy shock and the one following the Russia-Ukraine war in 2022, the Bank of England will want to steer clear of allegations of taking too long to act. Nevertheless, we suspect a weak labour market, and soft activity will keep rates at 3.75% this year, with cuts thereafter leaving Bank rate at 3.5% by the end of next year and 3.25% by the spring of 2028.

Borrowing

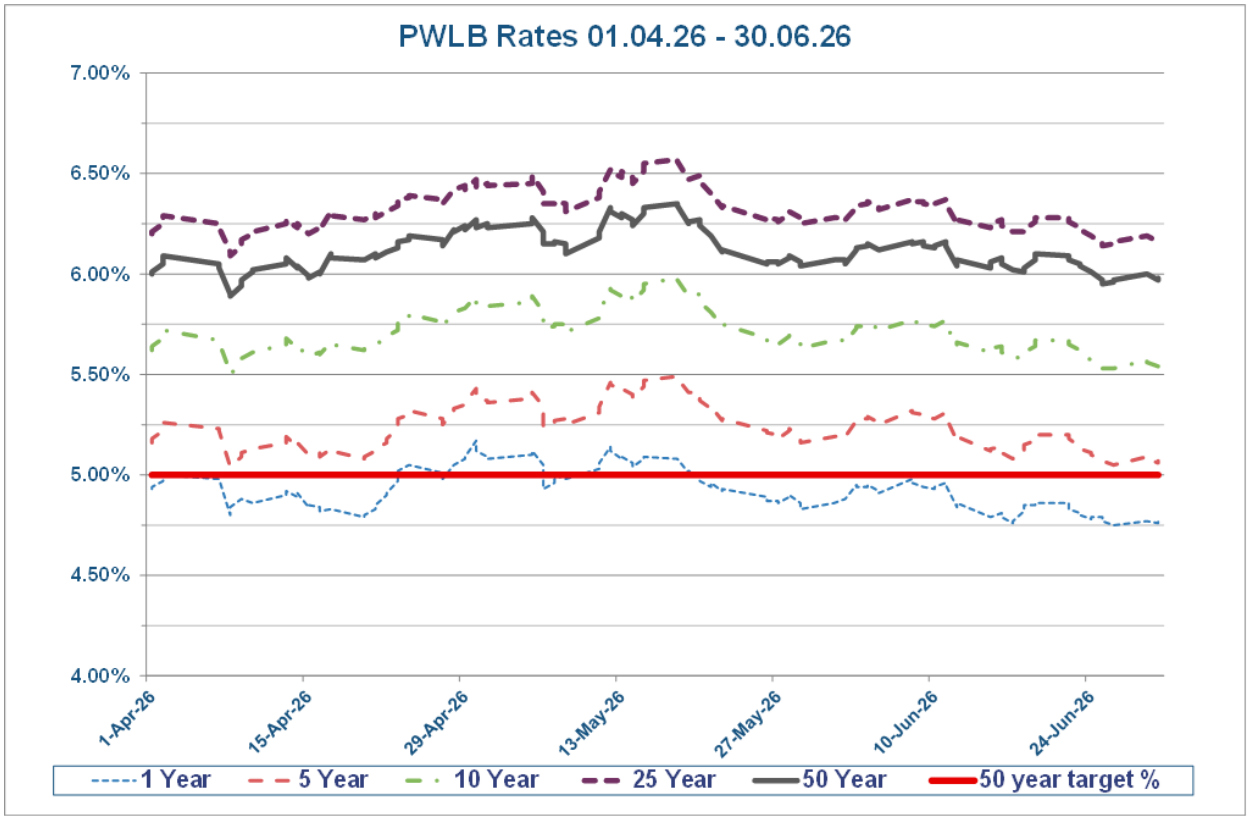
It is a statutory duty for the Council to determine and keep under review the "Affordable Borrowing Limits". The Council's approved Treasury and Prudential Indicators (affordability limits) are included in the approved Treasury Management Strategy. A list of the approved limits is shown in Appendix B. The Prudential Indicators were not breached during the first quarter of 2026/27 and have not been previously breached. The schedule at Appendix C details the Prudential Borrowing approved and utilised to date.

During the first quarter of 2026/27, the Council has taken out temporary borrowing from other local authorities to the value of £35m. These loans will mature during the remainder of 2026/27, and it is anticipated that these will need to be replaced along with further borrowing required during 2026/27. The Council is actively monitoring PWLB borrowing rates, and will aim to secure longer term borrowing when PWLB rates reduce from current levels.

Heading into the second quarter of 2026/27, markets seem to have settled down to a view that Bank Rate may increase by 25 basis points to 4% later in 2026, or early in 2027, if the Bank of England's Monetary Policy Committee deems it prudent to keep any secondary round effects of inflation from flaring up. On balance, however, MUFG Corporate Markets believes that Bank Rate will remain unchanged at 3.75% for the remainder of 2026, and that the next movement will be downwards if the CPI measure of inflation gets no higher than a peak of c3.5% before trending lower towards the 2% inflation target rate. Consequently, where market sentiment has gradually moved towards that view, the chart below has captured the degree to which rates across the whole curve - having risen at the start of the quarter – have finished the quarter at a similar level to which they started.

Of course, there have been both international geo-political and domestic factors holding sway over the past three months, sometimes separately and sometimes jointly. Initially, markets focussed on the inflationary threat from a large spike upwards in fuel and energy costs emanating from the conflict in the Middle East and, more precisely, the shutting of the Strait of Hormuz to cargo ships transporting oil. Heading into July, however, there has been an outbreak – albeit tentative – of optimism that the US and Iran can reach an agreement that will either end, or at least restrict, the worst of the hostilities. As oil prices have dropped back, inflation

concerns have become more muted, although gilt yields are still historically high and monetary policy tighter than it was before the start of the conflict.



The table below shows the high/low/average PWLB rates for the first three months of the financial year.

	1 Year	5 Year	10 Year	25 Year	50 Year
01/04/2026	4.93%	5.16%	5.62%	6.20%	6.00%
30/06/2026	4.77%	5.07%	5.55%	6.17%	5.98%
Low	4.75%	5.04%	5.50%	6.09%	5.89%
Low date	26/06/2026	08/04/2026	08/04/2026	08/04/2026	08/04/2026
High	5.17%	5.49%	5.98%	6.57%	6.35%
High date	30/04/2026	18/05/2026	18/05/2026	18/05/2026	18/05/2026
Average	4.92%	5.23%	5.71%	6.31%	6.11%
Spread	0.42%	0.45%	0.48%	0.48%	0.46%

Cabinet

9 September 2026
10:30am

Public

Business Rate Relief and Council Tax Discretionary Discount Policy

Cabinet Member:	Councillor Roger Evans – Portfolio Holder for Finance
Lead Director:	Duncan Whitfield, Section 151 Officer
Service Area:	Revenues & Benefits
Report Author	Phil Weir, Revenues and Benefits Service Manager
Officer contact details	phil.weir@shropshire.gov.uk
Electoral Divisions Affected	All
Key Decision?	Key Decision
Cabinet Forward Plan	Yes – 7 April 2026
Report considered by	Cabinet – 9 September 2026

1. Purpose of Report

1.1. To review eligibility for business rate discretionary relief, and consider options for awarding council tax discretionary discounts

2. Recommendations

Cabinet is recommended to:

2.1. Approve the existing policy for business rates discretionary rate relief set out at **Appendix A;**

2.2. Note the updated Rural Settlement List at **Appendix B;**

2.3. Delegate the awarding of Hardship Relief, Discretionary Business Rate Relief and Part Occupied Relief to the Revenues and Benefits Service Manager in line with approved Council policy with any appeals to the Section 151 Officer;

2.4. Approve a separate policy document for Council Tax Discretionary Discounts as set out at **Appendix C;**

2.5. Continue to offer council tax discretionary discounts to care leavers leaving Shropshire Council care, up until the age of 25;

2.6. Introduce a new policy to support residents with their council tax where they have to move out of their homes due to an uninsured 'Act of God';

2.7. Delegate decisions concerning council tax discretionary discount awards to the Revenues and Benefits Service Manager in line with approved Council policy with any appeals to the Section 151 Officer;

2.8. Instruct the s151 Officer to plan for the creation of a Council Tax Discretionary Discount Hardship Fund to enable discretionary discounts to be awarded in circumstances that fall outside of the agreed policy or where support cannot be provided by the Crisis and Resilience Fund.

2.9. Commit to review both policies in 2029/30.

3. Background

3.1 Shropshire Council is responsible for billing and collection of business rates to more than 12,500 businesses. Each business has a rateable value, determined by the Valuation Office Agency. The rates payable for each business is determined by multiplying the rateable value by a 'multiplier', which is set by the government each year. The valuations and multiplier are beyond the control of the Council.

3.2 There are currently five different multipliers. The multiplier used to calculate the rates for each individual business is based on their rateable value, and their business type.

3.3 There are many different types of statutory relief that can be awarded to different types of business. 80% mandatory rate relief is awarded to charities who occupy their property wholly or mainly for charitable purposes.

3.4 As well as statutory business rate relief, the Local Government Finance Act (LGFA) 1988 provides that Local Billing Authorities can award discretionary relief to ratepayers in certain circumstances. The Localism Act 2011 extended the Council's power to provide business rate discounts. The areas for discretionary consideration are set out below:

- Discretionary Charitable Top-Up Relief (Section 47 LGFA 1988)
- Discretionary Charitable Rate Relief (Section 47 LGFA 1988)
- Hardship Relief (Section 49 LGFA 1988)
- Local Business Rate Discounts (Section 47 LGFA 1988)
- Part Occupied Relief (Section 44A LGFA 1988)
- Section 31 Grants/Autumn Statement Relief (Section 47 LGFA 1988)

3.5 With effect from 1 April 2013, under the rates retention scheme Shropshire Council covers 49% of any relief awarded, with the Government 50% and the Fire Authority 1%.

3.6 The Local Government Act 2003 extended the Council's discretion to allow discretionary council tax discounts to be awarded where the Council sees fit. The Council picks up the full cost of any discretionary council tax discounts from its general fund.

3.7 The rate relief policy for Shropshire Council was agreed by Cabinet on 21 July 2010. The aim was to bring together the most common award elements from the policies that had been in operation from the former five district Councils.

3.8 The policy was amended by Cabinet on 14 December 2011 to award 100% discretionary rate relief to Social Enterprises under certain conditions, and 20% discretionary top-up relief to Charity Shops that evidence that 90% of their gross profit is invested in the local community.

3.9 The policy was reviewed by Council on 14 May 2015. No further amendments were made to the policy at that time.

3.10 The policy was reviewed on 20 September 2018. At that review the Council agreed to award discretionary top up relief to charities that provided a benefit to the local community but removed the 20% top up to Housing Associations. Discretionary Rate Relief to Sports Clubs not registered as Community Amateur Sports Clubs was removed. Qualifying criteria for Social Enterprises and Community Interest Companies was restricted to organisations where there was no provision to remunerate their directors.

3.11 The policy was last reviewed by Cabinet on 22 October 2022 when there was no change. It was undertaken to review the policy again in three years, but this review was postponed by one year mindful of the financial emergency.

4. Summary of Main Proposals

4.1. The business rates system is very complex with a lot of support defined and funded by central government.

4.2. The Council is not in a financial position to consider further discretionary awards at this time in the context of the financial emergency. Equally, to reduce the current discretionary policy further would have a detrimental impact on local communities as the main focus of the current policy is to support local or national charities that provide benefit to the local community, village halls and community centres. A breakdown of the current policy is at page 10 of the Business Rate Discretionary Relief policy **(Appendix A)**

4.3. The cost of awarding discretionary business rate relief was £891k. The cost to Shropshire Council was £437k (49%).

4.4. The Council is required to maintain a rural settlement list. A rural settlement is defined as a settlement that has a population of not more that 3,000 on 31 December 2025. Mandatory rural rate relief can be awarded in respect of food shops, general stores, post offices, pubs, petrol stations that are below set rateable values and are the only provider of that service within a defined rural settlement.

4.5. An updated rural settlement list has been created. The population and household estimates have been prepared by the Business Intelligence and Insights Team. They are based on the settlement boundary GIS file which was updated in April 2025 to reflect new housing development and which is used by planning policy colleagues to determine the hierarchy of settlements for the local plans. The new list is at Appendix B. There are no changes to identified rural settlements as part of this review.

4.6. The full cost of awarding discretionary council tax discount to care leavers leaving Shropshire Council care in 2025-26 was £82k.

4.7. One discretionary council tax discount was awarded in 2025-26 at a cost of £1.2k.

4.8. It is not considered prudent to develop any further policy to award council tax discounts at this time not least given the definition of the need, the costs of administration and the relevance of relief being on Council Tax as opposed to need, vulnerability or hardship.

4.9. The Crisis Resilience Fund can be utilised to support financially vulnerable residents. This report requests that the s151 Officer seeks to implement a new Council Tax Discretionary Discount Hardship Fund that would provide an opportunity to consider exceptional need where support cannot be provided through the approved discretionary council tax support policy and cannot be supported through the Crisis and Resilience Fund.

5. Alternative Options

5.1. The current business rates relief policy is well understood by ratepayers and provides support to local or national charities that provide benefit to the local community, and

village halls and community centres. There is no recommendation to change this policy at this time.

5.2. Consideration has been given to extending discretionary council tax support to other areas as set out below. However, it is not possible to sufficiently estimate the cost of developing any of new policies, and the Council does not have funds to set aside for developing additional policies at this time, for example schemes which might cover:

- Residents fleeing domestic abuse
- Terminally ill taxpayers
- Residents adopting a child
- Residents working in Emergency Services

5.3. Consideration can still be given to exceptional individual circumstances via the Section 13A(c) discretionary council tax discounts. Any requests for council tax support vias this route can also be referred for support via the Crisis Resilience Fund.

5.4. While the Council recognises the cases being made for these and other cases, it notes that these are discretions that need direction and support at a national level and this would be the appropriate place for regulation, supported by appropriate financial support.

6. Key risks and Opportunities

6.1. There is a risk that a resident requiring additional support will fall into difficulties. However, we do retain a process for individual consideration to be given to all cases and can utilise the Crisis Resilience Fund in such instances.

7. Council Priorities

7.1. Our business rate relief policy supports our ambition to have 'A thriving economy that benefits everyone', by providing focussed support to business that support local communities.

8. Financial Implications

8.1. The full cost of awarding discretionary business rates relief in 2025-26 was £891k. The cost to Shropshire Council was £437k (49%).

8.2. The full cost of awarding discretionary council tax discount to Care Leavers leaving Shropshire Council care in 2025-26 was £82k. One discretionary council tax discount was awarded in 2025-26 at a cost of £1.2k.

8.3. The creation of the new fund will be incorporated within the next Medium Term Financial Plan being considered by Cabinet in November 2026, including the related policy.

9. Legal and HR implications

9.1. Section 13A of the Local Government Finance Act 1992 gives discretionary power to billing authorities to grant a discount to individual council tax payers or to a prescribed

classification of cases. The discount can be anything up to 100% of the council tax charge.

9.2. The main provision conferring the discretionary power on billing authorities to grant business rate relief appears in Section 47 of the Local Government Finance Act 1988 (as amended by section 69 of the Localism Act 2011).

9.3. The Council has a duty to carefully consider every application on its merits, taking into account the contribution that the organisation makes to the amenities of the area. There is no statutory appeal process against any decision made by the Council on this type of application. However, as with any decision of a public authority, decisions can be challenged by Judicial Review.

9.4. The Non-Domestic Rating Act 2023 removed the restriction on backdating of decisions concerning discretionary rate relief. The Government has also revoked all rules on discretionary relief contained in the Non-Domestic Rating (Discretionary Relief) Regulations 1989 meaning the council can set its own rules for cancelling or varying the amount of discretionary rates relief.

9.5. The Council will need to satisfy itself that the granting of any particular non-domestic rates relief complies with the subsidy control regime and in such cases, legal services will provide advice concerning individual proposals.

10. Electoral Division Implications

10.1. None

11. Health, Social (including "Child Friendly Shropshire") and Economic Implications

11.1. The council tax discretionary policy continues to offer council tax discounts to care leavers leaving Shropshire Council care up until the age of 25.

12. Equality and Diversity Implications

12.1. This is essentially a continuation of existing Council policy.

13. Climate Change, Biodiversity and Environmental Implications

13.1. N/A

14. Background Papers

1. Business Rates Review - Cabinet 19 October 2022

15. Appendices

Appendix A – BUSINESS RATE DISCRETIONARY RELIEF POLICY 2026
Appendix B – SHROPSHIRE COUNCIL RURAL SETTLEMENT LIST 2026
Appendix C – COUNCIL TAX DISCRETIONARY DISCOUNT POLICY 2026

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Appendix A

2026

Business Rate Discretionary Relief Policy

PHIL WEIR – REVENUES AND BENEFITS SERVICE MANAGER

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Introduction

The authority has discretion to award business rates relief and rural rate relief to certain qualifying businesses and a Business Rate and Council Tax discount in certain circumstances that it sees fit. This report recommends the circumstances in which these reductions are awarded and the process to be followed.

Background Information

1. The Local Government Finance Act (LGFA) 1988 provides that Local Authorities can award a discretionary relief to ratepayers in various circumstances. The Local Government Act 2003 extended the Council discretion to allow discretionary Council Tax discount to be awarded where the Council sees fit and the Localism Act 2011 extended the Council's power to award business rate discounts. The areas for discretionary consideration are listed below.

   Discretionary Charitable Top-Up Relief (Section 47 LGFA 1988)
   Discretionary Charitable Rate Relief (Section 47 LGFA 1988)
   Rural Discretionary Relief (Section 47 LGFA 1988)
   Hardship Relief (Section 49 LGFA 1988)
   Local Business Rate Discounts (Section 47 LGFA 1988)
   Part Occupied Relief (Section 44A LGFA 1988)
   Section 31 Grants/Autumn Statement Relief (Section 47 LGFA 1988)

2. Up until 1 April 2013 business rate relief was funded in the following manner.

   Mandatory Relief – fully funded by Central Government
   Discretionary Top-Up Relief – 25% Government and 75% Shropshire Council
   Discretionary Relief – 75% Government and 25% Shropshire Council
   Rural Mandatory Relief – fully funded by Central Government
   Rural Discretionary Relief – 75% Government and 25% Shropshire Council
   Hardship Relief (Section 49) – 75% Government and 25% Shropshire Council
   Part Occupied relief (Section 44A) – fully funded by Central Government
   Local Discounts – Fully funded by Shropshire Council

3. Under the current system of rates retention (post 1 April 2013) Shropshire Council bears the cost of 49% of any relief awarded, with the government bearing the cost of 50% and the Fire Authority 1%

4. Shropshire Council's discretionary relief policy was first approved by Cabinet on 21 July 2010. Two amendments to the policy were approved by Cabinet on 14 December 2011. The policy was reviewed again on 14 May 2015 and on 20 September 2018. It was last reviewed on 19 October 2022.

Discretionary Charitable Top-Up Relief

Guidance

5. On receipt of an application for charitable relief, billing authorities should first consider whether the institution or organisation is eligible for mandatory relief.

6. To qualify for mandatory relief the property must be wholly or mainly used for charitable purposes and the institution or organisation must be established for charitable purposes. Registration under the charities Act 1993 is conclusive evidence of charitable status.

7. Mandatory Relief of 80% of the full rate liability for charities and other organisations is provided for in sections 43 and 45 of the 1988 act.

8. Under section 47 of the 1988 Act Shropshire Council has the discretion to top-up this relief to 100%.

Community Amateur Sports Clubs (CASCS)

9. Registered CASCS are entitled to mandatory relief at the same level as charities. This provision came into force with effect from 1 April 2004.

10. CASCS are defined by Schedule 18 Finance Act 1988 and registration forms are available from the Inland Revenue Website.

11. As with charities, billing authorities are also allowed to top-up the remaining 20%.

Charity Shops

12. Charity Shops are entitled to 80% mandatory relief providing that they are registered charities and they are used wholly or mainly for the sale of donated goods and the proceeds of the sale of goods are applied for the purposes of the charity.

Financial Implications

13. With effect from 1 April 2013 and the introduction of the rate retention scheme the cost of all reliefs is split between the government (50%), the billing authority (49%) and the Fire Authority (1%).

Approved Relief in Shropshire

14. To award 20% top-up to those local or national charities that provide a benefit to the local community that are classed as:

    - Community Centres, Village Halls, Meeting Rooms
    - Scouts, guides, cadets and youth clubs
    - Museums

- Drop in/advice centres
- Nursery/pre schools
- Sports/community centres providing sporting leisure facilities to the general public with no membership requirement
- Provision of care and support to vulnerable people
- Animal Welfare
- Advancement of religion or the arts

15. Award 20% top-up to sports clubs that can demonstrate that:

    - They are registered CASCS
    - Their membership is mainly composed of active membership rather than social membership
    - The club is accessible to all.
    - The club has achieved the CLUBMARK accreditation standard
    - (CLUBMARK and associated individual sports equivalents is the only national cross sports quality accreditation scheme for clubs with junior sections. It is built around a set of core criteria which ensure that accredited clubs operate to a set of consistent, accepted and adopted minimum operation standards).

16. Award charity shops with the 20% top up if they evidence that 90% of their gross profit is invested in the local community

17. The recommendation is to delegate the determination of applications for discretionary top up relief outside this policy to the Council's Revenues and Benefits Service Manager with any appeal against that decision to reviewed by the Councils Section 151 Officer.

<u>Discretionary Relief for Charities</u>

Guidance

18. Where the property does not qualify for mandatory relief authorities can still consider the award of a discretionary rate relief under section 47 of LGFA 1988. Authorities have discretion to award up to 100% to certain non-profit making bodies.

19. To be eligible for consideration the ratepayer:

    - Must be a charity or trustees of a charity and the property must be wholly or mainly used for charitable purposes; or

- The property is not an excepted property and all or part of it is occupied for the purposes of one or more institutions none of which is established or conducted for profit and each of whose objects are charitable or otherwise philanthropic or religious or concerned with education, social welfare, science, literature or the fine arts: or

- The property is not an excepted property and is wholly or mainly used for the purposes of recreation, and all or part is occupied for the purposes of a club, society or other organisation not established or conducted for profit.

20. Discretionary relief may not be granted where the hereditament is an excepted property, such as a billing authority or a precepting authority.

Financial Implications

21. With effect from 1 April 2013, under the arrangements for local business rate retention, the cost of all reliefs is split between the Government (50%), Shropshire Council (49%), and the Fire Authority (1%).

Approved Relief in Shropshire

22. To award Village Halls and Community Centres 100% discretionary rate.

23. To award other similar voluntary organisations (e.g. Senior Citizens Clubs, Scouts/Guide Huts) whose emphasis is on recreational activity rather than social activity 100% discretionary rate relief.

Social Enterprises

24. To award 100% discretionary relief to social enterprises that that provide benefit to the local community and are:-

- Community Interest Companies that are limited by guarantee providing that they:-

- Are registered as a Community Interest Company. Reference can be made to Gov.Uk website on Community Interest Companies and to Companies House

- https://www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies

- http://www.companieshouse.gov.uk/

- Also the Company's Articles of Association or Memorandum should clearly state that any surplus of income over expenditure will be applied in a particular manner to ensure that no profit is actually made

- Not conducted for profit

- Do not remunerate the Directors of the Company

- Industrial and Provident Societies and Companies Limited by Guarantee providing that they:-

- Are a not for profit company.
- Provide benefit for the local community.
- Not for profit companies are normally limited by guarantee (as opposed to shares)
- Reference should be made to Companies House website above
- Also the Company's Articles of Association or Memorandum should clearly state that any surplus of income over expenditure will be applied in a particular manner to ensure that no profit is actually made.
- Do not remunerate the Directors of the Company

25. The recommendation is to delegate the determination of applications for discretionary relief outside this policy to the Council's Revenues and Benefits Service Manager with any appeal against that decision to reviewed by the Councils Section 151 Officer.

Hardship Relief

26. Section 49 of the Local Government Finance Act 1988 provides that the Council may reduce or remit any amount that a person is liable to pay in respect of Non-Domestic Rates. The Council cannot act under this section unless it is satisfied that:

    - The ratepayer would sustain hardship if the authority did not do so, and
    - It is reasonable for the authority to do so, having regard to the interest of its council tax payers.

27. Any amount up to 100% of the rates liability can be remitted.

28. Government guidance on the award of hardship relief is that each case must be treated on its merits and a 'blanket policy' must not be adopted.

Financial Implications

29. With effect from 1 April 2013, under the arrangements for local business rate retention, the cost of all reliefs is split between the Government (50%), Shropshire Council (49%), and the Fire Authority (1%).

Approved relief in Shropshire

30. The recommendation is to delegate the determination of non-domestic rate hardship relief to the Council's Revenues and Benefits Service Manager with any appeal against that decision to reviewed by the Councils Section 151 Officer.

Local Discounts

31. The Localism Act 2011 removed the previous restriction that discretionary relief could only apply to charities and other organisations of prescribed type. However discretionary relief may not be granted where the hereditament is an excepted hereditament such as a billing authority or a precepting authority.

Financial Implications

32. With effect from 1 April 2013, under the arrangements for local business rate retention, the cost of all reliefs is split between the Government (50%), Shropshire Council (49%), and the Fire Authority (1%).

Approved Relief in Shropshire

33. The recommendation is to delegate the determination of non-domestic rates local discounts to the Council's Revenues and Benefits Service Manager with any appeal against that decision to reviewed by the Councils Section 151 Officer.

Part Occupied Relief

41. This can be awarded where business premises are partly occupied or not fully occupied providing that the situation exists for a short time. When awarding the relief Shropshire Council ask the Valuation Office to provide amended rateable values based on the occupied and unoccupied areas.

Financial Implications

42. With effect from 1 April 2013, under the arrangements for local business rate retention, the cost of all reliefs is split between the Government (50%), Shropshire Council (49%), and the Fire Authority (1%).

Approved Relief in Shropshire

43. The recommendation is to delegate the determination of non-domestic rate part-occupied relief to the Council's Revenues and Benefits Service Manager with any appeal against that decision to reviewed by the Councils Section 151 Officer.

Section 31 Grant Relief (Autumn Statement)

44. Since 2012 the Government has required Billing Authorities to grant relief to businesses in various circumstances. These reliefs are awarded under Section 47 of the Local Government Finance Act 1988 (discretionary powers) but the Council are fully compensated for the cost of these reliefs through payment of grant under Section 31 of Local Government Act 2003.

Financial Implications

45. The full cost of awarding these reliefs is covered by the Government through a Section 31 grant payment.

Approved Relief in Shropshire

46. The recommendation is to delegate authority to award any reliefs that are awarded under Section 47 Local Government Finance Act 1988 but fully compensated via Section 31 grant payment, to the Council's Revenues and Benefits Service Manager.

Rural Settlement List

Shropshire Council Rural Settlement List

47. With effect from 1st April 1998, the Local Government Finance and Rating Act 1997 introduced a scheme of mandatory rate relief for certain kinds of hereditament situated in 'rural settlements'. A 'rural settlement' is defined as a settlement that has a population of not more than 3,000 on 31st December immediately before the chargeable year in question.

48. The Non-Domestic Rating (Rural Settlements) (England) (Amendment) Order 2009 (S.I. 2009/3176) prescribes the following hereditaments as being eligible with effect from 1st April 2010:-

- Sole food shop within a rural settlement and has a RV of less than £8,500;
- Sole general store within a rural settlement and has a RV of less than £8,500;
- Sole post office within a rural settlement and has a RV of less than £8,500;
- Sole public house within a rural settlement and has a RV of less than £12,500;
- Sole petrol filling station within a rural settlement and has a RV of less than £12,500;

49. The Non-Domestic Rating Act 2023 simplified delivery of rural rate relief such that, from 1 April 2024, 100% of the relief will be statutory. Previously, 50% of relief was mandatory with the billing authority having discretion to top up the relief award.

50. The Local Government Finance Act 1992 requires a billing authority to compile and maintain a rural settlement list. A 'rural settlement' is defined as a settlement that has a population of not more than 3,000 on 31st December immediately before the chargeable year in question.

51. A rural settlement list must identify the boundaries of each settlement, either by defining the boundaries or referring to the boundaries defined in a map or other document.

52. A new rural settlement list has been complied for Shropshire Council.

53. The population and household estimates have been prepared by the Business Intelligence and Insights Team (Strategic Insight). They are based on the settlement boundary GIS file which was updated in April 2025 to reflect new housing development and which is used by planning policy colleagues to determine the hierarchy of settlements for the Local Plan.

54. The population has been apportioned by using residential address point data (OS Address Base LPI) as a proxy for the number of households in a settlement. The proportion of residential address points per output area (the lowest geography for which population is estimated) which fall in the settlement boundary has been used to apportion the population either falling within or outside of the settlement. Where settlements cross more than one output area, the apportioned population for each output area has been aggregated to give the overall estimated settlement population. Population is based on the 2024 Mid-Year Population Estimates, Office for National Statistics (ONS).

55. The settlements have also been matched to the parish in which they are located. Where settlements cross two or more parishes, the parish in which the highest proportion of the settlement population live has been assigned.

Appendix A – Shropshire Council Discretionary Relief Policy

Relief Type	Relief Description	Award %
Top up	**Local or national charities** that provide a benefit to the local community that are classed as: - community centres, village halls, meeting rooms - scouts, guides, cadets and youth clubs - museums - drop in/advice centres - nursery/pre schools - provision of care and support to vulnerable people - animal welfare - advancement of religion or the arts - sports/community centres providing sporting leisure facilities to the general public with no membership requirement	20%
	Charity shops that commit 90% of gross profit to the local community	
	Sports clubs that are registered as Community Amateur Sports Clubs that can demonstrate that: - Their membership is mainly composed of active membership rather than social membership - (Reference can be made as to whether the club has a bar or not) - The club is accessible to all - The club has achieved the CLUB MARK accreditation standard	
non profit making	**Village hall** and **community centres** Similar voluntary organisations whose emphasis is on recreational activity rather than social e.g. - Senior Citizen's Clubs - Scout and guide huts - Youth clubs	100%
	Social Enterprises that provide a benefit to the local community: - Registered Community Interest Companies - Industrial and Provident Societies - Companies Limited by Guarantee - Where articles of association or memorandum clearly state not conducted for profit and surplus is applied for benefit for community - directors receive no remuneration	
Hardship Relief	Applications to be considered by Revenues and Benefits Service Manager and any appeal to the Section 151 Officer	N/A
Local Business Rate Discounts	Applications to be considered by Revenues and Benefits Service Manager and any appeal to the Section 151 Officer	N/A
Part Occupied Relief	Applications to be considered by Revenues and Benefits Service Manager and any appeal to the Section 151 Officer	N/A
Section 31 Grant Relief	Applications to be considered by Revenues and Benefits Service Manager and any appeal to the Section 151 Officer	N/A

Appendix B – Shropshire Council Rural Settlement List

Shropshire Council
Rural Settlement List 2

Settlement	Settlement Population Estimate (MYE 2024)	Parish and designated rural settlement	settlment population	RURAL OR NOT RURAL	Former District
Acton Round	14	Acton Round CP			Bridgnorth District
Muckley	16	Acton Round CP			Bridgnorth District
Muckley Cross	13	Acton Round CP	43	RURAL	Bridgnorth District
Albrighton	4726	Albrighton and Donington CP			Bridgnorth District
RAF Cosford	1639	Albrighton and Donington CP	6,365	NOT RURAL	Bridgnorth District
Alveley	1433	Alveley CP			Bridgnorth District
Broad Oak/Six Ashes	31	Alveley CP			Bridgnorth District
Fenn Green	49	Alveley CP			Bridgnorth District
Tuckhill	20	Alveley CP	1,533	RURAL	Bridgnorth District
Astley Abbots	65	Astley Abbotts CP			Bridgnorth District
Colemore Green	37	Astley Abbotts CP			Bridgnorth District
Cross Lane Head	67	Astley Abbotts CP			Bridgnorth District
Nordley	44	Astley Abbotts CP			Bridgnorth District
Nordley Common	72	Astley Abbotts CP	284	RURAL	Bridgnorth District
Aston Botterell	25	Aston Botterell CP	309	RURAL	Bridgnorth District
Aston Eyre	27	Aston Eyre CP	27	RURAL	Bridgnorth District
Badger	85	Badger CP	85	RURAL	Bridgnorth District
Barrow	19	Barrow CP			Bridgnorth District
Posenhall	28	Barrow CP			Bridgnorth District
The Smithies	19	Barrow CP	66	RURAL	Bridgnorth District
Beckbury	235	Beckbury CP	235	RURAL	Bridgnorth District
Billingsley	189	Billingsley CP	189	RURAL	Bridgnorth District
Boningale	53	Boningale CP	53	RURAL	Bridgnorth District
Bridgnorth	11996	Bridgnorth CP			Bridgnorth District
Oldbury	234	Bridgnorth CP			Bridgnorth District
Quatford	364	Bridgnorth CP	12,594	NOT RURAL	Bridgnorth District
Broseley	4981	Broseley CP	4,981	NOT RURAL	Bridgnorth District
Burwarton	96	Burwarton CP	241	RURAL	Bridgnorth District
Chelmarsh	362	Chelmarsh CP			Bridgnorth District
Hampton Loade	211	Chelmarsh CP			Bridgnorth District
Sutton	56	Chelmarsh CP	629	RURAL	Bridgnorth District
Chetton	104	Chetton CP			Bridgnorth District
The Down	33	Chetton CP	137	RURAL	Bridgnorth District
Claverley	707	Claverley CP			Bridgnorth District
Draycott	48	Claverley CP			Bridgnorth District
Heathton	59	Claverley CP			Bridgnorth District
Rudge Heath	20	Claverley CP			Bridgnorth District
Shipley	22	Claverley CP	857	RURAL	Bridgnorth District
Cleobury North	28	Cleobury North CP	28	RURAL	Bridgnorth District
Deuxhill	14	Deuxhill CP	14	RURAL	Bridgnorth District
Ditton Priors	493	Ditton Priors CP			Bridgnorth District
Middleton Priors	40	Ditton Priors CP			Bridgnorth District
Netchwood Common	36	Ditton Priors CP	570	RURAL	Bridgnorth District
Eardington	391	Eardington CP	391	RURAL	Bridgnorth District
Easthope	73	Easthope CP	73	RURAL	Bridgnorth District
Farlow	12	Farlow CP			Bridgnorth District
Oreton	159	Farlow CP	171	RURAL	Bridgnorth District
Glazeley	58	Glazeley CP	58	RURAL	Bridgnorth District
Highley	3310	Highley CP	3,310	NOT RURAL	Bridgnorth District
Kemberton	178	Kemberton CP	178	RURAL	Bridgnorth District
Button Bridge	55	Kinlet CP			Bridgnorth District
Button Oak	67	Kinlet CP			Bridgnorth District
Coppice Gate	39	Kinlet CP			Bridgnorth District
Kinlet	51	Kinlet CP	212	RURAL	Bridgnorth District
Middleton Scriven	73	Middleton Scriven CP	73	RURAL	Bridgnorth District
Monkhopton	121	Monkhopton CP			Bridgnorth District
Weston	56	Monkhopton CP	177	RURAL	Bridgnorth District
Morville	87	Morville CP	87	RURAL	Bridgnorth District
Bourton	93	Much Wenlock CP			Bridgnorth District
Bourton Westwood	14	Much Wenlock CP			Bridgnorth District
Callaughton	32	Much Wenlock CP			Bridgnorth District
Farley	23	Much Wenlock CP			Bridgnorth District
Gleedon Hill	18	Much Wenlock CP			Bridgnorth District
Homer	250	Much Wenlock CP			Bridgnorth District
Much Wenlock	2090	Much Wenlock CP			Bridgnorth District
Stretton Westwood	34	Much Wenlock CP	2,554	RURAL	Bridgnorth District
Neen Savage	4	Neen Savage CP	56	RURAL	Bridgnorth District
Neenton	71	Neenton CP	71	RURAL	Bridgnorth District
Quatt	67	Quatt Malvern CP			Bridgnorth District
Wooton	28	Quatt Malvern CP	94	RURAL	Bridgnorth District
Romsley	76	Romsley CP	76	RURAL	Bridgnorth District
Rudge	41	Rudge CP	41	RURAL	Bridgnorth District
Grindle	29	Ryton CP			Bridgnorth District
Ryton	79	Ryton CP	109	RURAL	Bridgnorth District
Crackley Bank	45	Sheriffhales CP			Bridgnorth District
Heath Hill	75	Sheriffhales CP			Bridgnorth District
Lilyhurst	24	Sheriffhales CP			Bridgnorth District
Sheriffhales	282	Sheriffhales CP			Bridgnorth District
Weston Heath (Sherrifhales)	47	Sheriffhales CP	473	RURAL	Bridgnorth District
Shifnal	9855	Shifnal CP	9,855	NOT RURAL	Bridgnorth District
Shipton	33	Shipton CP	33	RURAL	Bridgnorth District
Sidbury	25	Sidbury CP	25	RURAL	Bridgnorth District
Stanton Long	55	Stanton Long CP	55	RURAL	Bridgnorth District
Norton	149	Stockton CP			Bridgnorth District

Stockton	10	Stockton CP	**159**	**RURAL**	Bridgnorth District
Chorley	130	Stottesdon CP			Bridgnorth District
Stottesdon	175	Stottesdon CP	**304**	**RURAL**	Bridgnorth District
Brockton (Sutton Maddock)	62	Sutton Maddock CP			Bridgnorth District
Sutton Maddock	74	Sutton Maddock CP	**135**	**RURAL**	Bridgnorth District
Tong	171	Tong CP			Bridgnorth District
Tong Norton	177	Tong CP	**348**	**RURAL**	Bridgnorth District
Upton Cressett	7	Upton Cressett CP	**7**	**RURAL**	Bridgnorth District
Ackleton	253	Worfield CP			Bridgnorth District
Chesterton	59	Worfield CP			Bridgnorth District
Hilton	241	Worfield CP			Bridgnorth District
Roughton	47	Worfield CP			Bridgnorth District
Stableford	59	Worfield CP			Bridgnorth District
Stanmore Camp	115	Worfield CP			Bridgnorth District
The Hobbins	328	Worfield CP			Bridgnorth District
Worfield	189	Worfield CP			Bridgnorth District
Wyken	60	Worfield CP	**1,351**	**RURAL**	Bridgnorth District
Adderley	200	Adderley CP			North Shropshire District
Baschurch	2041	Baschurch CP			North Shropshire District
Stanwardine in the Fields	48	Baschurch CP			North Shropshire District
Walford Heath/Oldwood	164	Baschurch CP			North Shropshire District
Weston Lullingfields	97	Baschurch CP			North Shropshire District
Weston Wharf/Weston Common	136	Baschurch CP			North Shropshire District
Yeaton	48	Baschurch CP	**2,534**	**RURAL**	North Shropshire District
Cheswardine	436	Cheswardine CP			North Shropshire District
Chipnall	86	Cheswardine CP			North Shropshire District
Soudley (Great)	113	Cheswardine CP	**634**	**RURAL**	North Shropshire District
Allfordgreen	45	Child's Ercall CP			North Shropshire District
Childs Ercall	449	Child's Ercall CP			North Shropshire District
Howle	7	Child's Ercall CP	**502**	**RURAL**	North Shropshire District
Clive	391	Clive CP	**391**	**RURAL**	North Shropshire District
Cockshutt	565	Cockshutt CP			North Shropshire District
English Frankton	36	Cockshutt CP	**602**	**RURAL**	North Shropshire District
Duddleston Heath	463	Ellesmere Rural CP			North Shropshire District
Dudleston	28	Ellesmere Rural CP			North Shropshire District
Elson	89	Ellesmere Rural CP			North Shropshire District
Lee	59	Ellesmere Rural CP			North Shropshire District
New Marton	15	Ellesmere Rural CP			North Shropshire District
Tetchill	313	Ellesmere Rural CP			North Shropshire District
Welsh Frankton/Perthy	196	Ellesmere Rural CP	**1,164**	**RURAL**	North Shropshire District
Ellesmere	4340	Ellesmere Urban CP	**4,340**	**NOT RURAL**	North Shropshire District
Grinshill	160	Grinshill CP			North Shropshire District
Sansaw Heath	63	Grinshill CP	**223**	**RURAL**	North Shropshire District
Hadnall	645	Hadnall CP	**645**	**RURAL**	North Shropshire District
Hinstock	571	Hinstock CP			North Shropshire District
Lockleywood	69	Hinstock CP			North Shropshire District
Mill Green	36	Hinstock CP	**675**	**RURAL**	North Shropshire District
Hodnet	555	Hodnet CP			North Shropshire District
Marchamley	178	Hodnet CP			North Shropshire District
Peplow	35	Hodnet CP			North Shropshire District
Wollerton	189	Hodnet CP	**957**	**RURAL**	North Shropshire District
Bagley	55	Hordley CP			North Shropshire District
Hordley	24	Hordley CP			North Shropshire District
Lower Hordley/Bagley Marsh	85	Hordley CP	**164**	**RURAL**	North Shropshire District
Calverhall	190	Ightfield CP			North Shropshire District
Ightfield	198	Ightfield CP	**388**	**RURAL**	North Shropshire District
Brown Heath	19	Loppington CP			North Shropshire District
Burlton	114	Loppington CP			North Shropshire District
Loppington	278	Loppington CP			North Shropshire District
Noneley/Commonwood/Ruewood	77	Loppington CP	**487**	**RURAL**	North Shropshire District
Market Drayton	12828	Market Drayton CP	**12,828**	**NOT RURAL**	North Shropshire District
Lee Brockhurst	125	Moreton Corbet and Lee Brockhurst CP			North Shropshire District
Moreton Corbet	36	Moreton Corbet and Lee Brockhurst CP			North Shropshire District
Preston Brockhurst	61	Moreton Corbet and Lee Brockhurst CP	**223**	**RURAL**	North Shropshire District
Bletchley	51	Moreton Say CP			North Shropshire District
Longford	71	Moreton Say CP			North Shropshire District
Longslow	41	Moreton Say CP			North Shropshire District
Moreton Say	48	Moreton Say CP	**212**	**RURAL**	North Shropshire District
Harmer Hill	338	Myddle, Broughton and Harmer Hill CP			North Shropshire District
Myddle	447	Myddle, Broughton and Harmer Hill CP			North Shropshire District
Yorton	52	Myddle, Broughton and Harmer Hill CP	**837**	**RURAL**	North Shropshire District
Norton in Hales	288	Norton in Hales CP	**288**	**RURAL**	North Shropshire District
Petton	73	Petton CP	**73**	**RURAL**	North Shropshire District
Darliston	43	Prees CP			North Shropshire District
Faulsgreen	110	Prees CP			North Shropshire District
Prees	832	Prees CP			North Shropshire District
Prees Green	101	Prees CP			North Shropshire District
Prees Higher Heath	1176	Prees CP			North Shropshire District
Prees Lower Heath	88	Prees CP	**2,350**	**RURAL**	North Shropshire District
Edgebolton/Moretonmill	167	Shawbury CP			North Shropshire District
Great Wytheford	32	Shawbury CP			North Shropshire District
Shawbury	1551	Shawbury CP	**1,750**	**RURAL**	North Shropshire District
High Hatton	68	Stanton upon Hine Heath CP			North Shropshire District
Stanton Upon Hine Heath	179	Stanton upon Hine Heath CP	**246**	**RURAL**	North Shropshire District
Eaton Upon Tern	141	Stoke upon Tern CP			North Shropshire District
Ollerton	58	Stoke upon Tern CP			North Shropshire District
Rosehill	274	Stoke upon Tern CP			North Shropshire District
Stoke Heath	337	Stoke upon Tern CP			North Shropshire District

Stoke Upon Tern	120	Stoke upon Tern CP			North Shropshire District
Wistanswick/Crickmery	595	Stoke upon Tern CP	**1,525**	**RURAL**	North Shropshire District
Tern Hill	848	Sutton upon Tern CP			North Shropshire District
Woodseaves	138	Sutton upon Tern CP	**986**	**RURAL**	North Shropshire District
Breadon Heath	44	Welshampton and Lyneal CP			North Shropshire District
Colemere	59	Welshampton and Lyneal CP			North Shropshire District
Lyneal	137	Welshampton and Lyneal CP			North Shropshire District
Welshampton	240	Welshampton and Lyneal CP	**479**	**RURAL**	North Shropshire District
Aston	73	Wem Rural CP			North Shropshire District
Barkers Green	49	Wem Rural CP			North Shropshire District
Edstaston	42	Wem Rural CP			North Shropshire District
Newtown	92	Wem Rural CP			North Shropshire District
Northwood	102	Wem Rural CP			North Shropshire District
Quina Brook	89	Wem Rural CP			North Shropshire District
Tilley	57	Wem Rural CP	**504**	**RURAL**	North Shropshire District
Wem	6191	Wem Urban CP	**6,191**	**NOT RURAL**	North Shropshire District
Weston And Wixhill	149	Weston-under-Redcastle CP			North Shropshire District
Weston Heath	44	Weston-under-Redcastle CP	**193**	**RURAL**	North Shropshire District
Ash Magna	150	Whitchurch Rural CP			North Shropshire District
Broughall	53	Whitchurch Rural CP			North Shropshire District
Prees Heath	227	Whitchurch Rural CP			North Shropshire District
Tilstock	380	Whitchurch Rural CP	**810**	**RURAL**	North Shropshire District
Grindley Brook	118	Whitchurch Urban CP			North Shropshire District
Whitchurch	9632	Whitchurch Urban CP	**9,749**	**NOT RURAL**	North Shropshire District
Dobsons Bridge/Roving Bridge	78	Whixall CP			North Shropshire District
Hollinwood	125	Whixall CP			North Shropshire District
Platt Lane	52	Whixall CP			North Shropshire District
Stanley Green	102	Whixall CP			North Shropshire District
Waterloo	31	Whixall CP			North Shropshire District
Welshend	29	Whixall CP			North Shropshire District
Whixall	80	Whixall CP	**496**	**RURAL**	North Shropshire District
Pipegate	215	Woore CP			North Shropshire District
Woore	850	Woore CP	**1,065**	**RURAL**	North Shropshire District
Dovaston	28	Kinnerley CP			Oswestry District (B)
Dovaston (Bank)	24	Kinnerley CP			Oswestry District (B)
Edgerley	54	Kinnerley CP			Oswestry District (B)
Kinnerley	242	Kinnerley CP			Oswestry District (B)
Knockin Heath	98	Kinnerley CP			Oswestry District (B)
Maesbrook/Maesbrook Green	158	Kinnerley CP			Oswestry District (B)
Pentre (Kinnerley)	42	Kinnerley CP	**647**	**RURAL**	Oswestry District (B)
Knockin	177	Knockin CP	**177**	**RURAL**	Oswestry District (B)
Cefn Blodwel	16	Llanyblodwel CP			Oswestry District (B)
Llanyblodwel	71	Llanyblodwel CP			Oswestry District (B)
Llynclys	268	Llanyblodwel CP			Oswestry District (B)
Porthywaen	130	Llanyblodwel CP	**484**	**RURAL**	Oswestry District (B)
Llanymynech	579	Llanymynech and Pant CP			Oswestry District (B)
Pant	949	Llanymynech and Pant CP	**1,528**	**RURAL**	Oswestry District (B)
Melverley	37	Melverley CP			Oswestry District (B)
Melverley Green	99	Melverley CP	**136**	**RURAL**	Oswestry District (B)
Oswestry	18681	Oswestry CP	**18,681**	**NOT RURAL**	Oswestry District (B)
Coed-Y-Go	64	Oswestry Rural CP			Oswestry District (B)
Crickheath	68	Oswestry Rural CP			Oswestry District (B)
Croesaubach	23	Oswestry Rural CP			Oswestry District (B)
Maesbury	179	Oswestry Rural CP			Oswestry District (B)
Maesbury Marsh	226	Oswestry Rural CP			Oswestry District (B)
Middleton/Aston Square	29	Oswestry Rural CP			Oswestry District (B)
Morton/Morton Common	98	Oswestry Rural CP			Oswestry District (B)
Nantmawr	51	Oswestry Rural CP			Oswestry District (B)
Rhyd-y-Croesau	12	Oswestry Rural CP			Oswestry District (B)
Sweeney Mountain/Nant-Y-Caws	132	Oswestry Rural CP			Oswestry District (B)
Treflach	187	Oswestry Rural CP			Oswestry District (B)
Trefonen	676	Oswestry Rural CP			Oswestry District (B)
Wern Ddu	8	Oswestry Rural CP			Oswestry District (B)
Woolston (Oswestry Parish)	26	Oswestry Rural CP	**1,778**	**RURAL**	Oswestry District (B)
Eardiston	37	Ruyton-XI-Towns CP			Oswestry District (B)
Ruyton-X1-Towns	907	Ruyton-XI-Towns CP			Oswestry District (B)
Weirbrook	35	Ruyton-XI-Towns CP			Oswestry District (B)
Wykey	45	Ruyton-XI-Towns CP	**1,024**	**RURAL**	Oswestry District (B)
Gobowen	2922	Selattyn and Gobowen CP			Oswestry District (B)
Middle/Lower Hengoed	134	Selattyn and Gobowen CP			Oswestry District (B)
Pant Glas	46	Selattyn and Gobowen CP			Oswestry District (B)
Selattyn	123	Selattyn and Gobowen CP			Oswestry District (B)
Upper Hengoed	78	Selattyn and Gobowen CP	**3,303**	**NOT RURAL**	Oswestry District (B)
Glynmorlas/Rhyn	65	St. Martin's CP			Oswestry District (B)
St Martins	2782	St. Martin's CP			Oswestry District (B)
St Martins Moor	65	St. Martin's CP			Oswestry District (B)
Street Dinas	45	St. Martin's CP	**2,956**	**RURAL**	Oswestry District (B)
Grimpo	46	West Felton CP			Oswestry District (B)
Haughton (West Felton)	22	West Felton CP			Oswestry District (B)
Queens Head	98	West Felton CP			Oswestry District (B)
Rednal	33	West Felton CP			Oswestry District (B)
West Felton	972	West Felton CP	**1,171**	**RURAL**	Oswestry District (B)
Bronygarth/Castle Mill	98	Weston Rhyn CP			Oswestry District (B)
Chirk Bank/Gledrid	512	Weston Rhyn CP			Oswestry District (B)
Pont Faen	35	Weston Rhyn CP			Oswestry District (B)
Rhoswiel	241	Weston Rhyn CP			Oswestry District (B)
The Wern	78	Weston Rhyn CP			Oswestry District (B)
Weston Rhyn	1490	Weston Rhyn CP	**2,454**	**RURAL**	Oswestry District (B)

Babbinswood	165	Whittington CP			Oswestry District (B)
Hindford	40	Whittington CP			Oswestry District (B)
Lower Frankton	55	Whittington CP			Oswestry District (B)
Park Hall	479	Whittington CP			Oswestry District (B)
Whittington	1640	Whittington CP	**2,380**	**RURAL**	Oswestry District (B)
Acton Burnell	543	Acton Burnell CP			Shrewsbury and Atcham District (B)
Coundmoor/Evenwood Common	96	Acton Burnell CP	**639**	**RURAL**	Shrewsbury and Atcham District (B)
Alberbury	131	Alberbury with Cardeston CP			Shrewsbury and Atcham District (B)
Cardeston	39	Alberbury with Cardeston CP			Shrewsbury and Atcham District (B)
Halfway House	206	Alberbury with Cardeston CP			Shrewsbury and Atcham District (B)
Wattlesborough Heath	187	Alberbury with Cardeston CP			Shrewsbury and Atcham District (B)
Wollaston	30	Alberbury with Cardeston CP	**593**	**RURAL**	Shrewsbury and Atcham District (B)
Astley	104	Astley CP			Shrewsbury and Atcham District (B)
Bings Heath	63	Astley CP			Shrewsbury and Atcham District (B)
Upper Astley	85	Astley CP	**252**	**RURAL**	Shrewsbury and Atcham District (B)
Atcham	106	Atcham CP	**106**	**RURAL**	Shrewsbury and Atcham District (B)
Bayston Hill	4766	Bayston Hill CP	**4,766**	**NOT RURAL**	Shrewsbury and Atcham District (B)
Berrington	64	Berrington CP			Shrewsbury and Atcham District (B)
Cross Houses	915	Berrington CP	**979**	**RURAL**	Shrewsbury and Atcham District (B)
Bicton	354	Bicton CP			Shrewsbury and Atcham District (B)
Preston Montford	7	Bicton CP			Shrewsbury and Atcham District (B)
Shepherds Lane/Calcott	158	Bicton CP	**518**	**RURAL**	Shrewsbury and Atcham District (B)
Albrighton (Pimhill)	31	Bomere Heath and District CP			Shrewsbury and Atcham District (B)
Berwick	46	Bomere Heath and District CP			Shrewsbury and Atcham District (B)
Bomere Heath	1263	Bomere Heath and District CP			Shrewsbury and Atcham District (B)
Fitz	37	Bomere Heath and District CP			Shrewsbury and Atcham District (B)
Forton Heath/Mytton	199	Bomere Heath and District CP			Shrewsbury and Atcham District (B)
Grafton	126	Bomere Heath and District CP			Shrewsbury and Atcham District (B)
Leaton	23	Bomere Heath and District CP			Shrewsbury and Atcham District (B)
Merrington	31	Bomere Heath and District CP			Shrewsbury and Atcham District (B)
Preston Gubbals	36	Bomere Heath and District CP	**1,793**	**RURAL**	Shrewsbury and Atcham District (B)
Buildwas	139	Buildwas CP	**139**	**RURAL**	Shrewsbury and Atcham District (B)
Cardington/Gretton	134	Cardington CP			Shrewsbury and Atcham District (B)
Enchmarsh	23	Cardington CP			Shrewsbury and Atcham District (B)
Plaish	35	Cardington CP	**192**	**RURAL**	Shrewsbury and Atcham District (B)
Church Preen	42	Church Preen CP	**42**	**RURAL**	Shrewsbury and Atcham District (B)
Castle Pulverbatch	128	Church Pulverbatch CP			Shrewsbury and Atcham District (B)
Church Pulverbatch	44	Church Pulverbatch CP			Shrewsbury and Atcham District (B)
Wrentnall	37	Church Pulverbatch CP	**210**	**RURAL**	Shrewsbury and Atcham District (B)
Condover	685	Condover CP			Shrewsbury and Atcham District (B)
Dorrington	733	Condover CP			Shrewsbury and Atcham District (B)
Ryton (Condover)	172	Condover CP			Shrewsbury and Atcham District (B)
Stapleton	102	Condover CP	**1,692**	**RURAL**	Shrewsbury and Atcham District (B)
Cound/Upper Cound	119	Cound CP	**119**	**RURAL**	Shrewsbury and Atcham District (B)
Cressage	684	Cressage CP	**684**	**RURAL**	Shrewsbury and Atcham District (B)
Chavel	40	Ford CP			Shrewsbury and Atcham District (B)
Ford	585	Ford CP	**625**	**RURAL**	Shrewsbury and Atcham District (B)
Frodesley	88	Frodesley CP	**88**	**RURAL**	Shrewsbury and Atcham District (B)
Hanwood	642	Great Hanwood CP			Shrewsbury and Atcham District (B)
Hanwood Bank	592	Great Hanwood CP	**1,235**	**RURAL**	Shrewsbury and Atcham District (B)
Felton Butler	25	Great Ness CP			Shrewsbury and Atcham District (B)
Great Ness	82	Great Ness CP			Shrewsbury and Atcham District (B)
Hopton/Valeswood	140	Great Ness CP			Shrewsbury and Atcham District (B)
Kinton	81	Great Ness CP			Shrewsbury and Atcham District (B)
Nesscliffe	385	Great Ness CP			Shrewsbury and Atcham District (B)
Wilcott	403	Great Ness CP	**1,117**	**RURAL**	Shrewsbury and Atcham District (B)
Harley	135	Harley CP	**135**	**RURAL**	Shrewsbury and Atcham District (B)
Hughley	51	Hughley CP	**51**	**RURAL**	Shrewsbury and Atcham District (B)
Kenley	62	Kenley CP	**62**	**RURAL**	Shrewsbury and Atcham District (B)
Leebotwood	145	Leebotwood CP	**145**	**RURAL**	Shrewsbury and Atcham District (B)
Eaton Constantine	122	Leighton and Eaton Constantine CP			Shrewsbury and Atcham District (B)
Garmston	63	Leighton and Eaton Constantine CP			Shrewsbury and Atcham District (B)
Leighton	114	Leighton and Eaton Constantine CP			Shrewsbury and Atcham District (B)
Longwood	36	Leighton and Eaton Constantine CP	**335**	**RURAL**	Shrewsbury and Atcham District (B)
Little Ness	159	Little Ness CP	**159**	**RURAL**	Shrewsbury and Atcham District (B)
Annscroft	248	Longden CP			Shrewsbury and Atcham District (B)
Exfords Green	34	Longden CP			Shrewsbury and Atcham District (B)
Hookagate	126	Longden CP			Shrewsbury and Atcham District (B)
Longden	288	Longden CP			Shrewsbury and Atcham District (B)
Longden Common	102	Longden CP			Shrewsbury and Atcham District (B)
Lyth Bank/Lyth Hill	202	Longden CP			Shrewsbury and Atcham District (B)
Stapleton Common	76	Longden CP	**1,076**	**RURAL**	Shrewsbury and Atcham District (B)
Longnor	206	Longnor CP	**206**	**RURAL**	Shrewsbury and Atcham District (B)
Horsebridge	36	Minsterley CP			Shrewsbury and Atcham District (B)
Minsterley	1732	Minsterley CP			Shrewsbury and Atcham District (B)
Ploxgreen	110	Minsterley CP	**1,878**	**RURAL**	Shrewsbury and Atcham District (B)
Ensdon	20	Montford CP			Shrewsbury and Atcham District (B)
Montford	33	Montford CP			Shrewsbury and Atcham District (B)
Montford Bridge	325	Montford CP			Shrewsbury and Atcham District (B)
Shrawardine	102	Montford CP	**481**	**RURAL**	Shrewsbury and Atcham District (B)
Pitchford	77	Pitchford CP	**77**	**RURAL**	Shrewsbury and Atcham District (B)
Arscott	56	Pontesbury CP			Shrewsbury and Atcham District (B)
Asterley	98	Pontesbury CP			Shrewsbury and Atcham District (B)
Cruckmeole	45	Pontesbury CP			Shrewsbury and Atcham District (B)
Cruckton	90	Pontesbury CP			Shrewsbury and Atcham District (B)
Edge	19	Pontesbury CP			Shrewsbury and Atcham District (B)
Habberley	62	Pontesbury CP			Shrewsbury and Atcham District (B)
Halston/Plealey Road	48	Pontesbury CP			Shrewsbury and Atcham District (B)

Hinton	29	Pontesbury CP			Shrewsbury and Atcham District (B)
Lea Cross	69	Pontesbury CP			Shrewsbury and Atcham District (B)
Plealey	112	Pontesbury CP			Shrewsbury and Atcham District (B)
Pontesbury	1689	Pontesbury CP			Shrewsbury and Atcham District (B)
Pontesbury Hill	238	Pontesbury CP			Shrewsbury and Atcham District (B)
Pontesford	90	Pontesbury CP			Shrewsbury and Atcham District (B)
Shorthill	40	Pontesbury CP	**2,685**	**RURAL**	Shrewsbury and Atcham District (B)
Ruckley/Langley	43	Ruckley and Langley CP	**43**	**RURAL**	Shrewsbury and Atcham District (B)
Sheinton	36	Sheinton CP	**36**	**RURAL**	Shrewsbury and Atcham District (B)
Shrewsbury	80831	Shrewsbury CP	**80,831**	**NOT RURAL**	Shrewsbury and Atcham District (B)
Picklescott	43	Smethcott CP	**43**	**RURAL**	Shrewsbury and Atcham District (B)
Uffington	139	Uffington CP	**139**	**RURAL**	Shrewsbury and Atcham District (B)
Haughton (Upton Magna)	13	Upton Magna CP			Shrewsbury and Atcham District (B)
Preston	31	Upton Magna CP			Shrewsbury and Atcham District (B)
Upton Magna	244	Upton Magna CP	**287**	**RURAL**	Shrewsbury and Atcham District (B)
Ford Heath	52	Westbury CP			Shrewsbury and Atcham District (B)
Nox	16	Westbury CP			Shrewsbury and Atcham District (B)
Stoney Stretton	44	Westbury CP			Shrewsbury and Atcham District (B)
Vennington	49	Westbury CP			Shrewsbury and Atcham District (B)
Vron Gate	16	Westbury CP			Shrewsbury and Atcham District (B)
Westbury	555	Westbury CP			Shrewsbury and Atcham District (B)
Westley	28	Westbury CP			Shrewsbury and Atcham District (B)
Yockleton	208	Westbury CP	**968**	**RURAL**	Shrewsbury and Atcham District (B)
Walcot	4	Withington CP			Shrewsbury and Atcham District (B)
Withington	157	Withington CP	**161**	**RURAL**	Shrewsbury and Atcham District (B)
Woolstaston	30	Woolstaston CP	**30**	**RURAL**	Shrewsbury and Atcham District (B)
Donnington/Charlton Hill	34	Wroxeter and Uppington CP			Shrewsbury and Atcham District (B)
Eyton On Severn	15	Wroxeter and Uppington CP			Shrewsbury and Atcham District (B)
Rushton	38	Wroxeter and Uppington CP			Shrewsbury and Atcham District (B)
Uppington	58	Wroxeter and Uppington CP			Shrewsbury and Atcham District (B)
Wroxeter	66	Wroxeter and Uppington CP	**211**	**RURAL**	Shrewsbury and Atcham District (B)
Abdon	27	Abdon and Heath CP			South Shropshire District
Heath	13	Abdon and Heath CP			South Shropshire District
Holdgate	18	Abdon and Heath CP			South Shropshire District
Tugford	25	Abdon and Heath CP	**83**	**RURAL**	South Shropshire District
Acton Scott	21	Acton Scott CP	**21**	**RURAL**	South Shropshire District
Ashford Bowdler	41	Ashford Bowdler CP	**41**	**RURAL**	South Shropshire District
Ashford Carbonell	269	Ashford Carbonel CP	**269**	**RURAL**	South Shropshire District
Bedstone	76	Bedstone CP	**76**	**RURAL**	South Shropshire District
Bettws-Y-Crwyn	4	Bettws-y-Crwyn CP	**4**	**RURAL**	South Shropshire District
Bishops Castle	1567	Bishop's Castle CP	**1,567**	**RURAL**	South Shropshire District
Angel Bank/Farden	228	Bitterley CP			South Shropshire District
Bedlam	76	Bitterley CP			South Shropshire District
Bitterley	95	Bitterley CP			South Shropshire District
Cleeton St Mary	51	Bitterley CP			South Shropshire District
Middleton	89	Bitterley CP			South Shropshire District
Snitton	18	Bitterley CP	**556**	**RURAL**	South Shropshire District
Boraston	41	Boraston CP			South Shropshire District
Spurtree/Hammerhill	59	Boraston CP	**100**	**RURAL**	South Shropshire District
Bromfield	88	Bromfield CP			South Shropshire District
Priors Halton	13	Bromfield CP	**100**	**RURAL**	South Shropshire District
Bucknell	373	Bucknell CP	**373**	**RURAL**	South Shropshire District
Burford	1156	Burford CP	**1,156**	**RURAL**	South Shropshire District
Caynham	145	Caynham CP			South Shropshire District
Clee Hill	633	Caynham CP			South Shropshire District
Dhustone	88	Caynham CP			South Shropshire District
Knowbury	357	Caynham CP	**1,223**	**RURAL**	South Shropshire District
Brompton	21	Chirbury with Brompton CP			South Shropshire District
Chirbury	188	Chirbury with Brompton CP			South Shropshire District
Marton	103	Chirbury with Brompton CP			South Shropshire District
Priest Weston	68	Chirbury with Brompton CP			South Shropshire District
Rorrington	30	Chirbury with Brompton CP			South Shropshire District
Wotherton	41	Chirbury with Brompton CP	**451**	**RURAL**	South Shropshire District
All Stretton	286	Church Stretton CP			South Shropshire District
Church Stretton	3408	Church Stretton CP			South Shropshire District
Little Stretton	236	Church Stretton CP			South Shropshire District
Minton	31	Church Stretton CP	**3,961**	**NOT RURAL**	South Shropshire District
Clee St Margaret	87	Clee St. Margaret CP			South Shropshire District
Cockshutford	29	Clee St. Margaret CP	**116**	**RURAL**	South Shropshire District
Cleobury Mortimer	2880	Cleobury Mortimer CP	**2,880**	**RURAL**	South Shropshire District
Bryn	10	Clun CP			South Shropshire District
Chapel Lawn	26	Clun CP			South Shropshire District
Clun	665	Clun CP			South Shropshire District
Pentre (Clun)	13	Clun CP	**714**	**RURAL**	South Shropshire District
Beambridge/Aston Mill	30	Clunbury CP			South Shropshire District
Clunbury	91	Clunbury CP			South Shropshire District
Clunton	120	Clunbury CP			South Shropshire District
Kempton	70	Clunbury CP			South Shropshire District
Little Brampton	12	Clunbury CP			South Shropshire District
Obley	22	Clunbury CP			South Shropshire District
Purslow	18	Clunbury CP			South Shropshire District
Twitchen	48	Clunbury CP	**411**	**RURAL**	South Shropshire District
Clungunford	187	Clungunford CP			South Shropshire District
Hopton Heath	34	Clungunford CP			South Shropshire District
Shelderton	14	Clungunford CP	**234**	**RURAL**	South Shropshire District
Colebatch	67	Colebatch CP	**67**	**RURAL**	South Shropshire District
Coreley	35	Coreley CP			South Shropshire District
Hints	140	Coreley CP	**175**	**RURAL**	South Shropshire District

Aldon	15	Craven Arms CP			South Shropshire District
Craven Arms	2347	Craven Arms CP			South Shropshire District
Rowton (Craven Arms)	14	Craven Arms CP			South Shropshire District
Stokesay	26	Craven Arms CP	**2,402**	**RURAL**	South Shropshire District
Culmington	117	Culmington CP			South Shropshire District
Siefton	51	Culmington CP			South Shropshire District
Siefton Bache	23	Culmington CP			South Shropshire District
Vernolds Common	37	Culmington CP	**226**	**RURAL**	South Shropshire District
Bouldon	26	Diddlebury CP			South Shropshire District
Corfton/Corfton Bache	101	Diddlebury CP			South Shropshire District
Diddlebury	199	Diddlebury CP			South Shropshire District
Great Sutton	19	Diddlebury CP			South Shropshire District
Middlehope	13	Diddlebury CP			South Shropshire District
Peaton	21	Diddlebury CP			South Shropshire District
Peatonstrand	19	Diddlebury CP			South Shropshire District
Westhope	44	Diddlebury CP	**443**	**RURAL**	South Shropshire District
Hatton	15	Eaton-under-Heywood CP			South Shropshire District
Soudley	39	Eaton-under-Heywood CP			South Shropshire District
Ticklerton	46	Eaton-under-Heywood CP	**100**	**RURAL**	South Shropshire District
Edgton/Basford	64	Edgton CP	**64**	**RURAL**	South Shropshire District
Greete	24	Greete CP	**24**	**RURAL**	South Shropshire District
Hope Bagot	32	Hope Bagot CP	**32**	**RURAL**	South Shropshire District
Hope Bowdler	128	Hope Bowdler CP	**128**	**RURAL**	South Shropshire District
Aston-On-Clun	180	Hopesay CP			South Shropshire District
Broome	101	Hopesay CP			South Shropshire District
Hopesay	66	Hopesay CP			South Shropshire District
Long Meadow End	60	Hopesay CP	**407**	**RURAL**	South Shropshire District
Hopton Cangeford	11	Hopton Cangeford CP	**11**	**RURAL**	South Shropshire District
Hopton Castle	51	Hopton Castle CP	**51**	**RURAL**	South Shropshire District
Catherton Common	146	Hopton Wafers CP			South Shropshire District
Doddington	279	Hopton Wafers CP			South Shropshire District
Hopton Bank	75	Hopton Wafers CP			South Shropshire District
Hopton Wafers	86	Hopton Wafers CP	**586**	**RURAL**	South Shropshire District
Llanfair Waterdine	41	Llanfair Waterdine CP	**41**	**RURAL**	South Shropshire District
The Sheet	219	Ludford CP	**219**	**RURAL**	South Shropshire District
Ludlow	10443	Ludlow CP	**10,443**	**NOT RURAL**	South Shropshire District
Brockton (Lydbury)	47	Lydbury North CP			South Shropshire District
Eyton (Lydbury North)	21	Lydbury North CP			South Shropshire District
Lydbury North	208	Lydbury North CP	**275**	**RURAL**	South Shropshire District
Lea	11	Lydham CP			South Shropshire District
Lydham	101	Lydham CP	**112**	**RURAL**	South Shropshire District
Cefn Einion	26	Mainstone CP			South Shropshire District
Mainstone	17	Mainstone CP	**42**	**RURAL**	South Shropshire District
Milson	40	Milson CP	**40**	**RURAL**	South Shropshire District
More	18	More CP	**18**	**RURAL**	South Shropshire District
Aston Munslow	98	Munslow CP			South Shropshire District
Hungerford/Broadstone	54	Munslow CP			South Shropshire District
Munslow	97	Munslow CP	**249**	**RURAL**	South Shropshire District
Asterton	27	Myndtown CP	**27**	**RURAL**	South Shropshire District
Nash	34	Nash CP	**34**	**RURAL**	South Shropshire District
Neen Sollars	69	Neen Sollars CP	**69**	**RURAL**	South Shropshire District
Newcastle	157	Newcastle on Clun CP			South Shropshire District
Whitcot Keysett	50	Newcastle on Clun CP	**207**	**RURAL**	South Shropshire District
Norbury	60	Norbury CP			South Shropshire District
Walkmill	14	Norbury CP			South Shropshire District
Whitcot	17	Norbury CP	**91**	**RURAL**	South Shropshire District
Brandhill	20	Onibury CP			South Shropshire District
Onibury	107	Onibury CP			South Shropshire District
Walton (Onibury)	11	Onibury CP			South Shropshire District
Whittytree/Duxmoor	48	Onibury CP	**187**	**RURAL**	South Shropshire District
Ratlinghope	19	Ratlinghope CP	**19**	**RURAL**	South Shropshire District
Overton	63	Richard's Castle (Shropshire) CP			South Shropshire District
Richards Castle/Batchcott	36	Richard's Castle (Shropshire) CP			South Shropshire District
Woofferton	48	Richard's Castle (Shropshire) CP	**147**	**RURAL**	South Shropshire District
East Wall	39	Rushbury CP			South Shropshire District
Heath Common	2	Rushbury CP			South Shropshire District
Longville In The Dale	77	Rushbury CP			South Shropshire District
Rushbury/Roman Bank	41	Rushbury CP			South Shropshire District
Wall Under Heywood	114	Rushbury CP			South Shropshire District
Wallbank	41	Rushbury CP	**315**	**RURAL**	South Shropshire District
Sibdon Carwood	8	Sibdon Carwood CP	**8**	**RURAL**	South Shropshire District
Haytons Bent/Up Lo Hayton	105	Stanton Lacy CP			South Shropshire District
Stanton Lacy	21	Stanton Lacy CP			South Shropshire District
The Hope	27	Stanton Lacy CP	**152**	**RURAL**	South Shropshire District
Stoke St Milborough	83	Stoke St. Milborough CP	**83**	**RURAL**	South Shropshire District
Stowe	20	Stowe CP			South Shropshire District
Weston (Stowe)	12	Stowe CP	**32**	**RURAL**	South Shropshire District
Wentnor	60	Wentnor CP	**60**	**RURAL**	South Shropshire District
Besom Woods/Wheathill	51	Wheathill CP			South Shropshire District
Loughton	11	Wheathill CP			South Shropshire District
Silvington	24	Wheathill CP	**86**	**RURAL**	South Shropshire District
Whitton	47	Whitton CP	**47**	**RURAL**	South Shropshire District
Bushmoor/Leamoor Common	86	Wistanstow CP			South Shropshire District
Cheney Longville	38	Wistanstow CP			South Shropshire District
Felhampton	25	Wistanstow CP			South Shropshire District
Marshbrook	41	Wistanstow CP			South Shropshire District
Strefford	38	Wistanstow CP			South Shropshire District
Stretford Bridge	40	Wistanstow CP			South Shropshire District

Upper Affcot	16	Wistanstow CP			South Shropshire District
Whittingslow	19	Wistanstow CP			South Shropshire District
Wistanstow	144	Wistanstow CP			South Shropshire District
Woolston (Wistanstow Parish)	40	Wistanstow CP	**489**	**RURAL**	South Shropshire District
Aston Pigott	29	Worthen with Shelve CP			South Shropshire District
Aston Rogers	46	Worthen with Shelve CP			South Shropshire District
Bentlawnt	79	Worthen with Shelve CP			South Shropshire District
Binweston	12	Worthen with Shelve CP			South Shropshire District
Brockton (Worthen)	248	Worthen with Shelve CP			South Shropshire District
Bromlow	69	Worthen with Shelve CP			South Shropshire District
Crowsnest	43	Worthen with Shelve CP			South Shropshire District
Hope	41	Worthen with Shelve CP			South Shropshire District
Meadowtown	18	Worthen with Shelve CP			South Shropshire District
Pennerley/The Bog	106	Worthen with Shelve CP			South Shropshire District
Shelve	19	Worthen with Shelve CP			South Shropshire District
Snailbeach	195	Worthen with Shelve CP			South Shropshire District
Stiperstones/Perkins Beach	127	Worthen with Shelve CP			South Shropshire District
Worthen	286	Worthen with Shelve CP	**1,317**	**RURAL**	South Shropshire District

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2026

Council Tax Discretionary Discount Policy

PHIL WEIR – REVENUES AND BENEFITS SERVICE MANAGER

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Introduction - Council Tax Discretionary Discount

1. The Local Government Act 2003 introduced a new power as Section 13A (c) of the Local Government Finance Act 1992, whereby a billing authority may reduce the liability of a council taxpayer to such extent as it sees fit.

2. The Local Government Act 2003 introduced a new power as Section 13A (c) of the Local Government Finance Act 1992, whereby a billing authority may reduce the liability of a council taxpayer to such extent as it sees fit.

3. The power can be exercised in relation to particular cases or by determining a class of case in which liability is to be reduced.

Financial Implications

4. Any cost associated with such a reduction is borne by the billing authority in full. The Council will consider any requests for a discretionary discount alongside utilisation of the Crisis Resilience Fund

Classes of case to award discretionary discount

Care leavers leaving local authority care discount

5. Since May 2018 young people leaving the care of Shropshire Council have been identified as a vulnerable group. As a result, we award a council tax discount to care leavers in the following circumstances.

Definition

6. A care leaver, for the purposes of this policy, is a young person aged 18 – 25 who was formerly a child in the care of Shropshire Council and then became a 'care leaver' as defined by The Children (Leaving Care) Act 2000 and is liable for council tax on a dwelling within the Shropshire Council area. This means it will include young people who were in our care by voluntary agreement or because of a court order.

Award criteria

- Care leavers who are solely liable to pay council tax will be awarded 100% relief on the amount of council tax they're liable to pay after all statutory discounts and exemptions have been applied
- Where a care leaver is jointly liable a proportionate award will be made according to their individual circumstances, e.g. if there's one other occupier then 50% discount is applied
- Where a care leaver isn't liable for council tax no discount will be awarded
- Where a property is occupied only by care leavers, 100% discretionary discount will be applied
- No reduction will be made for care leavers of other authorities living within the Shropshire Council boundary
- Where a care leaver is entitled to council tax exemption in accordance with the Council Tax (Exempt Dwellings) Order 1992 (as amended) they'll receive that exemption
- A qualifying care leaver will qualify for the discount up until their 25th birthday
- The care leaver discount will be awarded after the award of other statutory council tax discounts other than council tax support

Act of God

7. Award a discount of 100% for up to twelve months where council taxpayer has to vacate property due to an uncontrollable Act of God or any other circumstances beyond their control and would otherwise pay empty property council tax. Applicable only if there is no Government funded support available.

Process to consider applications to the authority to exercise its discretion – individual cases

8. Requests for Section 13A discount may come from a variety of people for a variety of reasons.

9. Where applicants for discretionary discount are applying due to financial hardship consideration will be given to:

    - The applicant's personal circumstances
    - The applicant's income and expenditure and budget management
    - Any savings or assets available to the applicant
    - Any discount, relief, exemption, benefit, or any other financial assistance the applicant may be entitled to
    - Any other factors the authority deems to be relevant

10. In order to properly understand the claimants circumstances the applicant will be asked to provide reasonable evidence in support of their application. This may include:

    - Income and Expenditure statement
    - Documentary evidence to verify information provided on Income and Expenditure statements
    - Evidence that all other benefit eligibility has been explored thoroughly and maximised
    - Evidence of any applications made to other organisations for financial assistance
    - Any special circumstances that the Council is aware of
    - Any other relevant documentation

11. Government guidelines state that an authority may delegate the decision-making process on applications for discretionary relief either to individual officers or committees.

12. The authority should have a mechanism that allows applicants to appeal against a decision by an authority to revoke, reject or restrict the award of discretionary relief. The same officials that made the original decision should not consider appeals. Guidelines suggest that it may be appropriate to refer any appeal to a panel of council members, especially where an officer of the council made the original decision under delegated powers.

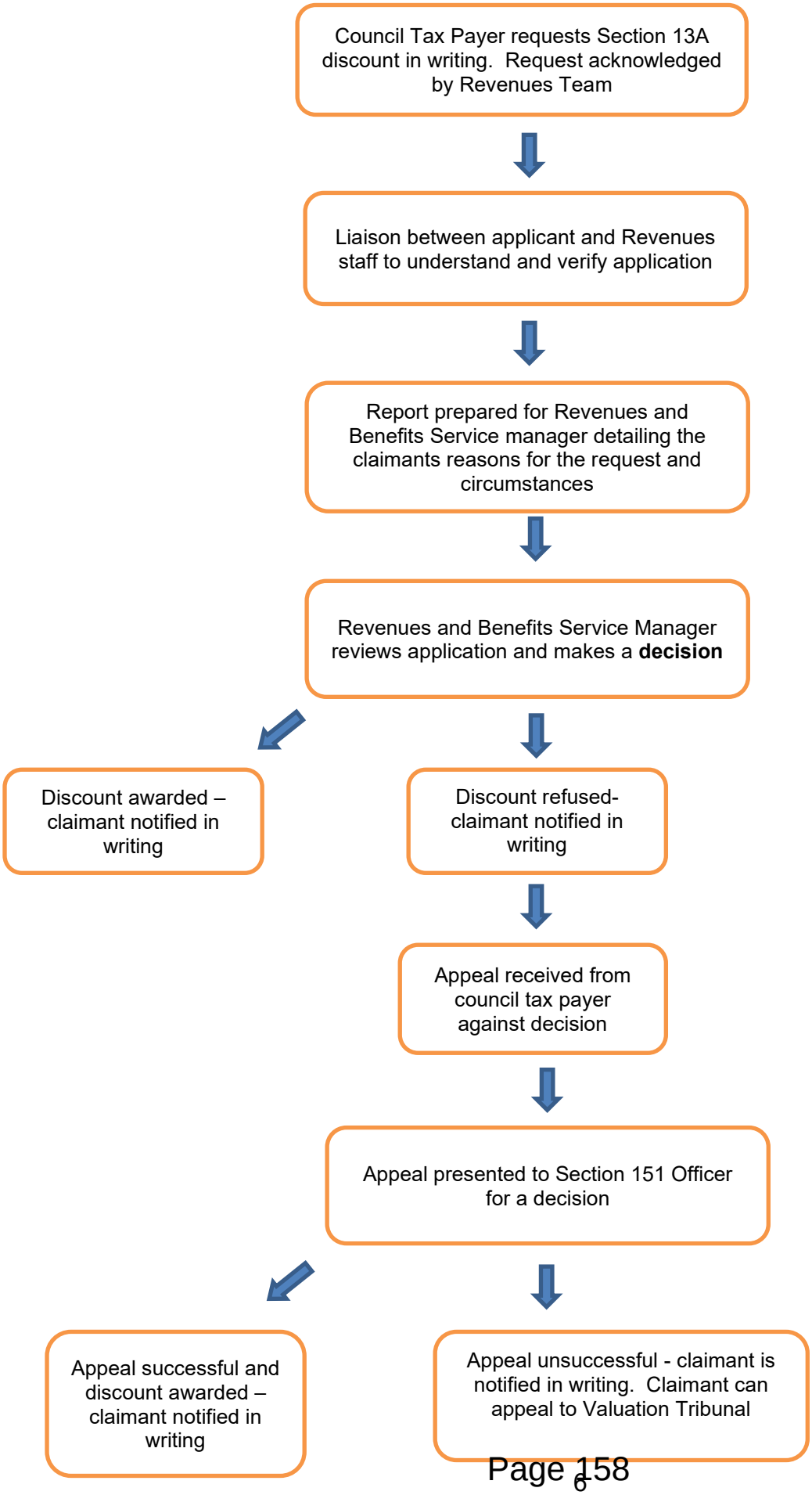
13. The timescales for appealing against a decision of a billing authority in relation to council tax liability are set out in Section 16 of the Local Government Finance Act 1992. This allows a person to appeal directly to the Valuation Tribunal if they have received no notification from the billing authority within two months of appealing against a decision.

14. The recommendation is to delegate the determination of council tax discretionary discount awards to the Council's Revenues and Benefits Service Manager with any appeals reviewed by the Councils Section 151 Officer.

15. The council taxpayer may appeal directly to the Valuation Tribunal if they remain dissatisfied with the outcome of the appeal, or if they have received no notification from the billing authority within two months of appealing against a decision of Section 151 Officer.

16. The flowchart at Appendix A details the process for considering requests for Section 13A discount.

Appendix A – Flowchart for consideration of Section 13A council tax discretionary discounts



Shropshire Council

Cabinet

9th September 2026
10:30am

Public

Council Tax Support Scheme

Cabinet Member:	Councillor Roger Evans – Portfolio Holder for Finance
Lead Director:	Duncan Whitfield, Section 151 Officer
Service Area:	Revenues & Benefits
Report Author	Phil Weir, Revenues and Benefits Service Manager
Officer contact details	phil.weir@shropshire.gov.uk
Electoral Divisions Affected	All
Key Decision?	Key Decision
Cabinet Forward Plan	Yes – 7th April 2026
Report considered by	Cabinet – 9 September 2026

1. Purpose of Report

1.1. Review options for the Council's Council Tax Support Scheme for 2027-28 onwards

1.2. Note that Shropshire Council must legally undertake a formal consultation in order to make any changes to its Council Tax Support scheme

1.3. Note that Cabinet will review the consultation outcomes on 18 November 2026

1.4. Note that any proposed changes need to be agreed by full Council on 10 December 2026 following the public consultation

2. Recommendations

2.1. Cabinet is recommended to note the proposed changes below which will be subject to a formal consultation of up to six weeks that will run from September 2026 to October 2026:

- Retain the current tapered scheme with following adjustments:
- Disregard Child Benefit as an income at an estimated cost of £750k - £800k per year
- Retain current 20% minimum payment and maintain current protections for vulnerable groups
- Continue to support those impacted by 20% minimum payment with a top up from the Crisis Resilience Fund as follows
    - 2026-27 (current year) – up to £80
    - 2027-28 – up to £90
    - 2028-29 – up to £100

3. Background

3.1. Prior to 2013 there was a national council tax benefit scheme to support council taxpayers on low income. This was funded through a government subsidy.

3.2. With effect from 2013 each billing authority was required to design and implement its own scheme for working age residents on low incomes. At the same time government funding for the system reduced by 10%.

3.3. Pensioners still have council tax support awarded against former council tax benefit rules

3.4. From 2013-14, Shropshire Council's scheme continued with a tapered reduction scheme, with 100% support for the financially most vulnerable. The main changes in 2013 were: -

- Removal of second adult rebate
- Reduction of the capital limit from £16,000 to £10,0000
- Removal of earnings disregards
- Removal of child benefit disregard
- Increase in non-dependant deductions

3.5. With effect from 1 April 2018 the Council (in line with the majority of Councils nationally) introduced a minimum payment of 20% for Council Tax Support claimants. This means that the maximum Council Tax Support is calculated against 80% of their council tax liability, meaning the household have to pay 20% of their council tax liability, regardless of their income. Vulnerable customers were protected from the minimum payment.

3.6. With effect from 1 April 2019, the definition of vulnerable was extended to include the vulnerability criteria definitions for working age Universal Credit applicants due to legacy benefit transition to Universal Credit.

3.7. There have been many other scheme amendments since 2013 to ensure the Council Tax Support scheme remains aligned with Housing Benefit changes.

3.8. The proposal to disregard Child Benefit as an income will be beneficial to low-income families with children and will be more in line with practice nationally.

The Impact of one-off additional support since 2020 (Covid)

3.9. During Covid the Government introduced additional support for council tax working age claimants of up to £150 per claimant

3.10. Shropshire Council has continued to provide additional support utilising various grants since 2021 meaning that claimants impacted by the 20% minimum payment have not had to pay their council tax liability in full.

3.11. For 2026-27 working age claimants subject to the 20% minimum payment have been awarded an additional (up to) £80 from the Crisis Resilience Fund.

3.12. The different level of additional top up funding since 2020 is detailed below.

Grant Source	Amount - up to	Billing Year
Covid Grant	£200.00	2020/21
Covid Grant	£200.00	2021/22
Covid Grant	£50.00	2022/23
Cost of Living Grant	£60.00	2023/24
Household Support Fund	£60.00	2024/25
Household Support Fund	£60.00	2025/26
Crisis Resilience Fund	£80.00	2026/27

4. Summary of Main Proposals

Tapered Scheme or Banded Scheme?

4.1. Council tax benefit was based on assessing a claimant's income against their assessed applicable amount (the minimum amount of money they needed to live on). If their income was below their applicable amount they received 100% council tax benefit. For each £1.00 that their income exceeded their applicable amount the amount of Council Tax Benefit they received reduced by 20 pence, until their entitlement ceased altogether. This is called a tapered scheme.

4.2. Since 2013 some Councils have introduced banded schemes, or council tax discounts. Banded schemes set a % council tax reduction based on the claimant's income. This sets a different amount of council tax reduction based on family circumstances, and income levels.

4.3. An example of a simple banded Council Tax Support scheme is below

Example of a simple banded Council tax Support Scheme					
Council tax reduction discount % level	Passported	Single income	Couple income	families with child income	Families with more than 1 child
Level 1 - 80%	relevant benefit	£0 to £100	£0 to £150	£0 to £230	£0 to £320
level 2 - 60%	N/A	£101 to £140	£151 to £200	£231 to £280	£321 to £370
Level 3 - 40%	N/A	£141 to £180	£201 to £250	£281 to £340	£371 to £430
Level 4 - 20%	N/A	£181 to £220	£250 to £290	£341 to £390	£431 to £490

4.4. There is no single view on the relative costs and benefits of a banded scheme with regard to administration or benefit to beneficiaries. However it does create a number of cliff edges for claimants which may act to discourage them from increasing their income. For example, in the scheme above a single person with a weekly income of £99 would pay a maximum 20% of their council tax liability. A single person with a weekly income of £101 would pay a 40% of their council tax liability

What do other neighbouring Councils do?

4.5. There are many different Council Tax Support schemes. Some Councils have moved to banded schemes and many retained a tapered scheme. The majority have a minimum payment percentage payable by claimants. Some cap the level of council tax support at a particular band which impacts claimants in higher bands. There are different capital levels and different approaches to non-dependent deductions and earnings disregards.

4.6. The table below details a number of different approaches from some of our neighbouring authorities. This covers the main comparators but there will be other complexities and differences between schemes.

LA name	Tapered/Banded	Capital limit	Non dep deductions	Minumum Payment	Band Cap
Shropshire	Tapered	£10,000	Yes	20%	No
Cheshire West	Tapered	£6,000	Yes	25%	Band D
Telford and Wrekin	Banded	£6,000	No	10%	No
South Staffs	Tapered	£16,000	Yes	20%	Band D
Wyre Forest	Banded	£6,000	No	10%	No
Sandwell and Dudley	Tapered	£3,000	Yes	15%	Band B
Southwark	Tapered	£16,000	Yes	15%	No
Cheshire East	Banded	£6,000	Yes	20%	Band D
Hereford	Tapered	£6,000	Yes	No	No

5. Alternative Options

5.1. Other options considered are below.

Option 1 – Introduce a new banded scheme

5.2. This would require extensive modelling to understand the cost of the scheme. The Council would require specialist support to design the scheme and the underlying IT

system would need modification. A new scheme would also need to be integrated into a detailed policy document which is required for any appeals and challenges

5.3. For claimants there would be both winners and losers and transition from old to new would need to be handled sensitively.

5.4. Decisions would need to be made around %reductions, numbers of different household classifications, income levels and the impact of the overall cost of the scheme

5.5. The administrative impacts of the scheme are unclear and would need to be assessed carefully and staff properly trained, this in terms of the continued strains on the Council Tax team as it attempts to rebuild capacity.

5.6. Most importantly, the banded scheme would create additional cliff edges for claimants, where a small increase in income would lead to a disproportionately high increase in council tax payments

Option 2 – Continue with existing/tapered scheme with no change

5.7. No additional staff training would be required and exiting policy documentation would be required.

5.8. There is a need to be aware of the impact of additional temporary support (referenced at 3.9) which means that 20% minimum payment has not been paid in full by Shropshire claimants so this would either need to be continued or removed

5.9. There are some anomalies with other schemes such as the Shropshire Council decision to remove the child benefit income disregards in 2013. This has proved a deeply unpopular change and impacted on many claimants.

5.10. Also, claimants that have transferred to Universal Credit who were formerly passported claimants (Income Support, Job Seekers (Income Based) or Employment and Support Allowance (Income Based)) who would have received maximum 80% or 100% if vulnerable, are no longer passported. Therefore the existing Council Tax Support Scheme assessment is based on actual income including child benefit which has seem some claimants worse off when transitioning to Universal Credit.

5.11. A summary of our current scheme, with the proposed change is at Appendix B.

6. Key risks and Opportunities

6.1. The recommended approach will offer additional support to working families with children. It will also offer continued and tapered increased support to financially vulnerable claimants through continued use of the Crisis Resilience Fund.

6.2. This mitigates any current and potential risks to financially vulnerable residents from any potential future council tax increases.

7. Council Priorities

7.1. Council Tax support provides support to low-income families with their Council Tax. The proposed change to disregard child benefit as an income will provide additional support to low-income families with children. This links into the following Council priorities.

- People live in safe, inclusive places with homes that meet their needs
- Everyone has the opportunity to be healthy and thrive at every stage of life

8. Financial Implications

8.1. Estimated cost of disregarding child benefit as an income is between £750k and £800k and this will need to be incorporated within the MTFP, next due for review by Cabinet in November.

9. Legal and HR implications

9.1. There is a legal requirement to consult in relation to any changes to the Council Tax Support Scheme. A formal consultation of up to six weeks will run through September 2026 to October 2026. The consultation will ask the questions detailed in Appendix A

9.2. The consultation will be published on the Council website and the following interested parties will be made aware of the consultation

- Major precepting authorities (Police and Fire Authorities)
- Minor precepting authorities (Parish Councils)
- Voluntary sector advice groups
- Housing Associations

10. Electoral Division Implications

10.1. None

11. Health, Social (including "Child Friendly Shropshire") and Economic Implications

11.1. The proposed change to disregard child benefit as an income will ensure that low-income families with children receive additional support with their council tax.

12. Equality and Diversity Implications

12.1. This is continuation of the existing scheme with a beneficial change for resident in receipt of child benefit. A full consultation will take place with residents during September/October 2026.

13. Climate Change, Biodiversity and Environmental Implications

13.1. N/A

14. Background Papers

14.1. The Council's current Council Tax Support scheme (220 pages) can be accessed from the link below

Shropshire Council - Council Tax Support Scheme-2026-2027-pdf

15. Appendices

15.1. APPENDIX A – Proposed Consultation Questions
15.2. APPENDIX B – Proposed Council Tax Support Scheme 2027 including draft proposals

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Appendix A - Proposed Consultation Questions – Shropshire Council, Council Tax Support Scheme 2027 onwards

Disregard Child Benefit as an Income

Background

With effect from 2013 each billing authority was required to design and implement its own scheme for working age residents on low incomes, whilst accommodating a 10% reduction in government funding

Proposed Change

In 2013 Shropshire Council took the decision to remove the child benefit income disregard. This change was detrimental to low-income families with children.

Shropshire Council is now proposing to change its scheme for 2027 onwards, to disregard child benefit as an income in its calculation for council tax support. This change will benefit low-income families with children.

The estimated cost of this change is £750k to £800k per year.

Questions

Do you agree with the Councils proposal to make this change?

Yes/No

Do you have any additional comment to make about this proposal?

COMMENT BOX

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SHROPSHIRE COUNCIL – BENEFITS SERVICE

COUNCIL TAX SUPPORT (CTS)

Introduction

The current Council Tax Benefit scheme is a means tested benefit that helps people with a low income to pay their Council Tax.

From April 2013 this will be abolished and all local authorities will provide a new scheme called 'Council Tax Support'. The funding that is provided for this scheme will be reduced by 10% and therefore it is likely that some people will have to pay more towards their Council Tax bill.

The changes will not affect pensioners even though they will move into the new scheme. The Government have confirmed that all pensioners will be protected and receive the same amount of benefit they do now under the current Council Tax Benefit Scheme.

Each local authority will be able to provide Council Tax support in a different way depending on local needs, funding available and how it can be administered. Each Council is expected to devise a new scheme and then put this to public consultation by the end of 2012.

Our new scheme was devised and published on the Shropshire Council website for customers, stakeholders and other agencies to comment on. Public consultation closed on the 14th December and the new scheme was formally adopted by the Council on 16th January 2013.

Anyone of working age will now be subject to the new scheme from April 2013. The differences that you will see in the new Council Tax Support Scheme are: -

- Removal of second adult rebate
- Reduction of the capital limit from £16,000 to £10,0000
- Removal of earnings disregards
- Removal of child benefit disregard
- Increase in non-dependant deductions

Please note the following amendments are for the calculation of Council Tax Support only and do not affect Housing Benefit calculations.

Removal of Second Adult Rebate

Second Adult Rebate (2AR) is awarded to a customer based on the circumstances of a second adult living in the property. Under the new scheme this has been abolished and will no longer be effective from 01.04.13.

Reduction of the capital limit

For working age people the capital limit will reduce to £10,000 from 01.04.13. This will mean that if a customer's savings amounts to more than £10,000 they will not be entitled to CTS. The lower capital limit of £6,000 remains the same.

Tariff income calculations remain as is i.e. from the total amount if capital £6,000 is deducted, the remainder is then dived by 250 if the result is not an exact multiple of £1 the result is rounded up to the next whole £1

All other capital rules including static savings, land and property, shares, etc remain the same.

Removal of Earnings disregards

All income disregards for working age people will cease from the 01.04.13.

Removal of Child Benefit disregards

Child benefit will no longer be disregarded from the calculation of CTS from the 01.04.03.

Increase in non-dependant earned income deductions (working age only)

From 01.04.13 non dep deductions will increase to the following: -

£5 for anyone earning under £100,
£10 for anyone earning between £100 and £150
£20 for anyone earning over £150 per week

This deduction will only be made from their earned income. It won't affect any other income they receive.

Non-dependant earned income deductions (pension age only)

Gross income less than £186.00	=	£3.65
Gross income £186.00 to £321.99	=	£7.25
Gross income £322.00 to £400.99	=	£9.15
Gross income £401.00 or above	=	£10.95

Unearned income will attract the following disregards (working age and pension age):

Others aged 18 or over incl. JSAC & ESAC	=	£3.65
In receipt of Pension Credit, IS, JSA (IB), ESA(IR)	=	nil

(This disregard will be up-rated annually in line with figures provided annually by DCLG)

A new minimum earnings threshold will be introduced with effect from 01/04/15 to reflect the current arrangements in the Housing Benefit scheme.

This minimum earnings threshold will help to determine whether a European Economic Area (EEA) national's previous or current work can be treated as genuine and effective for the purposes of deciding whether they have a right to reside in the UK as a worker or self-employed person.

The minimum earnings threshold has been set at the level at which workers start to pay National Insurance Contributions (NICs), currently £153 a week in the 2014/15 tax year. If an EEA national can prove that they have been earning at least this amount for a period of 3 months immediately before they claim CTS their work can be treated as genuine and effective and they will have a right to reside as a worker or self-employed person.

If they do not satisfy the minimum earnings threshold criteria, a further assessment will be undertaken against a broader range of criteria (such as hours worked, pattern of work, nature of employment contract etc.) to determine whether their employment is genuine and effective.

Ultimately, if an EEA national's income does not meet the minimum earnings threshold or the additional criteria to be classified as genuine and effective employment they will not be eligible for CTS.

Special Educations Needs Allowance – to be disregarded in full with effect from 01/09/14

War Pensions / Armed Forces Compensation Scheme Guaranteed Income Payments – to be disregarded in full with effect from 01/04/13 (and to be consistent with Housing Benefit)

From 01/04/15 the CTR scheme will include changes to the habitual residency test to reflect changes to the Housing Benefit (HB) regulations.

The amendments to the CTS scheme removes access to CTS for EEA jobseekers who make a new claim for CTS on or after 1 April 2015. EEA nationals who are self-employed, are workers or who are unemployed but retain their worker status have the same rights to CTS as a UK national and their situation remains unchanged.

EEA jobseekers who are entitled to CTS and JSA(IB) on 31 March 2015 will be protected until they have a break in their claim for CTS or JSA. If their JSA ends because they have started work, then as long as we can be satisfied that their employment is genuine and effective they will be able to access in-work CTS as either a worker or a self-employed person. Claimants receiving in-work CTS beyond 1 April will continue to be able to access CTS, if they become entitled to JSA(IB) on or after that date, but only if they retain their worker status. If they are a jobseeker then their CTS entitlement ends from the Monday following the cessation of work.

Changes with effect from 1 April 2018 to bring the scheme in line with Housing Benefit changes

- **2 child cap**
  The Government has announced that they will limit benefit support by only taking into account a maximum of two dependent children per family. It affects all claims where new children are born after April 2017. This will applies in Housing Benefit to families that make a new claim from April 2017

- **Loss of the family premium**
  The Government removed the family premium for new claims within the assessment of Housing Benefit with effect from May 2016

- **Bereavement Support Payments to be disregarded in full**
  This was introduced into Housing Benefit with effect from April 2017

- **Any payments from the 'We love Manchester Fund' and the 'London Emergency Trust' to be disregarded in full**

- **Maximum backdate period of 1 month**

- **Absence from home limited to 4 weeks when outside GB**
  The temporary absence rules for Housing Benefit were amended in 2015 reducing the allowable period of temporary absence outside Great Britain from 13 weeks to 4 weeks.

  The limit applies to new periods of absence only. Exceptions are when an absence is in relation to
  - Death of a partner, child or close relative
  - Receiving medical treatment
  - A person who has fled their home due to fear of violence
  - A member of Her Majesty's forces posted overseas

- **Beneficial changes in circumstances to be reported within one month of the change in order for the claim to be updated from the date of change, otherwise changes will take effect from the Monday following date notified.**

- **All working aged claimants who receive Council Tax Support (unless they are a pensioner or classed as vulnerable) will pay 20% of their council tax liability, (after appropriate discounts have been awarded)**

  An example of this change is as follows:
  1) Current scheme (which allows for 100% reduction)
     The customer's liability is £20.00 per week. As they are in receipt of Jobseekers Allowance they are entitled to full Council tax reduction making their council tax balance for the year £0.00
  2) Proposed new scheme (20% minimum payment)
     The customer liability is £20.00. Before any calculation takes place 20% of this amount is reduced from the liability to be used. This means that any calculation will be carried out on a figure of £16.00. Again the customer is on Jobseekers Allowance and so they are

entitled to a full award. This will mean their council tax balance for the year will be £208.00 (£4.00 x 52).

- **De Minimis change amount of £10.00 per week for claimants in receipt of Universal Credit**

- **Apply a minimum award of £1.50**

- **Claimant or partner who meet the specific criteria of severe disablement contained within the policy will be protected from any percentage reduction in council tax support. Claimant or partner in receipt of Employment and Support Allowance will be protected from any percentage reduction in council tax support. This will also apply to customers who meet the criteria for receiving a war compensation related benefit or pension. Specifically this includes**

Criteria to be awarded for the severe disability premium:

- The customer has to be in receipt of
  1) Attendance allowance or
  2) Higher or middle rate care component of disability living allowance or
  3) The daily living allowance rate of personal independence payments
- They must not have a resident non-dependant
- No person is entitled to, and in receipt of, carers allowance in respect of caring for the customer and;
- If the customer has a partner they must also meet all above criteria

Criteria to be awarded the support component of employment and support allowance

It is accepted that some people's difficulties or disabilities are such that not only is the person not expected to look for work but are also not expected to undertake an work related activities or plan for starting work due to the severity of their difficulties

Criteria to qualify for the war pension's exemption

The customer and/or partner has to be in receipt of either:

- War pension
- War disablement pension
- War service attributable pension
- War widows pension
- War mobility supplement

Changes with effect from 1 April 2019

Severe Disability Premium does not exist in Universal Credit. From 1 April 2019 claimants or couples that have moved into Universal Credit but meet the above criteria for the severe disablement premium will be exempt from the percentage reduction.

Employment and support allowance does not form part of Universal Credit. Instead there is a limited capability for work and limited capability for work related activity element in Universal Credit which is similar to that used for identifying the work related activity group and support group of Employment Support Allowance. From 1 April 2019 claimants or partners in receipt of the limited capability for work related activity element in Universal Credit that is the equivalent to the support element of employment and support allowance will be exempt from the percentage reduction.

Changes with effect from 1 April 2020

- We have defined a council tax reversal as an amount of Council Tax Support to which the claimant was not entitled, and we have clarified what action the Council will take depending on whether the reversal is caused by claimant error, or official error.

- We have clarified that where a reversal is due to claimant error the total sum of the reversal shall be fully chargeable and recoverable as part of the claimant's council tax liability

- We have clarified that where the reversal arose due to official error, that where the claimant or their representative could reasonably have been expected at the time to realise that the assessment had been made in error, the total sum of the reversal shall be fully chargeable and recoverable as part of the claimant's council tax liability. Otherwise, the amount of the reversal will not be chargeable and recoverable as part of the claimant's council tax liability

- In the event of a council tax reversal, the Council will consider any underlying award that the claimant should have been entitled to provided evidence is received from the claimant within 1 month of the claimant being notified of the reversal, or where an appeal against a recoverable reversal is made

- We have clarified the definition of pensioner in accordance with new benefit rules for mixed age couples and eligibility for Local Council Tax Reduction Schemes

- Any payment made by the Home Office under the Windrush Compensation Scheme or the Windrush Exceptional Payment Scheme will be disregarded as capital

Changes with effect from 1 April 2022

CTRS scheme reg 74 (a)

Insert

(aa) who is a person on universal credit, except where the award of universal credit to that person includes an amount in respect of a liability to make payments in respect of the accommodation they occupy as their home, in accordance with section 11 of the Welfare Reform Act 2012 (housing costs);

Note: This is to align the CTRS scheme with a statutory amendment to the qualifying criteria for Housing Benefit, this amendment should prevent circumstances where an applicant is excluded from CTRS whilst being eligible for HB or UCHE

CTRS scheme part 13 (106)
Insert

(14) Where there is a change of circumstances which results in a change to the maximum council tax reduction for the purposes of calculating eligibility for a reduction under PART 7 (28), from the first day of the benefit week after the date on which the change first occurred.

Note: This will insert an 80%/100% cap on maximum council tax reduction and aligns the circumstances of claimants in receipt of UC with those in receipt of Passported Benefits to ensure that a claimant's maximum CTRS is calculated appropriate to their status and that vulnerable households are not disadvantaged.

Changes with effect from 1 April 2023

Added to schedules 9 and 10 capital to be disregarded, both pens and WA (and also income other than earnings for good measure)

(7) any payment made under or by the approved blood scheme, or the Scottish Infected Blood Support Scheme as established or approved by the Secretary of State, or trust established with funds provided by the Secretary of State

(8) any payment made under or by a trust, established for the purpose of giving relief and assistance to disabled persons whose disabilities were caused by the fact that during their mother's pregnancy she had taken a preparation containing the drug known as Thalidomide, and which is approved by the Secretary of State.

Add to interpretation

""approved blood scheme" means a scheme established or approved by the Secretary of State, or trust established with funds provided by the Secretary of State, for the purpose of providing compensation in respect of a person having been infected from contaminated blood products;";

Amended

105 6

From

Where the change of circumstances is the death of an applicant's partner or their separation, it takes effect on the day the death or separation occurs.

To

Where the change of circumstances is the death of an applicant's partner or their separation, it takes effect on the day the death or separation occurs.

(a) Where the applicant was included as "the partner" of the deceased (or ex-partners) Council Tax Support entitlement at date of death or separation, The Council Tax Liability created following the death of an applicant's partner or their separation falls to be treated as "first liable" within Reg 105 (2) of this scheme

Changes with effect from 1 April 2024

Added to schedule 10 capital to be disregarded (and also income other than earnings for good measure). In order to mirror changes to housing benefit regulations.

Any payment made under the post office compensation scheme (horizon compensation)

Amend regulation 109(d)

From: (d) in a case where—

i (i) an applicant or his partner is a person on income support, an income-based jobseeker's allowance or an income-related employment and support allowance or has an award of universal credit,

ii (ii) the applicant becomes liable for the first time to pay council tax in respect of the dwelling which he occupies as his home, and

iii (iii) the application to the authority is received at the designated office within one month of the date of the change, the date on which the change takes place; (e) in a case where—

iv (i) the applicant is the former partner of a person who was, at the date of his death or their separation, entitled to a reduction under this scheme, and

v (ii) where the applicant makes an application for a reduction under this scheme within one month of the date of the death or the separation, the date of the death or separation;

To: (d) in a case where—

vi (i) the applicant becomes liable for the first time to pay council tax in respect of the dwelling which he occupies as his home, and

vii (ii) the application to the authority is received at the designated office within one month of the date of the change, the date on which the change takes place; (e) in a case where—

viii (i) the applicant is the former partner of a person who was, at the date of his death or their separation, entitled to a reduction under this scheme, and

ix (ii) where the applicant makes an application for a reduction under this scheme within one month of the date of the death or the separation, the date of the death or separation;

This allows for the customer to have a calendar month to apply for council tax support once a new liability has been created for all claims, not just those on means tested benefit. Currently those not on means tested benefit has have to apply within the benefit week.

Amendments from 01st April 2025

The scheme will be amended to include the legislation that has been brought in to disregard the following as capital in the calculation of their council tax support:

- **Grenfell tower payments**
- **The horizon compensation payments**
- **Vaccine damage payments**
- **Payments for the victims of the oversees terrorism compensation payments**

In regulation 2(1) (interpretation)—

(a)for the definition of "Grenfell Tower support payment" substitute—

""Grenfell Tower support payment" means a payment made for the purpose of providing compensation or support in respect of the fire on 14th June 2017 at Grenfell Tower;";
(b)after the definition of "historical child abuse payment" insert—

""the Horizon system" means any version of the computer system used by the Post Office known as Horizon, Horizon Legacy, Horizon Online or HNG-X;";
(c)after the definition of "polygamous marriage" insert—

""the Post Office" means Post Office Limited (registered number 02154540);"Post Office compensation payment" means a payment made by the Post Office or the Secretary of State for the purpose of providing compensation or support which is—
(a)
in connection with the failings of the Horizon system; or

(b)
otherwise payable following the judgment in Bates and Others v Post Office Ltd ((No. 3) "Common Issues")(1);";

(d)in the definition of "qualifying person"—

(i)for "or a Windrush payment" substitute ", a Windrush payment, a Post Office compensation payment or a vaccine damage payment";

(ii)after "the National Emergencies Trust" insert ", the Victims of Overseas Terrorism Compensation Scheme";

(e)after the definition of "universal credit" insert—

""vaccine damage payment" means a payment made under the Vaccine Damage Payments Act 1979(2);"the Victims of Overseas Terrorism Compensation Scheme" means the scheme of that name established by the Ministry of Justice in 2012 under section 47 of the Crime and Security Act 2010(3);".

In paragraph (5) of regulation 12 (persons treated as not being in Great Britain), before sub-paragraph (a) insert—

“(zd)a person who was residing in Israel, the West Bank, the Gaza Strip, East Jerusalem, the Golan Heights or Lebanon immediately before 7th October 2023, left Israel, the West Bank, the Gaza Strip, East Jerusalem, the Golan Heights or Lebanon in connection with the Hamas terrorist attack in Israel on 7th October 2023 or the violence which rapidly escalated in the region following the attack and—

(i)has been granted leave in accordance with immigration rules made under section 3(2) of the Immigration Act 1971(1),

(ii)has a right of abode in the United Kingdom within the meaning given in section 2 of that Act(2), or

(iii)does not require leave to enter or remain in the United Kingdom in accordance with section 3ZA of that Act;

(ze)a person who was residing in Sudan before 15th April 2023, left Sudan in connection with the violence which rapidly escalated on 15th April 2023 in Khartoum and across Sudan and—

(i)has been granted leave in accordance with immigration rules made under section 3(2) of the Immigration Act 1971,

(ii)has a right of abode in the United Kingdom within the meaning given in section 2 of that Act, or

(iii)does not require leave to enter or remain in the United Kingdom in accordance with section 3ZA of that Act;”.

(1) Schedule 1 (pensioners: matters that must be included in an authority’s scheme) is amended as follows.

(f)in sub-paragraph (9)—

(i)in paragraph (b) after “the National Emergencies Trust” insert “, the Victims of Overseas Terrorism Compensation Scheme”;

(ii)after paragraph (bc) insert—

“(bd)any Post Office compensation payment;

(be)any vaccine damage payment;”;

(g)in sub-paragraph (10), after paragraph (ac) insert—

“(ad)any Post Office compensation payment;

(ae)any vaccine damage payment;

(af)any payment out of the estate of a person to that person’s son, daughter, step-son or step-daughter, which derives from a payment to meet the recommendation of the Infected Blood Inquiry in its interim report published on 29th July 2022(1) made under or by the Scottish Infected Blood Support Scheme or an approved blood scheme ;”.

In Schedule 6 (capital to be disregarded)—

(a)in paragraph 16—

(i)in sub-paragraph (1) after “the National Emergencies Trust” insert “, the Victims of Overseas Terrorism Compensation Scheme”;

(ii)after sub-paragraph (1D) insert—

“(1E) Any Post Office compensation payment.

(1F) Any vaccine damage payment.

(1G) Any payment out of the estate of a person, which derives from a payment to meet the recommendation of the Infected Blood Inquiry in its interim report published on 29th July 2022 made under or by the Scottish Infected Blood Support Scheme or an approved blood support scheme to the estate of the person, where the payment is made to the person’s son, daughter, step-son or step-daughter.”;

(iii)in each of sub-paragraphs (2), (3), (5), (6) and (7) for “or a Windrush payment” substitute “, a Windrush payment, a Post Office compensation payment or a vaccine damage payment”;

(b)in paragraph 21(2)—

(i)in sub-paragraph (w) omit “or”;

(ii)after sub-paragraph (x) insert—

“or
(y)bereavement support payment under section 30 of the Pensions Act 2014(1).”;

(c)after paragraph 22 insert—

“22A. Any payment of a widowed parent’s allowance made pursuant to section 39A of the SSCBA (widowed parent’s allowance)—

(a)to the survivor of a cohabiting partnership (within the meaning in section 39A(7) of the SSCBA) who is entitled to a widowed parent’s allowance for a period before 9th February 2023(2), and

(b)in respect of any period of time during the period ending with the day before the survivor makes the claim for a widowed parent’s allowance,

but only for a period of 52 weeks beginning with the date of receipt of the payment or 1st April 2024, whichever is later.

22B.—(1) A payment of bereavement support payment in respect of the rate set out in regulation 3(2) or (5) of the Bereavement Support Payment Regulations 2017 (rate of bereavement support payment)(3), but only for the period of 52 weeks from the date of receipt of the payment.

(2) Where bereavement support payment under section 30 of the Pensions Act 2014 is paid to the survivor of a cohabiting partnership (within the meaning of section 30(6B) of that Act) in respect of a death occurring before 9th February 2023, any amount of that payment which is—

(a)in respect of the rate set out in regulation 3(1) of the Bereavement Support Payment Regulations 2017, and

(b)paid as a lump sum for more than one monthly recurrence of the day of the month on which their cohabiting partner died,

but only for a period of 52 weeks beginning with the date of receipt of the payment or 1st April 2024, whichever is later.”.

Amendments from 01/04/2026

We are changing the regulation to simplify when entitlement can start following a death or separation. Reg 107 will be amended as follows:

original:
(6) Where the change of circumstances is the death of an applicant’s partner or their separation, it takes effect on the day the death or separation occurs.
(a) Where the applicant was included as “the partner” of the deceased (or ex-partners) Council Tax Support entitlement at date of death or separation, The Council Tax Liability created following the death of an applicant’s partner or their separation falls to be treated as “first liable” within Reg 105 (2) of this scheme.

Amended:
(6) Where the change of circumstances is the death of an applicant’s partner or their separation, it takes effect on the day the death or separation occurs.
(a) The Council Tax Liability created following the death of an applicant’s partner or their separation falls to be treated as “first liable” within Reg 105 (2) of this scheme.

Amendments are also being made to reg 110 to allow for more scope for delays in claiming if it is deemed reasonable for them to have taken longer than a month. We will be adding/amending the parts currently coloured red:

110. Date on which an application is made

(1) Subject to sub-paragraph (7), the date on which an application is made is— (a)in a case where—

(i)an award of state pension credit which comprises a guarantee credit has been made to the applicant or his partner, and

(ii)the application is made within one month of the date on which the claim for that state pension credit which comprises a guarantee credit was received at the appropriate DWP office, or such longer period as the relevant authority considers reasonable, the first day of entitlement to state pension credit which comprises a guarantee credit arising from that claim,;

(b)in a case where—

(i)an applicant or his partner is a person in receipt of a guarantee credit,

(ii)the applicant becomes liable for the first time to pay council tax in respect of the dwelling which he occupies as his home, and

(iii)the application to the authority is received at the designated office within one month of the date of the change, or such longer period as the relevant authority considers reasonable, the date on which the change takes place;

(c)in a case where—

(i)an award of income support, an income-based jobseeker's allowance or an income-related employment and support allowance or an award of universal credit has been made to the applicant or his partner, and

(ii)the application is made within one month of the date on which the claim for that income support, jobseeker's allowance, employment and support allowance or universal credit was received, the first day of entitlement to income support, an income-based jobseeker's allowance, an income-related employment and support allowance or universal credit arising from that claim, or such longer period as the relevant authority considers reasonable;

(d)in a case where—

(i)an applicant or his partner is a person on income support, an income-based jobseeker's allowance or an income-related employment and support allowance or has an award of universal credit,

(ii)the applicant becomes liable for the first time to pay council tax in respect of the dwelling which he occupies as his home, and

(iii)the application to the authority is received at the designated office within one month of the date of the change, or such longer period as the relevant authority considers reasonable, the date on which the change takes place;

(e)in a case where—

(i)the applicant is the former partner of a person who was … liable for Council Tax.

(ii)where the applicant makes an application (for the same property) for a reduction under this scheme within one month of the date of the death or the separation, or such longer period as the relevant authority considers reasonable, the date of the death or separation;

Changes with effect from 1 April 2027

The scheme will be updated to no longer take child benefit into account as an income for any working age customers with children. It will be added to the following schedule:

SCHEDULE 8 Sums disregarded in the calculation of income other than earnings: persons who are not pensioners

- *Any payment made to the claimant or partner by way of child benefit*

SUMMARY OF CHANGES FROM 01.04.13

Current Council Tax Benefit Scheme (CTB)	Council Tax Support (CTS)
Second Adult Rebate - Awarded to the customer based on the circumstances of 'second adult'. Can be awarded due to a 'better buy' comparison	No award due for second person. On 'better buy' calculation customer will only be awarded any CTS due.
Reduction of the capital limit - Upper capital limit of £16,000. Above this limit the person would not qualify for CTB. Lower capital of £6,000. Below this figure amount is ignored. Amounts above £6,000 attract tariff income at £1 for every £250 or part of above the lower capital limit	Upper capital limit of £10,000. Above this limit the person would not qualify for CTB. Lower capital of £6,000. Below this figure amount is ignored. Amounts above £6,000 attract tariff income at £1 for every £250 or part of above the lower capital limit
Removal of earnings disregards – Permitted work - £97.50 Lone parents - £25.00 Disabled, carers or special occupations - £20.00 Couples - £10 Single £5	Permitted work - £0 Lone parents - £0 Disabled, carers or special occupations - £0 Couples - £0 Single £0
Removal of Child Benefit disregard – Child Benefit is fully disregarded for the calculation of CTB	Child benefit is fully included for the calculation of CTS
Increase in non-dependant deductions (using current figures) On pass ported benefit - £0.00 On JSA C/ESAC - £3.30 Works less than 16 hours on maternity, paternity, adoption or sick leave - £3.30 Income more than £394.00 per week – £9.90 £316.00 to £393.99 per week – £8.25 £238.00 to £315.99 per week - £6.55 £183.00 to £237.00 per week - £3.30 £124.00 to £182.99 per week – £3.30 Under £124.00 – £3.30	On pass ported benefit - £0.00 On JSA C/ESAC - £3.30 Works less than 16 hours on maternity, paternity, adoption or sick leave - £3.30 Earnings less than £100 - £5.00 Earnings between £100 and £150 - £10.00 Earnings above £150 - £20.00

APPEALS

There will be no joint HB/CTR appeals – they will be heard separately by different bodies. First Tier Tribunals will hear the Housing Benefit appeals (as now) and the Valuation Tribunals Service will hear Council Tax Support appeals.

The legislation is contained within the Local Government Finance Act. Appeals against the local Council Tax Support Scheme will be covered by Regulation 16(b).

Process:

- The customer firstly needs to write to the Council saying they disagree with the decision. There is no time limit to do this. They can request this at any time.
- If we do not alter our original decision the customer has the right to appeal to the Valuation Tribunal.
- To appeal to the Valuation Tribunal the customer will need to do this on line at www.valuationtribunal.gov.uk
- The customer must complete the on line appeal application within two months of the date of the decision notice sent by ourselves upholding the original decision

As local schemes are not legislation, but are locally defined schemes, the Valuation Tribunal will not consider an appeal against a billing authority's actual scheme, as that is beyond their jurisdiction. However, the Valuation Tribunal will advise dissatisfied claimants of their right to apply to the billing authority for a discretionary discount under section 13 (1) (c) of the Local Government Finance Act 1992. They will also hear appeals where the authority refuses to exercise this discretion.

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Finance & Improvement Scrutiny
7 September 2026

Cabinet
9 September 2026

Public

Cornovii Developments Ltd

Cabinet Member:	Councillor James Owen, Portfolio Holder for Housing Councillor Roger Evans, Portfolio Holder for Finance
Lead Director:	Duncan Whitfield, Section 151 Officer
Service Area:	Finance
Report Author	Duncan Whitfield
Officer contact details	duncan.whitfield@shropshire.gov.uk
Electoral Divisions Affected	All
Key Decision?	Key Decision
Cabinet Forward Plan	Yes – 17 April 2026
Report considered by	Finance & Improvement Overview and Scrutiny Committee – 7 September 2026 Cabinet – 9 September 2026

1. Purpose of Report

1.1. This report considers options for the Council's future relationship with Cornovii Developments Ltd (CDL). CDL is the wholly owned company established by the Council in 2019 with a view to building houses within Shropshire. The recommendation is for a structured closure of CDL over a period of time, likely to be a minimum of 18 months.

1.2. As a key part of this decision, it is critical to reflect on both the operating model for the company which is dependent on a consistent flow of sites for development and associated loans from the Council and also the financial emergency declared by the Council in 2025 and the consequential need for Exceptional Financial Support (EFS) from government.

1.3. The latter impacts fundamentally on the ability of the Council to borrow for anything other than to meet statutory or regulated requirements. Therefore, any prospect of the Council taking out new borrowing to fund CDL activity is, in practical terms, unrealistic in the medium term and leaves CDL in a position where it will be increasingly unable to generate surpluses to repay debt.

Importantly, the report reflects on recognition in the recent MHCLG report that led to the Non-Statutory Best Value Notice. The report noted that that the Council is no longer in a position where it can afford to fund CDL activity.

1.4. The recommendation is therefore made based on the evaluation of several options. The option recommended is the economically least disadvantageous to the Council. The report offers details on the evaluation of each option but explains why some are simply not viable given the financial position of the Council's balance sheet. Alongside the option, the report also sets out key activities that need to be undertaken subject to Cabinet's agreement to this option that will need to be set in motion together by both the Council and CDL.

1.5. These include refreshed governance arrangements for both the Council and CDL to give proper oversight to the closure of the Company, management of financial provisions within the accounts of both organisations, completion of part complete planning applications by CDL and the disposal of sites either to the Council or to other third parties.

1.6. The report does not attempt and is not intended to account for the history of CDL from inception to mobilisation and subsequently delivery of housing. However, as for several other local authorities who have experienced similar difficulties with trading companies, there are clearly lessons to be learned from the experience that need to be avoided in future. These will be addressed separately and as part of changes in the Council's constitution and financial standing orders with regards to arm's length companies.

2. Recommendations

Cabinet is recommended to:

2.1. Note the financial circumstances currently facing the Council and especially the limitations on borrowing arising from EFS commitments in at least the short and medium terms.

2.2. Note the financial circumstances of CDL as illustrated by their most recent balance sheet and the need for the Council to act in order to maintain solvency of the company in the absence of Council funding for future development activity.

2.3. Approve the structured closure of the Company over a period of time (Section 4; Option 6) in order to minimise the financial exposure to the Council and to seek best consideration to the Council from any property and land disposals and transfers.

2.4. Note that this decision is consistent with the requirements set out in the Financial Sustainability and Recovery Strategy agreed by Cabinet in July.

2.5. Authorise the s151 Officer with support from the Monitoring Officer to notify formally the CDL Board of Directors of the decision of the Cabinet to close the company.

2.6. Instruct the two statutory officers to bring together a governance structure which works together with CDL to ensure an orderly closure of the Company and the future management and ownership of land and property.

2.7. Approve funding for CDL to complete planning applications for London Road Phase 2 and for SUE West sites in order to maximise the future value of the sites, as housing developments as originally requested.

2.8. Authorise the s151 Officer to ensure that CDL has sufficient funding to remain solvent whilst completing planning on the schemes in progress and the sale or transfer of sites as set out in this report.

2.9. Note the estimated cost to the Council arising from the closure of CDL and delegates to the s151 Officer and Monitoring Officer to take actions necessary to ensure that the company remains solvent.

2.10. Note that as estimated costs arising from the closure will be included within the next Medium Term Financial Plan to be presented to Cabinet in November.

2.11. Instruct officers to ensure that additional and appropriate professional support and advice as necessary throughout the period of closure to ensure full compliance with company law and local government regulation.

2.12. Instruct officers in consultation with the CDL Board of Directors to ensure that their tenants are kept fully informed of changes that will be made and that those tenants are in no way impacted adversely by the closure of CDL

3. Background

3.1. The Council is the sole shareholder of Cornovii Developments Ltd (CDL), which was established in 2019. The achievements of CDL since inception are set out in Appendix A.

3.2. CDL has a Board of Directors that has included Council representation and has, until recently, been subject to oversight from the Council's now disbanded Housing Supervisory Board, their responsibilities now being transferred to Cabinet. Earlier in the year and as required by their standing agreement with the Council, CDL presented a refreshed business plan based upon previous discussions and indications of intent from the Council. This Draft Business Plan needed to reflect the fact that earlier Council intentions no longer reconciled with the financial position facing the Council and especially the Council's ability to commit to further borrowing to invest in CDL projects.

3.3. As a result, the S151 Officer has undertaken a fundamental balance sheet review of the Council's relationship with CDL. Based simply on published information and the draft CDL accounts for 2025/26, the Council has negative equity in CDL, which is offset in part by surpluses generated by the increased valuation of investment properties.

3.4. The review has confirmed that some work in progress will need to be written off, subject to the Council securing as much value from that work as possible insofar as it relates to sites that may be available for future development.

3.5. Accounting arrangements for Work in Progress and asset valuations will continue to be subject to review by CDL's external auditors and consolidated in the accounts of the Council.

3.6. The review further confirmed that the Council has loaned to CDL £35.19m as at 31st March 2026.This level of funding would need to be increased for any of the schemes currently in planning or design stages to be physically built and completed.

3.7. It is recognised that the 2026 Draft Business Plan for the company is based on a number of assumptions which, if they were to all fall into line, would give CDL a modest overall surplus by 2033. However, not least with regard to the nature of the housing development business and market volatility, it is considered unlikely that this alignment will happen and that therefore losses to the Company may become more likely in the future.

3.8. In any event, the Council's overall financial position is such that it would be in no position to loan the required funds. In view of this fact, the review has moved on to consider alternative options to maximise the potential loan repayments to the Council.

3.9. The option recommended in this report is to secure planning permission for two of the remaining schemes and to consider all options to dispose or acquire the Council's interest. A similar consideration of all options in relation to the private rented stock held by the Company will be undertaken before any final decisions are made.

3.10. On present assessments this approach will lead to a minimum overall loss of on the Councils total investment in CDL of around £4m. This will remain subject to assumptions prevailing at the point of closure that the Council will wish to minimise.

3.11. In particular, the write off will be determined by several factors such as market conditions, the timings of any transfer or disposal and the need for the Council to achieve best consideration on any transaction.

4. Summary of Recommended Proposal

4.1 Given that there is no realistic opportunity in the medium term for the Council to be able to fund the current Draft Business Plan, there is a need to consider the future of CDL. Six options have been considered for the future of CDL. These options are set out in Appendix A of this report.

4.2 On the basis of the assumptions presented in the report, no option provides a full return to the Council of the loans made to CDL or the equity interest held. The least disadvantageous option considered is option 6. This involves further expenditure by CDL on completion of planning on two sites; there would be benefit in allowing CDL to complete these applications and the value of the sites would be enhanced as a consequence. The cost of completing this work will need to be funded by the Council.

4.3 There is a restricted window of opportunity for the Council to make a decision on the future of CDL, and each month of delay adds to scheme risk and uncertainty, so the earlier the in principle decision is made on the Company's future the better.

4.4 Following a review of options available (Appendix B), this report is recommending a structured closure of CDL over a period of time, not likely to be less than 18 months and potentially longer depending on market conditions.

4.5 All of the options considered involve costs to the Council and the recommended option attempts to minimise unnecessary financial exposure. Alternative options are set out in the Appendix and are rejected for a number of reasons including but not least the inability of the Council in the medium term to be able to fund future investment in CDL. This is in the context of the financial emergency that it faces and a practical assessment of the viability of the company in the absence of any Council finance.

4.6 During the period of closure, new governance will be created including reviews of the CDL Board and the Council's 'client' function. This governance will focus on the commercial, legal and financial issues involved in company closures and the need to protect the rights of tenants.

4.7 Through the period of closure and for each transaction, the Council will continue to take any additional professional advice that becomes necessary to close the company successfully and to confirm at each stage that the Council and CDL are fully compliant with law and regulations. It is recognised that the closure of companies are complex matters especially where this involves land and property

matters. Therefore, the project will need the closest scrutiny from both the s151 and Monitoring Officers.

4.8 The critical issues for the Council to consider as part of this decision include but are not exclusive to:

- The timing and sequence of events leading to Company closure and the governance necessary to guide the process.
- The inter relationship of these events for STaR Housing (the arm's length management organisation for the HRA) including CDL staffing and personnel implications.
- The maintenance of continuous and uninterrupted service to existing CDL tenants including those in private rented sector and shared ownership.
- The need for an orderly and managed closure for the company and appropriate management of debtors and creditors through that process.
- The balance sheet management of the transfer of assets and termination of loan agreements between the Council and CDL including any consultation necessary with the Council and CDL's external auditors.
- The future of the PRS units maintained by CDL and their future sale or transfer.
- The partially completed planning applications for two sites namely London Road Phase 2 and SUE West and the funding from the Council required to complete this work.
- The write off of any work in progress carried out by CDL that has no future value to the Council (e.g. early planning work on sites not being progressed) and the assurance that any residual value from the work is maintained.
- The tax efficient transfer or disposal of any site formerly acquired by CDL and to receive professional advice on any preferred option.
- Any staffing or personnel issues (including any potential TUPE implications) arising from the closure.

5. Alternative Options

5.1. In total, six options were considered for the Council's future relationship with CDL and these are set out in Appendix B. The options have, where appropriate, been tested against Net Present Value (NPV).

5.2. The following key financial assumptions have been used in the review of options :

- Loans outstanding are as of 31st March 2026;

- Property values for PRS units are as per balance sheet or purchase value for units bought in April;
- That all owned property would transfer at book value or in the case of Rent to Buy revaluation values;
- Work to reach Development approval stage is valued at cost incurred to date plus estimated cost to reach completion less any known losses on schemes;
- Work undertaken on the Shirehall project is funded at cost by the Council assumed to be up to £886,000 based on scheme cash flows; if this is not funded then the cost incurred will increase the level of loans unrepaid;
- All values have been taken as of March 2026. However, where there are cash flow implications then Net present value (NPV) figures of future costs and incomes have also been calculated.

5.3. The options considered were as follows :

- Option 1 - Closure of Company with immediate effect

- Option 2 - Build out of units 'on site' but no further activity on other sites that would be disposed of

- Option 3 - Continue to complete all sites in programme that have funding agreed in principle

- Option 4 - Carry on with Company and review new opportunities

- Option 5 - Sale of Company

- Option 6 - Complete build out of units on site bringing other sites up to next stage of development; other sites either disposed of or transferred to Council

5.4. On the assumptions set out, none of the options considered have a positive financial outcome for the Council as they are not able to provide a full return of the Council's loans or its equity interests.

5.5. The report concludes as set out above that the least disadvantageous option would be option 6. This option also demonstrates the optimum Net Present value of all the options where NPV can be applied. The preferred option will involve some further expenditure to the Council in order to complete planning on two sites that have advanced to a point near completion. Given the advanced status of the work, it is not considered that it would be appropriate for this knowledge to be transferred back to the Council or to another third party without risking loss of continuity leading to a longer delivery time and potentially incurring further costs.

5.6. Overridingly, given the current trading position of CDL which will make it increasingly difficult to make interest repayments back to the Council as their pipeline of work has been suspended by the Council, there is an urgent need for the Council to make a decision on the future of CDL as any delay adds risk both to the status of CDL's balance sheet. This may ultimately and inadvertently compromise their solvency and would not be in the best interests of either themselves or the Council.

6. Financial Assessment

6.1. In approaching the assessment of the position of the Council in respect of CDL, all public documents relating to CDL including the accounts and Business Plan have been reviewed in addition to wider company documentation including reports commissioned by CDL such as property valuations.

6.2. The review has been objective, and the conclusions have helped inform the recommended option given the facts available; this of course in the context of the financial emergency, Exceptional Financial Support from Government and the Non-Statutory Best Value Notice issued by MHCLG.

6.3. The financial assessment looked particularly at the Council's balance sheet position and considered not least the future implications for the continuation and closure of the company. The assessment was carried out by the s151 officer and has involved the gathering of information from both CDL and Council sources. At all times, CDL have cooperated fully and added value to the assessment.

6.4. The assessment addressed issues including CDL performance and profitability, funding arrangements and valuations. It also reviewed the Draft 2026 CDL Business Plan including the financial forecast and impacts of market rents, new build, overheads staffing and schemes still in design or planning. The assessment also considered the importance of ensuring trade debtors are paid in full during the relevant period.

6.5. This assessment has confirmed the difficult circumstances in which CDL find themselves; the financial constraints on the Council are well known. In the event of the Council being able to lend at scale to CDL, it would still take some years for the company to achieve sustainable profit levels. Equally and again subject to the Council's ability to borrow, payback on any investment would not be achieved for many years, and this during a period when the Council needs to achieve financial sustainability and recovery which means eliminating any non-critical debt.

6.6. The assumptions used are the best available and subject to change over time and to different interpretations. However, it should be noted that the assessments help conclude on the best way of achieving closure and not the need for closure itself which is driven by financial imperatives for the Council. In essence, the impact of variations to the assumptions are marginal and would not impact on the decision to close the company in a structured way over a managed period.

6.7. During this period there will be a need to maintain commercial confidentiality to ensure the best return for the Council.

7. Council Priorities

7.1. In respect of this report and the recommendations included, Council priority must be to achieve Financial Sustainability and Recovery as set out in the Strategy agreed by Cabinet in July. Relevant points in that Strategy relate to the review of non-statutory and commercial activity, the minimisation of borrowing and the potential disposal of assets in order to reduce the Council's need to borrow under Exceptional Financial Support.

8. Financial Implications

8.1. The report recommends the structured closure of CDL over a period of time. It is estimated that at full closure, the exposure to the Council will be a minimum£4m This will be driven by many factors such as market value, accounting treatments and timing.

8.2. Realistically, there is no other practical solution to the future funding of CDL, and the constitution of the Company did not allow for a situation where funding from the Council would not be available. Furthermore, the complexity of sites allocated to CDL have in some cases been likely to present scheme viability issues that are bound to impact on timing and viability, thereby compromising profit potential for them. Looking forward, CDL profitability cannot be improved without significant further Council investment. This would have to be funded by borrowing, which the Council simply cannot afford, as referred to in the recent MHCLG report.

8.3. Subject to Cabinet agreement to the recommendation in this report, the s151 Officer together with the Monitoring Officer will meet with the Board of Directors of CDL to agree governance arrangements for the period of closure for the company and the Council in collaboration.

8.4. A detailed plan will follow once agreed, including a view on completing two outstanding planning applications, agreeing asset disposal, sale or transfer options for CDL sites, accounting arrangements within both organisations all leading to the formal closure of the Company.

8.5. Provision will need to be made within the forthcoming MTFP for the closure of CDL and decisions made on the incidence of these events within the accounts of both the Council and CDL.

8.6. Subject to agreement by Cabinet, the s151 Officer and Monitoring Officer will meet with the Board of CDL and agree future governance arrangements and a plan for closure.

8.7. The Improvement Board and MHCLG will also be notified of the Cabinet decision at the earliest opportunity, not least given the efforts being made by the Council to manage risk but also the write off in value estimated to be incurred by the Council.

9. Legal and HR implications

9.1. The Council, as sole shareholder of Cornovii Developments Ltd, has the necessary powers to consider and determine the future governance and operational arrangements of the company. The recommendations within this report are directed towards achieving an orderly and structured implementation of Cabinet's preferred option, whilst seeking to protect the Council's legal, financial and commercial interests.

9.2. The Council is continuing to obtain external specialist legal, insolvency, taxation and accounting advice in relation to the detailed implementation of any approved

course of action, including matters relating to corporate governance, funding arrangements, asset disposals, creditor interests, taxation, and the most appropriate mechanism for the company's future operation and eventual closure.

9.3. The recommendations specifically provide for further professional advice to be obtained where required and for detailed governance arrangements to be established by the Section 151 Officer and Monitoring Officer to oversee delivery. The Council will continue to consider this specialist advice, and the need for compliance with all relevant statutory, fiduciary and contractual obligations.

10. Electoral Division Implications

10.1. There are no implications arising directly from this report.

11. Equality and Diversity Implications

11.1. There are no implications arising directly from this report.

12. Climate Change, Biodiversity and Environmental Implications

12.1. There are no implications arising directly from this report.

Appendices

Appendix A Overview of Cornovii Achievements since 2019
Appendix B Alternative Options

APPENDIX A

OVERVIEW OF CDL ACHIEVEMENTS SINCE 2019

Since the creation of the Company in 2019, and by March 2026, CDL have delivered 196 new homes across Shropshire, comprising:

- 68 affordable homes
- 56 homes for open market sale
- 56 private rented homes
- 16 rent-to-own homes

This mixed-tenure approach has widened housing choice and created different routes into a suitable home, including affordable rent, shared ownership, private rent, rent to own and outright purchase. A total of 55 homes were transferred to Shropshire Council for affordable rent and shared ownership. CDL has also incorporated bungalows and smaller homes within its developments, responding to the needs of older households, smaller households and residents seeking more suitable accommodation. The company has successfully progressed complex sites that other developers had not brought forward, helping to unlock land for housing.

The housing programme has demonstrated a strong local focus. Seventy-five per cent of purchasers and 96% of private rented customers had a connection to Shropshire. In addition, 46% of the rented homes were occupied by key workers, while 4% were occupied by veterans or members of the Armed Forces community.

Delivery has supported Shropshire-based contractors, suppliers and employment with all contractors being Shropshire-based contractors. Contractors have also provided apprenticeships, work placements and engagement with local schools, extending the benefits of the programme beyond the homes themselves.

CDL has sought to deliver homes that are practical, adaptable and designed for long-term use rather than simply meeting minimum requirements. Its developments have incorporated:

- Fabric-first design principles to improve warmth and energy efficiency
- Enhanced space standards
- Solar panels on every home
- Electric vehicle charging provision
- Timber-frame construction

These standards have helped create a recognisable CDL housing offer centred on quality, sustainability and the needs of residents, meeting eco standards before they were required by building regulations.

CDL has maintained independent external and internal audit arrangements throughout its operation. The company received unqualified external audit opinions every year from 2019/20 to 2024/25. Internal audit reviews provided substantial assurance in 2023/24, 2024/25, and 2025/26, with no limited or unsatisfactory opinions reported.

CDL continued to deliver through the effects of the COVID-19 pandemic, construction cost inflation, supply-chain disruption, higher interest rates, and changing housing market conditions. The company responded by adjusting the tenure mix, introducing additional routes into home ownership, and considering alternative ways of placing completed homes.

APPENDIX B

Cornovii Development Ltd

Review of Future Options

Having considered the shareholders return, each individual option has been reviewed in the light of the current Draft Business Plan, updated information from CDL, and with regard to the Council's financial position. This includes the ability to raise loans, the potential impact on the Council's balance sheet (i.e. how much of the outstanding loan would be recoverable and impact on revenue income and expenditure).

The following key assumptions have been used in the options review:

- Loans outstanding are as of 31st March 2026;
- Property values for PRS units are as per balance sheet or purchase value for units bought in April;
- That all owned property would transfer at book value or in the case of Rent to Buy revaluation values;
- Work to reach Development approval stage is valued at cost incurred to date plus estimated cost to reach completion less any known losses on schemes;
- Work undertaken on the Shirehall project is funded at cost by the Council assumed to be up to £886,000 based on scheme cash flows; if this is not funded then the cost incurred will increase the level of loans unrepaid;
- All values have been taken as of March 2026. However, where there are cash flow implications then Net present value (NPV) figures of future costs and incomes have also been calculated.

The options in the brief have been considered as shown below.

Option 1 - Closure of Company with immediate effect

The Council could, as the sole shareholder, withdraw support and in effect close the company with immediate effect.

This would almost certainly lead to the company going into administration and the Council effectively losing control of the company. Although the company is in a hiatus in terms of development activity with schemes in design and all other schemes being practically complete or being in defects liability.

There are still issues concerning the company's responsibilities both in respect of any properties in warranty periods or as landlord for the PRS units. In the case of the PRS units, these will need to be managed to new ownership, and this will take time to achieve best value to CDL and therefore to the Council.

An immediate closure would leave a number of complex outstanding that would need immediate action. The demands that this would make on already stretched resources would not be practical as the Council cannot have direct responsibility in law for the PRS units, and this cannot be resolved immediately as it will take time to find a purchaser for those units which represent the Company's sole investment asset . A structured closure

CDL over time would therefore be preferred. A structured closure would ensure that maintenance responsibilities are fulfilled and completion of assets being transferred, either to the Council or sold on

As this option is not a practical proposition, and as such no cost assumptions have been made.

Option 2 - Build out of units 'on site' but no further activity on other sites that would be disposed of

This is in effect a variant of option 1 but has the managed run down and completion of defects responsibilities on site whilst allowing time for issues on the sale of the PRS schemes. Realistically this would take up to a year. The sites under design would not be taken to the next stage and are assumed to be disposed of in line with Council policy.

It is estimated that there would be a shortfall in loans recoverable of around £5 million. As this likely to happen within the next 12 months there is no separate NPV calculation.

Option 3 - Continue to complete all sites in programme that have funding agreed in principle

This option would effectively adopt the Draft Business Plan and assumes that, by 2033, the Council would have received a net profit from the company's operations of around £2m (in effect all loans would be repaid). However, this is built on a range of highly optimistic of assumptions which are contained in the Draft Business Plan.

It also assumes that funding going forward is agreed and cannot be revoked. This is implied in the draft 2025/26 accounts which states that "debentures relates to loan facilities. At 31 March 2026, the committed borrowing facility was £69,000,000 (2025: £49,000,000) of which £30,000,000 (2025: £33,100,000) was undrawn."

However, the Council is not in a position to undertake the additional borrowing burden that this would require in the foreseeable future and the underlying risk burden of borrowing for such purpose and in a naturally volatile housing market. Given these circumstances the Council would wish to invoke the material adverse change clause contained within the agreement with CDL to justify the Council being unable to provide the full loans. This is over and above the current financial emergency facing the Council.

The Draft Business Plan itself makes it clear that there are a range of factors which could adversely impact this performance including interest rates, build costs and income yields. A 5% negative variance in income or a 4% variance in costs over the scheme's life would eliminate any profit. That is without considering interest rates which are assumed to fall by 1-1.5% in this year alone; this seems highly unlikely at this time and assumes that the rates currently charged are not in breach of the Subsidy control regime.

This option would also require the Council to forward fund the development of new schemes. The profile of new loans is shown in the graph below which shows lending increasing to over £51 million in 2028, an increase of over £16m from March 2026

OBJ

However, the overriding considerations are to consider whether CDL can achieve a profit after overheads when, on building activity, it has failed to do so to date. Also, to consider whether the Council can afford to carry the risk of any losses going forward? Additionally, consideration of affordability to the Council of increasing debt when the demand for EFS remains significant.

A forecast based on costs rising by just 2% above forecast and values dropping by 3% gives a shortfall on loan repayments of around £8.2 million. The latter has to be the more likely scenario. Due to the extended cash flows of this option.

The estimated NPV cost of this option is £10.46m.

Option 4 -Carry on with Company and review new opportunities

This option is an extension of Option 3 and is only worth considering if option 3 is considered to be a viable option.

No costings have been made on this as they would be the same as option 3

Option 5 - Sale of Company.

The Council could consider either the immediate or future sale of the company to a third party. This may include responsibility for any defects on completed schemes, and land and design work on future schemes.

Given the low margin achieved to date by CDL, and the level of their outstanding debt to the Council, it will be challenging to achieve the sale of the company as a going concern with a sales value likely to be acceptable to the Council.

Overall likely loss of loans is between £7 million and £8 million. As this would likely happen within the next 12 months there is no separate NPV calculation.

Option 6 - Complete build out of units on site bringing other sites up to next stage of development; other sites either disposed of or transferred to Council

This option is a variant of option 2 and would enable the company/Council to crystallise the value from completing design work on the schemes in design, including planning approval, with the estimated cost of this work being £0.615 million based on information provided by CDL. Specifically, this is work on London Road phase 2, Mount Pleasant, Oswestry SUE & Shrewsbury SUE West schemes.

Without this work, the work undertaken to date, which is of a similar value, would probably need to be written off by the company reducing the ‘value of the company transferring to the Council’. Funding to complete the work would of course need to reconcile with the Council’s future plans for disposal or other use of the sites. In addition, the Council may wish to take a view on the buildability of some schemes.

With regard to what happens to the sites going forward, the undeveloped sites if already transferred to the company, could be either transferred or acquired by the

Council for disposal on the open market, or sold by the Company if in their ownership. It is assumed that the value obtained would recover costs incurred to date. There has been no assessment of the tax liability to the Council of this transfer. It is assumed that sites still in the Council's ownership will be sold on the open market in line with Council policy.

It should also be noted that the PRS sites would need to be either held by the company and at some stage be disposed of to a third party as, at present, the Council cannot operate market rent housing.

Overall, on this option there is likely to be a loan shortfall of £4 million. On the assumption that the PRS units are sold within two years, the NPV cost of this option is £3.44 million. This is assumed to be the lowest cost option to the Council.

This final option is considered to represent the best value to the Council. In any event, there are further key considerations that the Council would need to address when deciding the implementation of the agreed adoption, exact form and scale of how the option can be delivered.

Committee	Cabinet
Date and Time	5th September 2026 10.30 am Public

Housing Revenue Account Business Plan

Cabinet Member:	Councillor James Owen – Portfolio Holder for Housing
Lead Director:	Paula Mawson, Service Director – Communities & Customer
Service Area:	Communities & Customer (Housing Services)
Report Author	Laura Fisher, Head of Housing, Resettlement and Independent Living
Officer contact details	01743 258981 laura.fisher@shropshire.gov.uk
Electoral Divisions Affected	All electoral divisions
Key Decision?	Non Key
Cabinet Forward Plan	Yes
Report considered by	Cabinet – 9 September 2026

1. Purpose of Report

1.1. This report seeks approval of the revised Housing Revenue Account (HRA) Policy developed following an independent review of the HRA in June 2026. The independent review also considered the HRA 'Golden Rules', including the principles relating to borrowing, reserves, viability assessment and long-term financial sustainability. These have now been incorporated into the HRA Policy.

1.2. The Policy provides a wider and more transparent framework for the use of HRA resources, including income, expenditure, reserves, borrowing, viability assessment, grant funding and investment decision making, and supports stronger governance and long-term oversight of the HRA.

1.3. Cabinet is asked to consider and approve the recommendations within the HRA 30-year Business Plan. The Plan was due to be brought forward in February 2026 but was delayed given uncertainties regarding policy priorities and timing and wider

concern for Council finances. It was primarily these circumstances that led to the review.

1.4. The HRA Business Plan brings together the financial strategy, investment programme and governance arrangements required to ensure the HRA remains sustainable, compliant and able to support the delivery of safe, affordable and good quality council homes in Shropshire.

1.5. The report reflects the rent and service charge decisions agreed by Council in February 2026. It also sets out how the Business Plan will support continued investment in existing homes, the delivery of some new affordable, specialist and supported housing, compliance with the Regulator of Social Housing's consumer standards and the Council's wider response to meeting local housing need and the provision of safe, affordable, decent homes for current and future council housing tenants.

2. Recommendations

Cabinet is asked to:

2.1 Approve the HRA Policy at Appendix A developed as part of the HRA review undertaken in June 2026, and delegate authority to the Section 151 Officer, in consultation with the relevant Service Director, to make any minor amendments required to support implementation and ensure alignment with the approved HRA Business Plan.

2.2 Approve the 30-year HRA Business Plan 2026 at Appendix A, including its financial strategy, investment programme, and statutory compliance measures.

2.3 Note that provision has been made within the HRA Business Plan to support potential applications for Government grant funding to increase capacity within the HRA stock. This does not constitute approval to submit a bid. A further detailed report will be brought back to Cabinet for consideration and approval before any bid is submitted, setting out the proposed programme, financial implications, match funding requirements and associated delivery arrangements.

3. Background

3.1. The HRA Business Plan 2026 has been developed to provide a comprehensive and sustainable strategy for the management, maintenance and development of Shropshire Council's retained housing stock. It responds to the continuing challenges of increasing housing demand, maintaining compliance with evolving regulatory standards and ensuring the long-term financial viability of the Council's housing services.

3.2 In preparing the HRA Business Plan 2026, a range of additional factors have been considered to ensure the Council is fully informed in its decision-making. The Council's approach is underpinned by robust evidence, including the independent review of the HRA, regular housing needs surveys, and ongoing engagement with tenants, partners and stakeholders.

3.3 This evidence highlights that the number of households in Shropshire grew by 7.6% between 2011 and 2021, outpacing both population growth and the national average. This growth is reflected in the housing register, with 4,944 households (as of 01.08.2026) seeking affordable homes, including significant numbers of older people, wheelchair users and those with urgent medical needs.

3.4 Average house prices have risen to £287,000 and private rents have increased by over 3% in the past year, making it increasingly difficult for many residents to access suitable housing. There is also a notable shortage of one- and two-bedroom properties relative to demand, while the need for specialist and supported housing, particularly for older people and those with disabilities, is projected to rise sharply over the next two decades.

3.5 Statutory homelessness remains a significant issue, with hundreds of households presenting as homeless each year and a persistent need for urgent and serious medical housing solutions. These factors reinforce the importance of a long-term HRA Business Plan that supports investment in existing homes, delivery of new affordable and specialist housing and a clear response to local housing need.

3.6 We recognise the importance of appropriate alignment to the Councils Housing Strategy and Local Plan, both of which are in the process of development. Further iterations of the HRA Business Plan will consider these at length.

3.7 The HRA Business Plan sets out a 30-year financial and operational framework underpinned by industry-standard modelling, scenario testing and external validation. It incorporates key national and local policy drivers, including the Government's commitment to expanding social and affordable housing, the requirement to maintain homes to the Decent Homes Standard, the ambition to achieve EPC C across Council homes by 2030 where feasible, and the need to respond to new legislative and regulatory requirements including Awaab's Law and the Regulator of Social Housing's consumer standards.

3.8 The HRA Business Plan reflects the decisions agreed in February 2026 in relation to rents and service charges. This included agreement to increase Social Housing and Affordable Rents in line with Government rent policy and to adopt rent convergence of £1 per week in 2027/28 and £2 per week in 2028/29. Council also agreed to implement revised service charges following the comprehensive review, with charges based on actual costs plus a 15% management and administration fee, excluding sewage charges. The revised structure and calculation method are intended to support full cost recovery, improve transparency for tenants and ensure that the cost of services is recovered appropriately through the HRA. These decisions provide an important foundation for the financial resilience of the HRA and support continued investment in existing homes, energy efficiency, new affordable housing and specialist accommodation to meet local need.

3.9 Provision has been made within the HRA Business Plan to support potential applications for Government grant funding to increase capacity within the HRA stock. Any bid will be developed collaboratively between Shropshire Council and its Arm's Length Management Organisation (ALMO), Shropshire Towns and Rural (STaR) Housing to ensure that proposed schemes are fully appraised, respond to local housing need and are deliverable within the relevant funding programme timescales. Early engagement with Homes England has indicated support for a strategic

approach, and successful bids will be important to achieving the ambitions set out in the Business Plan, accelerating delivery and supporting positive outcomes for residents across the county. This does not constitute approval to submit a bid. A further detailed report will be brought back to Cabinet for consideration and approval before any bid is submitted, setting out the proposed programme, financial implications, match funding requirements and associated delivery arrangements.

3.10 The wider Registered Provider market in Shropshire is also changing. Key Registered Providers operating locally, including Housing Plus Group and Connexus, are reviewing their development programmes in response to pressures including investment requirements for existing homes, higher borrowing costs and organisational consolidation. This may reduce the availability of low-cost home ownership products in future years. In this context, the HRA, working with STaR Housing, has an important opportunity to support delivery of much-needed low-cost home ownership and affordable housing options for key workers and local households.

4. Summary of Main Proposals

4.1 The report proposes approval of the HRA Business Plan 2026, which provides a 30-year financial and operational framework for the management, maintenance and development of Shropshire Council's retained housing stock. The HRA Business Plan is intended to ensure that the HRA remains financially sustainable, compliant with statutory and regulatory requirements, and able to support continued investment in safe, good quality and affordable council homes.

4.2 The main proposals include recognising the rent and service charge decisions agreed by Council in February 2026, including rent convergence where permitted, adoption of a 52-week rent charging model and implementation of revised service charges based on actual costs plus an appropriate management and administration fee. These measures support transparency, full cost recovery and the long-term financial resilience of the HRA.

4.3 The HRA Business Plan supports a significant programme of investment in existing council homes, including repairs, compliance works, decarbonisation and energy efficiency improvements. This includes work to maintain homes to the Decent Homes Standard, progress towards EPC C by 2030 where feasible, and respond to emerging requirements including Awaab's Law and the Regulator of Social Housing's consumer standards.

4.4 The report also confirms provision has been made within the HRA Business Plan to support potential applications for Government grant funding to increase capacity within the HRA stock. This does not constitute approval to submit a bid. A further detailed report will be brought back to Cabinet for consideration and approval before any bid is submitted, setting out the proposed programme, financial implications, match funding requirements and associated delivery arrangements.

4.6 The report further proposes approval of the HRA Policy developed following the independent HRA review undertaken in June 2026. The review included consideration of the HRA 'Golden Rules', including the Council's approach to borrowing, reserves, viability assessment, investment decision making and long-term financial sustainability. These principles have been incorporated into the HRA Policy

to strengthen governance around HRA income, expenditure, reserves, borrowing, viability assessment, grant funding and investment decisions, and to support clearer oversight of the long-term sustainability of the account.

4.7 Taken together, the proposals provide a framework for responding to local housing need, improving existing homes, delivering new affordable and specialist housing, maintaining regulatory compliance and ensuring that the HRA remains resilient, transparent and capable of supporting the Council's wider housing priorities.

5. Alternative Options

5.1 A number of alternative options have been considered in developing the HRA Business Plan. The first option would be to take no further action and not approve the updated Business Plan. However, MHCLG guidance states that a HRA business plan is expected and is generally regarded as an essential requirement of proper HRA financial management. It is recognised good practice for the Council to maintain a formal HRA Business Plan to ensure the HRA ringfence is maintained, set a balanced HRA budget and ensure that investment and borrowing decisions are prudent, affordable and sustainable. The Business Plan provides the long-term financial and operational framework through which these obligations are managed. Not approving the updated Business Plan is therefore not recommended, as it would limit the Council's ability to plan and prioritise investment, assess the long-term sustainability of the HRA, manage financial and regulatory risks, and respond effectively to current and future housing needs.

5.2. The Council could choose to limit the scale of investment in existing homes or defer elements of the capital programme. This may reduce short-term financial pressure but would increase longer-term risk by delaying essential repairs, statutory compliance works, decarbonisation and energy efficiency improvements. It could also affect tenant safety, satisfaction and the Council's ability to meet the Decent Homes Standard, EPC C ambitions and emerging regulatory requirements.

5.3 An alternative option would be to delay approval of the HRA Business Plan pending further review. This is not recommended because the Plan has already been subject to scenario testing and independent review, and delay could affect the Council's ability to provide timely assurance, progress investment decisions, meet statutory notice requirements and pursue external funding opportunities within relevant programme timescales. To support additional scrutiny and oversight, an updated HRA Business Plan will be brought to Council in February 2027 in line with and alongside the Council's other finance documents.

5.4 The Council could decide not to pursue any external grant funding. This is not recommended, as grant funding is central to maximising the delivery of new affordable, specialist and supported housing while reducing the level of borrowing or HRA resources required. Without external funding, the scale or pace of delivery would be reduced and the Council's ability to respond to identified housing need would be constrained. However, given the Council's financial situation it is necessary for any bid to be bought back to Council for approval before being submitted to ensure financial implications, match funding requirements and associated delivery arrangements are agreed. Importantly, any application that needs Council resources in support must be balanced against other Council and HRA priorities, not least to ensure existing stock is maintained to the required standards.

5.5 Alternative delivery routes have also been considered, including reliance on other Registered Providers, private market delivery or development through individual schemes rather than a coordinated portfolio approach. While partnership delivery will remain important, reliance on external providers alone would not give the Council sufficient influence over tenure, location, affordability, specialist provision or delivery pace. A coordinated HRA-led approach, working with STaR Housing, Homes England and other partners, provides greater flexibility and alignment with local housing priorities.

5.6 On balance, the preferred option is to approve the HRA Business Plan and associated recommendations. This provides the most robust basis for maintaining the long-term financial sustainability of the HRA, supporting compliance with current and emerging regulatory requirements, investing in the existing housing stock, pursuing external funding opportunities and delivering new affordable and specialist housing to meet the needs of residents across Shropshire. The HRA Business Plan also provides an essential framework for aligning housing investment decisions with the Council's wider strategic priorities, including the refresh of the Housing Strategy and the ongoing development of the Local Plan, which will help shape future housing growth and affordable housing requirements across the county. As these strategies develop and affordable housing priorities become clearer, the HRA Business Plan will continue to be reviewed and refreshed to ensure that it remains aligned with corporate objectives, housing need, regulatory expectations and financial capacity. Approval of the Plan therefore provides a sound and flexible foundation for future decision-making, whilst recognising that further updates will be required as the strategic and policy landscape evolves. A further review of the HRA Business Plan will be brought forward for scrutiny and consideration as part of the annual update process in February 2027.

6. Key risks and Opportunities

6.1 The HRA Business Plan 2026 report presents a forward-looking strategy for Shropshire Council’s housing but also highlights several risks that must be actively managed. Key risks include the potential for financial instability if rents and service charges are not set accurately or in compliance with statutory requirements, as well as the risk of tenant hardship resulting from increased charges. Delays in council approvals could jeopardise statutory notice periods, and there is a risk that insufficient HRA income may limit the Council’s ability to fund its capital investment programme and deliver new homes as planned. Operational risks also exist around the accuracy of calculations, communication with tenants, and adapting to changes in Government policy or emerging legislation.

6.2 The HRA Business Plan 2026 places compliance with the Regulator of Social Housing’s consumer standards at the heart of its strategy. Key risks include the potential for non-compliance, which could result in regulatory intervention, reputational damage, and financial penalties. There is also a risk that inspection outcomes may highlight weaknesses in governance, tenant engagement, or service delivery, requiring urgent remedial action.

6.3 Failure to deliver major repairs or property investment programmes could breach consumer standards, impacting tenant safety and satisfaction, and ultimately leading to a loss of ability to meet strategic housing needs. However, these risks are

balanced by significant opportunities. By embedding robust governance, transparency, and proactive tenant engagement throughout all operations, the Council can strengthen trust, improve service delivery, and safeguard tenant interests.

6.4 Externally validated business planning and scenario testing further enhance resilience, ensuring the Council is well positioned to respond flexibly to regulatory changes and inspection outcomes. Demonstrating compliance with consumer standards also supports access to external grant funding and drives innovation in housing development, enabling the Council to deliver high-quality, safe, and sustainable homes for its residents.

6.5 It is important to note these risks are balanced by significant opportunities. The adoption of a robust, externally validated business plan enhances financial resilience and supports long-term sustainability. Access to Homes England and other grant funding offers the potential to accelerate the delivery of new affordable and specialist homes, while reforms to service charges and investment in energy efficiency measures will help ensure homes remain safe, modern, and affordable. Proactive tenant engagement and transparent consultation processes, including support for tenants affected by changes to rents or service charges, not only mitigate the risk of dissatisfaction and hardship but also strengthen trust and improve service delivery. Scenario planning, contingency arrangements and ongoing monitoring enable the Council to respond flexibly to financial, operational and policy uncertainties, maximising value for tenants and the wider community.

6.6 Key risks have been identified, and mitigation measures are in place, including controls around rent and service charge setting, compliance with statutory notice periods, strengthened financial governance, regular scenario testing and clear support arrangements for tenants affected by changes. The HRA Business Plan will be subject to ongoing monitoring, with regular reporting to Council and relevant committees. Annual reviews will ensure the Plan remains responsive to changing circumstances, supports value for money and continues to deliver the Council's housing objectives while maintaining a resilient and sustainable HRA.

6.7 Risk table

Risk	***Mitigation***
Failure to set rents/service charges correctly, breaching regulations	Ensure compliance with legal/regulatory requirements, regular reviews and legal oversight
Delay in Council approval, risking statutory notice period breach	Build in extra time for approvals; monitor timetable closely; communicate early with Council
Inaccurate rent/service charge calculations affecting HRA income	Implement robust calculation processes; conduct regular audits and reviews
Tenant hardship due to increased rents/service charges	Provide targeted support, hardship funds, and clear communication; consult tenants

Insufficient HRA income to fund capital programme	Scenario planning; maintain reserves; seek additional grant funding
Failure to deliver new homes as planned and ability to meet housing need.	Monitor development pipeline; maintain flexibility; pursue Homes England and other grants
Non-compliance with emerging legislation (e.g., Decent Homes 2, Awaab's Law)	Ongoing monitoring of legislative changes; update policies and investment plans as needed
Increased voids or bad debt impacting financial sustainability	Strengthen arrears management; proactive tenant support; regular performance monitoring
Changes in Government policy (e.g., rent convergence, benefit rules)	Maintain flexibility in business plan; scenario testing; regular policy review
Non-compliance with Regulator of Social Housing's consumer standards, leading to regulatory intervention, reputational damage, or financial penalties	Regular compliance reviews; embed consumer standards in all processes; ongoing staff training; proactive engagement with the Regulator
Poor inspection outcomes highlighting weaknesses in governance, tenant engagement, or service delivery	Strengthen governance frameworks; enhance tenant engagement and consultation; implement recommendations from previous inspections; monitor service delivery against standards
Loss of ability to meet strategic housing need due to regulatory breaches or funding shortfalls	Scenario planning; maintain flexibility in development pipeline; pursue external grant funding and partnerships
Failure to deliver major repairs or property investment programmes, breaching consumer standards and impacting tenant safety/satisfaction	Prioritise investment in repairs and upgrades; monitor progress against Decent Homes Standard and EPC C targets; maintain contingency plans for delays

7. Council Priorities

7.1 The HRA Business Plan supports Shropshire Council's Corporate Plan 2026-2030, "Rebuilding Shropshire Together", and its overall vision of being sustainable, resilient and together. The Plan particularly supports the Corporate Plan ambition that people live in safe, inclusive places with homes that meet their needs, by enabling investment in existing council homes, improving housing quality, supporting tenant safety and delivering additional affordable, specialist and supported homes across Shropshire.

7.2 The proposals also contribute to the ambition that everyone has the opportunity to be healthy and thrive at every stage of life. Safe, affordable and energy efficient housing is a key determinant of health and wellbeing, and the Business Plan supports prevention and early intervention by reducing risks associated with poor housing conditions, fuel poverty, homelessness and unsuitable accommodation. The focus on

specialist and supported housing will also help older people, disabled people, care leavers and households with health or support needs to live independently for longer.

7.3 The HRA Business Plan supports the priority ambition for a financially sustainable Council, with clear priorities and purpose, by providing a 30-year financial framework for the HRA. It strengthens governance over HRA income, expenditure, borrowing, reserves, grant funding and investment decisions, ensuring that HRA resources are used transparently and focused on the greatest housing need and long-term value for residents.

7.4 The proposals also align with the priority ambition for a protected environment that supports wellbeing, through investment in energy efficiency, decarbonisation and improvements to the existing housing stock. Measures such as insulation, low carbon heating and renewable energy technologies will help reduce carbon emissions, support warmer homes and reduce household energy costs where feasible.

7.5 The HRA Business Plan further supports the ambition for a fair and thriving economy that benefits everyone. Investment in repairs, maintenance, energy efficiency and new housing development will support local employment and supply chain opportunities, while the provision of affordable and suitable homes can help residents access work, education, care and support networks and contribute to stronger local communities.

8. Financial Implications

8.1 Shropshire Council continues to manage unprecedented financial demands, and a financial emergency was declared by Cabinet on 10th September 2025.

8.2 Despite these unprecedented pressures on the General Fund, the HRA remains a ring-fenced account; income and expenditure must be applied in accordance with statutory requirements and the HRA ring-fence. The HRA remains a Council account, notwithstanding that day-to-day housing management functions are delivered through STaR Housing under the management agreement. The Council, and in particular the Section 151 Officer, retains responsibility for the proper administration of HRA finances.

8.3 The report reflects the rent and service charge decisions agreed in February 2026 and now incorporated within the HRA Business Plan 2026. These include agreement to increase Social Housing and Affordable Rents in line with Government rent policy, and to adopt rent convergence of £1 per week in 2027/28 and £2 per week in 2028/29 where permitted. The HRA Business Plan also reflects the revised service charge approach agreed following the comprehensive review, with service charges calculated on the basis of actual costs plus a 15% management and administration fee, excluding sewage charges.

8.4 This approach is intended to support full cost recovery, improve transparency for tenants and ensure that service costs are recovered appropriately through the HRA. This report reflects a current HRA Business Plan updated not only for the February decisions on rent and service charges, but also other factors impacting on HRA services moving forward, both revenue and capital. This remains work in progress and subject to Cabinet’s agreement to these the HRA policy a further and complete Business Plan will be presented to Cabinet in September 2027. This will sit alongside

the annual rent decisions, service charges and associated assumptions required for setting charges for the next financial year.

8.5 An independent review of the HRA undertaken in June 2026 found that the HRA is currently in a sound position but it did identify areas where financial governance, reserves policy, borrowing assumptions, viability assessment and oversight arrangements should be strengthened. In response, the HRA Policy has been developed to provide clearer principles for the use of HRA resources, including income, expenditure, reserves, borrowing and investment decision making.

8.6 Further to this, it should be noted the agreement given by Council in February 2025 for £174million of borrowing is still in place. However, this limit will remain under scrutiny from Cabinet moving forward and subject to decisions as part of the Capital Strategy, not least given the increasing level of regulatory compliance brought in by central government and the Council's current financial situation.

8.7 The review also identified that the HRA Business Plan should not describe borrowing as being secured against, or borrowed against, the Council's housing stock. Council borrowing is undertaken through the Council's treasury management arrangements, including use of the Public Works Loan Board where appropriate, and is not secured against specific HRA assets. The Business Plan has therefore been updated to reflect that borrowing decisions must be considered through the Council's Treasury Management Strategy, the Prudential Code and the long-term affordability of the HRA.

8.8 The independent review also considered the Council's existing HRA 'Golden Rules', including the approach to borrowing, reserves, viability assessment and long-term financial sustainability. This review has now taken place, and the relevant principles have been written into the new HRA Policy, ensuring that future decisions on HRA resources, investment and financial management are supported by clearer governance and consistent parameters. The 'Golden Rules' have also been specifically listed within Appendix A of the HRA Policy.

8.9 The HRA Business Plan continues to support significant capital investment in existing homes, energy efficiency, compliance works and the delivery of new affordable and specialist housing. The independent review recommended that the Council reviews its HRA golden rules, debt cap and reserves assumptions to ensure that they remain appropriate for a local authority HRA and support robust long-term financial planning. The appropriateness of the existing borrowing cap and minimum reserves assumption will therefore continue to be reviewed through the HRA Policy, business planning process and regular financial monitoring.

8.10 The use of HRA reserves will require ongoing monitoring and review. The independent review noted that reserves provide important resilience and generate interest income for the HRA, and that the Council should consider the opportunity cost of using reserves compared with borrowing. Decisions to apply reserves to capital investment, major works, statutory duties or new development will therefore need to be considered against the HRA Policy, the long-term financial model and the requirement to maintain an appropriate level of working reserves.

8.11 The Plan relies on robust viability assessment for acquisitions, new build schemes and grant-funded programmes. The independent review recommended that viability assessments should include the revenue impact of management, maintenance,

borrowing, service costs and long-term HRA affordability, rather than relying only on short-term capital or cashflow tests. Future schemes will therefore need to demonstrate that they are affordable within the HRA over the life of the Business Plan and do not undermine the overall viability of the account.

8.12 External grant funding, including Homes England funding, remains important to the delivery of future HRA investment and development programme. The independent review highlighted the need for clearer governance around grant bid submission, matched funding, deliverability, ongoing maintenance liabilities, tenant disruption and expected outcomes. Future bids will therefore be managed through clearer Council oversight and in accordance with the delegated authorities and governance arrangements set out in this report.

8.13 The financial model will continue to be used to test scenarios and sensitivities, including rent policy, service charge recovery, inflation, interest rates, borrowing, grant funding, capital costs, stock investment requirements, Right to Buy receipts and regulatory requirements. This will ensure that Members are able to consider the impact of future decisions on the long-term sustainability of the HRA and that the Business Plan remains responsive to changes in the financial and policy environment.

8.14 In summary, the financial implications of the HRA Business Plan 2026 are that the HRA remains sustainable over the 30-year planning period, subject to continued active management, strengthened governance, appropriate use of reserves and borrowing, robust viability assessment and regular review of assumptions. The Plan provides a framework for maintaining existing council homes, supporting regulatory compliance, delivering new affordable and specialist housing and ensuring that HRA resources are used transparently and in line with the Council's housing priorities.

8.15 The Business Plan has been subject to rigorous scenario testing to assess the impact of changes in inflation, rent policy, void rates, bad debt, borrowing costs and capital investment requirements. This assurance has been strengthened by the independent HRA review undertaken in June 2026, which considered the underlying assumptions within the draft Business Plan, the use of reserves, borrowing assumptions, scheme viability, grant funding governance and oversight arrangements. The findings from the review have informed the development of the HRA Policy and will support stronger governance, clearer decision making and ongoing monitoring of the long-term sustainability of the HRA.

8.16 Borrowing is fundamental to delivering the ambitions of the HRA Business Plan. It enables the Council to invest in new and existing housing stock, meet statutory requirements such as the Decent Homes Standard and EPC C by 2030, and respond to emerging legislation. Prudent borrowing spreads the cost of major investment over the life of the assets, supporting long-term financial sustainability and allowing the Council to maximise opportunities for external grant funding.

8.17 The proposals are aligned with Government policy on social housing rents, decarbonisation, and affordable housing delivery. Locally, the plan supports the Council's corporate objectives and addresses identified housing needs across Shropshire.

9. Legal and HR implications

9.1 The Council must ensure that all decisions relating to the Housing Revenue Account are made in accordance with the statutory HRA ring-fence and relevant local government finance, housing and public law requirements. The HRA is a ring-fenced account, and HRA income and expenditure must be applied for proper HRA purposes. The proposed HRA Business Plan, rent and service charge arrangements, use of reserves, borrowing assumptions, grant funding and investment decisions must therefore be implemented in accordance with the Council's financial regulations, Treasury Management Strategy, Prudential Code, Contract Procedure Rules and scheme of delegation.

9.2 Rent and service charge decisions must comply with the Government's social housing rent policy, tenancy and lease provisions, statutory consultation requirements where applicable, and the requirement to give tenants appropriate notice of changes. The revised service charge approach should be supported by clear calculation methods, audit trails and communication with tenants to reduce the risk of challenge and ensure transparency. Any grant funding agreements, Homes England bid submissions, development agreements, acquisitions, disposals or procurement activity arising from the Business Plan will require appropriate legal, financial and procurement advice before implementation.

9.3 The Business Plan also supports compliance with the Council's legal duties as a social housing landlord, including requirements relating to housing conditions, health and safety, building and fire safety, the Decent Homes Standard, damp and mould, Awaab's Law, consumer standards regulated by the Regulator of Social Housing, equality duties and tenant involvement. Ongoing governance, monitoring and reporting arrangements will be important to demonstrating compliance and ensuring that emerging legislative or regulatory changes are reflected in future updates to the Business Plan.

9.4 There are no immediate direct HR implications arising from the recommendations in this report. Delivery of the HRA Business Plan will, however, require sufficient identified capacity across programme management, asset management, tenant engagement, compliance, procurement, finance and legal support, given the scale, complexity and long-term nature of the programme. It will also require effective working arrangements between the Council, STaR Housing and other delivery partners, with clear roles, accountabilities and escalation routes set out through the governance arrangements supporting implementation. Any future changes to staffing structures, roles, responsibilities, commissioning arrangements, management arrangements or service delivery models arising from implementation of the Business Plan would be subject to normal HR processes, consultation requirements and relevant employment policies, including consultation with affected employees and trade unions where required.

9.5 Workforce implications will continue to be monitored as the programme develops, particularly in relation to programme management, asset management, tenant engagement, compliance, procurement, legal and financial governance. Where additional capacity or specialist workforce resource is required to support delivery, this will be considered through existing workforce planning, budget management and approval processes. Training and capability requirements linked to regulatory compliance, the Regulator of Social Housing's consumer standards, tenant engagement, damp and mould, Awaab's Law and asset compliance will also be

considered as part of implementation planning, to ensure that staff and delivery partners have the skills, knowledge and capacity required to support effective delivery and assurance.

10. Electoral Division Implications

10.1 The HRA Business Plan has implications across Shropshire and therefore affects all electoral divisions. While the Council's existing retained housing stock is currently concentrated mainly in the Oswestry and Bridgnorth areas, the Plan also supports future investment, stock expansion and the delivery of new affordable, specialist and supported housing in other parts of the county where housing need and viable opportunities are identified.

11. Health, Social (including "Child Friendly Shropshire") and Economic Implications

11.1 The recommendations are consistent with the Council's Health in All Policies approach. Safe, secure, affordable and energy efficient housing is a key wider determinant of health and wellbeing. The HRA Business Plan supports improved health outcomes by enabling investment in existing council homes, maintaining compliance with the Decent Homes Standard, improving energy efficiency, supporting warmer homes and reducing risks associated with damp, mould, fuel poverty, overcrowding and unsuitable accommodation.

11.2 The proposals are expected to have positive social impacts by supporting the delivery of new affordable, specialist and supported housing, including homes for older people, disabled people, care leavers and households with urgent medical or housing needs. This has the potential to reduce homelessness, support independent living, improve community stability and reduce pressure on health, social care and temporary accommodation services. The planned strategic housing survey and ongoing tenant and stakeholder engagement will help ensure that future investment decisions are informed by local evidence and lived experience.

11.3 The impacts may vary across communities and demographics. Rural communities may experience particular challenges in accessing affordable housing, services, transport and support networks, while older people, disabled people, families with children, care leavers and households on lower incomes may be disproportionately affected by housing affordability, accessibility and suitability pressures. The Business Plan seeks to reduce these inequalities through investment in existing stock, development of additional affordable and specialist homes, targeted tenant support and continued engagement with communities to understand local need.

11.4 There may be some potential negative impacts arising from rent and service charge changes, particularly for tenants on low incomes or those experiencing financial vulnerability. These risks are mitigated through compliance with statutory notice periods, clear communication, affordability considerations, targeted tenancy sustainment support, advice and signposting, and ongoing monitoring of arrears, hardship and tenant feedback. Annual reviews of the Business Plan will ensure that emerging impacts are identified and addressed.

11.5 The proposals support prevention and early intervention by improving housing conditions, supporting tenancy sustainment, reducing the risk of homelessness and

enabling people to live independently for longer. Investment in energy efficiency and adaptations can help prevent avoidable health deterioration, reduce hospital admission and delayed discharge risks, and support better long-term outcomes for residents, families and communities.

11.6 The Business Plan also has relevance to the Council's commitment to supporting care leavers. The development of additional affordable and specialist housing, alongside closer alignment between housing, children's services and wider support services, provides opportunities to improve equality of access and outcomes for care leavers. Where suitable schemes are developed, consideration will be given to how housing pathways, tenancy support and move-on options can better meet the needs of care experienced young people.

11.7 In relation to Child Friendly Shropshire, the proposals support the principle that children and young people should have access to safe, secure and suitable housing and that their interests are considered in decisions affecting their homes, families and communities. Improved housing conditions, reduced homelessness, greater availability of affordable homes and better support for vulnerable households can contribute to improved outcomes for children, including health, safety, education, stability and participation in community life.

11.8 The views and interests of children and young people will be considered where proposals affect families, care leavers or communities with significant numbers of children. This will be supported through tenant, resident and stakeholder engagement, alignment with children's services where appropriate, and consideration of the four key rights underpinning the Child Friendly Shropshire approach. Future scheme development and consultation activity will seek to ensure that the needs of children and young people are understood and reflected where relevant.

11.9 The economic implications are also positive. The Business Plan supports investment in housing assets, new development, repairs, decarbonisation and energy efficiency, which can contribute to local employment, supply chain opportunities and improved household financial resilience through more affordable and energy efficient homes. The delivery of additional affordable and specialist housing will also support wider economic participation by helping residents remain in or move closer to work, education, care and support networks.

12. Equality and Diversity Implications

12.1 The HRA Business Plan has been considered in relation to the Council's duties under the Equality Act 2010, including the Public Sector Equality Duty. The proposals are expected to have a broadly positive equality impact by supporting investment in safe, secure, affordable and accessible housing, improving existing council homes and enabling the delivery of new affordable, specialist and supported accommodation to meet identified local need.

12.2 The protected characteristics most likely to be affected are age, disability, pregnancy and maternity, sex and race, with potential indirect implications for religion or belief where households have specific housing, cultural or family requirements. Older people, disabled people, wheelchair users, families with children, care leavers, households experiencing homelessness, people with urgent medical needs and households on low incomes may experience particular benefits from improved

housing conditions, adaptations, energy efficiency measures and additional affordable or specialist housing.

12.3 Potential negative impacts may arise where rent or service charge changes place additional pressure on tenants who are financially vulnerable, including disabled people, older people, single parent households, larger families, carers and households with limited income. These impacts will be mitigated through clear communication, compliance with statutory notice periods, affordability considerations, targeted tenancy sustainment support, welfare and money advice, signposting to support services and ongoing monitoring of arrears, hardship and tenant feedback.

12.4 The Business Plan will be supported by continued tenant, resident and stakeholder engagement to ensure that the needs of different communities are understood and reflected in future investment and delivery decisions. Where individual schemes, policy changes or service redesign proposals are brought forward, equality impacts will be considered in more detail and an Equality, Social and Health Impact Assessment will be completed or updated where required. This will help ensure that any differential impacts are identified early and that reasonable mitigations or enhancements are built into delivery plans.

12.5 The proposals also support the Council's responsibilities under the Armed Forces Covenant. Members of the Armed Forces community, including serving personnel, veterans, reservists and their families, should not face disadvantage in accessing housing advice, support or affordable housing opportunities. The Business Plan supports this through investment in affordable and suitable homes, alignment with housing need evidence and continued application of housing policies that recognise the needs of the Armed Forces community, including where relevant through allocations, homelessness prevention, adaptations and tenancy sustainment support.

12.6 Overall, the HRA Business Plan is expected to advance equality of opportunity by improving housing quality, increasing access to affordable and specialist housing, supporting independent living and helping to reduce housing-related disadvantage. Ongoing monitoring, consultation and scheme-level assessment will be used to identify any emerging equality impacts and ensure appropriate action is taken to mitigate adverse impacts and maximise positive outcomes for residents and communities.

13. Climate Change, Biodiversity and Environmental Implications

13.1 Carbon offsetting or mitigation: The HRA Business Plan includes significant investment in energy efficiency measures across the Council's housing stock, including improved insulation, air source heat pumps and solar PV panels. These measures are expected to reduce carbon emissions from existing council homes and ensure that new homes are designed to support lower carbon living. While the Plan does not rely on direct carbon offsetting schemes, the planned investment in existing homes, major refurbishments and new build development will contribute to a measurable reduction in carbon output across the HRA portfolio. By 2030, all Council homes are targeted to achieve EPC C where feasible, supporting the Council's wider commitment to net zero carbon emissions by 2050.

13.2 Climate change adaptation: The Plan incorporates adaptation measures to help ensure that council homes remain resilient to changing climate conditions. This

includes upgrades to building fabric and heating systems, increased insulation to support comfort during temperature extremes, improved ventilation and flood resilience measures where appropriate. All new developments and major refurbishments will have regard to current and emerging building standards, including the Future Homes Standard, and will seek to meet or exceed minimum requirements for climate adaptation where technically feasible and financially viable.

13.3 Energy and fuel consumption: Energy and fuel consumption across the HRA stock is expected to reduce as a result of planned investment in energy efficiency. Measures such as improved insulation, more efficient heating systems, air source heat pumps and solar PV will support lower energy use and help reduce household running costs. The move towards EPC C for all council homes by 2030, where feasible, is expected to reduce average household energy consumption and support wider efforts to tackle fuel poverty. The move to a 52-week rent charging model also supports more consistent household budgeting for tenants.

13.4 Renewable energy generation: The HRA Business Plan 2026 supports the increased use of renewable energy technologies in both new and existing homes, including solar PV panels and air source heat pumps. The proportion of homes with renewable energy installations is expected to increase year on year as investment programmes are delivered. At least 15% of properties were already equipped with heat pumps as of December 2025, with further expansion planned through future investment, grant-funded schemes and the wider programme to improve the energy performance of council homes.

14. Background Papers

14.1 None

15. Appendices

Appendix A – HRA Policy
Appendix B – HRA Business Plan - TO FOLLOW

Housing Revenue Account Policy

Document status	Draft
Owner	Service Director / Section 151 Officer
Approval route	Cabinet / Council as required by constitution
Review cycle	Formally review every three years, or sooner if legislation, regulation or financial circumstances change

Policy Aims: The Council's Housing Revenue Account will be managed as a sustainable, transparent and tenant-focused investment account that protects and enhances council housing assets, delivers safe and compliant homes, supports current and future tenants, and maintains long-term financial resilience.

1. Purpose

This Policy Statement sets out the Council's approach to the management, governance and financial stewardship of its Housing Revenue Account (HRA).

The HRA is a statutory, ring-fenced account that exists to support the provision, management, maintenance and improvement of council housing and associated landlord services. The purpose of this policy is to provide a clear framework for decision-making, investment, financial sustainability, and regulatory compliance.

This policy should be read alongside the Council's Housing Strategy (currently being refreshed), HRA Business Plan, Treasury Management Strategy, Asset Management Strategy, and all relevant housing, financial and regulatory requirements.

The HRA Golden Rules are set out specifically at Appendix A and should be used to guide decisions on affordability, borrowing, reserves and long-term financial sustainability.

2. Policy Principles

2.1 Tenants First

The primary purpose of the HRA is to support the delivery of safe, decent, affordable and well-managed homes for tenants. Decisions affecting the HRA will prioritise:

- Tenant safety.
- Regulatory compliance.
- Quality housing services.
- Protection and enhancement of housing assets.
- Long-term sustainability.

2.2 Statutory Ring-Fence

The Council will ensure full compliance with the statutory ring-fence requirements governing the HRA in regard to its landlord function. HRA income and expenditure will be applied solely for legitimate housing purposes and will not be used to subsidise General Fund services.

Any cross re-charging between HRA, general fund and the ALMO company account will maintain the statutory ring fence requirements. Capital recharges will be in line with the Council's financial rules.

2.3 Long-Term Sustainability

The Council will maintain and regularly review a robust long-term HRA Business Plan to ensure:

- Financial viability.
- Appropriate reserves.
- Sustainable borrowing.
- Delivery of capital investment.
- Future compliance with housing regulation and legislation.

The Council will consider the impact of all major decisions across a minimum thirty-year planning horizon.

3. Regulatory Compliance

The Council will ensure that the HRA supports regulatory compliance with:

- The Regulator of Social Housing Consumer Standards.
- The Rent Standard.
- The Decent Homes Standard.
- Building Safety requirements.
- Health and safety legislation.
- Asset management and stock condition requirements.
- Housing Act 1996, Part VI (allocations)
- Housing Act 1996, Part VII (homelessness)
- Homelessness Reduction Act 2017 (prevention)
- And any other future regulatory obligations.

Investment decisions will prioritise maintaining compliance and reducing risk to tenants.

4. Housing Assets and Stock Investment

The Council recognises that its housing stock is a valuable public asset.

The Council will:

- Maintain an up-to-date understanding of stock condition.

- Operate a planned maintenance and replacement programme.
- Invest in improving existing homes.
- Prioritise health and safety works.
- Support energy efficiency and decarbonisation in line with value for money business cases.
- Ensure investment decisions are evidence-based and aligned to housing need.
- Major Repairs reserves to fund the program in the first instance. Borrowing to be used as an additional option in line with value for money business cases. Borrowing to be repaid over a 20 year period unless otherwise directed by S.151 officer.

All capital investment programmes will be supported by business cases demonstrating affordability and value for money.

5. Rent Setting

The Council will set rents in accordance with Government policy and the Rent Standard.

Rent decisions will:
- Support the long-term sustainability of the HRA.
- Be supported by appropriate consultation and communication.
- Be approved through the Council's governance arrangements.

Service charges will be transparent, evidence-based and reflect the services provided.

6. HRA Reserves

The Council recognises the importance of maintaining adequate reserves to manage risk and support future investment.

The Council will ensure:
- Use of reserves supports agreed housing priorities and represents value for money.
- the HRA reserves should be maintained at a target level of £5 million, these reserves should be held in a revenue reserve to allow for flexible use under the revenue rules.
- Under no circumstances should the reserve balance fall below £3 million without an approved recovery plan and specific approval through the Council's governance arrangements.
- Monitor and report to Cabinet, the forecast position for the HRA on a quarterly basis including reserve levels with any adverse variances addressed through appropriate improvement plans agreed by S.151 officer.
- Use reserves strategically and sustainably.
- Avoid creating structural reliance on reserves for recurring expenditure.
- Revenue reserves to only be used as a last resort due to the flexible nature of the reserve.
- Use of reserves will be on a case-by-case basis with business cases to justify the use. Working with the Council's Treasury function under the direction of the S.151 officer, it will be determined whether the use of reserves over borrowing is the best approach whilst looking at the interest on borrowing and investing.

7. Borrowing and Debt Management

The Council may utilise borrowing to support housing investment where this is affordable and sustainable. All borrowing will be in line with the Council's Treasury Management Policy.

Decisions will:

- Be supported by robust business cases that look at the long term (30 year) and short term (5 years) effect of the project.
- Maintain a notional HRA borrowing cap of **£175 million**, subject to compliance with the Prudential Code and consideration of scheme-specific business cases, including affordability assessments based on future rental and service charge income.
- Demonstrate affordability throughout the business planning period.
- Comply with prudential borrowing requirements.
- Consider impacts on tenants and future generations.
- Decisions regarding refinancing or restructuring of HRA debt are delegated to the Council's Section 151 Officer.

Borrowing will normally be prioritised for:

- New council housing where the repayment will be interest only and an annual contribution will be made to the Major Repairs Allowance in lieu of a principal repayment. Borrowing for new builds to be structured over a 50 year term.
- Regeneration programmes.
- Major asset investment where repayment will be both principal and interest over a 20 year term.
- Strategic acquisition opportunities.

Debt management arrangements will be reviewed regularly as part of the HRA Business Plan.

8. Development and Acquisitions

The Council supports the growth of affordable, social and specialist housing where financially sustainable.

All development and acquisition proposals must demonstrate:

- Strategic fit with housing need.
- Affordability.
- Compliance with approved investment criteria.
- Appropriate risk management.
- Value for money.
- Right To Buy receipts and grant funding to be maximised with borrowing kept to a minimum where possible. Right to Buy receipts will be utilised in full within statutory timescales to avoid repayment or clawback.
- The HRA Capital Programme shall be maintained over a minimum 10-year planning horizon

The Council will maintain clear separation between commissioning, valuation, development and approval functions.

9. Governance and Accountability

The Council retains ultimate responsibility for the HRA regardless of any management agreements in place.

Cabinet, Council and the Housing Overview and Scrutiny Committee will receive regular performance monitoring and outcomes reports to ensure appropriate review of:

- HRA Business Planning.
- Capital programmes.
- Borrowing strategies.
- Rent setting.
- Asset management.
- Major investment decisions.

The Section 151 Officer and Service Director responsible for housing will provide professional assurance regarding financial sustainability, regulatory compliance and housing need.

10. Performance and Assurance

Cabinet and Council will regularly monitor:

- Financial performance.
- Delivery of the HRA Business Plan.
- Housing management performance.
- Tenant satisfaction.
- Compliance indicators.
- Stock condition and asset health.
- Regulatory readiness.

12. Policy Framework Summary

Area	Core commitment	Assurance route
Ring-fence	HRA income and expenditure used only for legitimate housing purposes.	Finance monitoring and annual accounts
Business plan	Maintain a sustainable long-term HRA Business Plan.	Annual review and member reporting
Assets	Use stock condition and compliance data to inform investment.	Asset management and capital programme reporting
Rents and charges	Set rents and service charges lawfully and transparently.	Annual rent setting report and tenant communications
Borrowing	Borrow only where affordable, prudent and aligned to housing strategy.	Business cases, treasury advice and Section 151 assurance
Governance	Maintain clear ownership, accountability and decision-making.	Cabinet, Council and scrutiny arrangements

Appendix A: The HRA Golden Rules

The Golden Rules provide clear financial limits and decision-making principles for the HRA designed to ensure:

- Long-term financial sustainability.
- Adequate investment in housing stock.
- Protection of tenant services.
- Responsible management of borrowing.
- Delivery of housing growth and regeneration objectives.

All major financial decisions affecting the HRA shall be assessed against these Golden Rules.

1. Maintain a minimum reserve balance

The HRA shall maintain aim minimum reserve balance of £5M with the balance never going below £3M. If the balance has to go below £5M then an action plan for repayment will need to be authorised through the Council.

This is to ensure the HRA has sufficient resources to:

- absorb financial shocks;
- respond to emergencies;
- manage inflationary pressures;
- maintain liquidity.

2. Maintain a suitable Loan-to Value Ratio

The Housing Revenue Account shall maintain:

Maximum LTV = 70%

Calculated as:

HRA Borrowing ÷ HRA Housing Asset Value × 100. [4]

To:

- protect housing assets;
- limit financial risk;
- maintain future borrowing capacity.

3. Operate within the approved debt cap

Total HRA borrowing shall not exceed the approved debt cap.

The current working business-plan assumption is a debt cap of approximately £176 million. [5]

To ensure:

- affordability;
- treasury management compliance;
- prudent borrowing levels.

4. Interest Cover Ratio

The HRA will operate with a minimum 1.24 cover for interest.

This will ensure that

- The debt of the HRA can be managed
- Limit financial risks

5. Debt Repayment

The HRA will:

- Repay interest only on the current debt, stock acquisition and new builds, a depreciation contribution from rent will be allocated for the major repairs program annually.
- Repay interest and principal on Temporary Accommodation provision and if there is a need to borrow for the investment in the current stock.

6. Right to Buy Receipts

The Right to Buy Receipts received will be utilised within the given time frame to ensure that none are repaid.

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Committee	Cabinet
Date and Time	9 September 2026 10.30 am Public

Whitchurch Civic Centre – Asset Decision

Cabinet Member:	Councillor Roger Evans – Portfolio Holder for Assets
Lead Director:	Kassandra Polyzoides – SD for Place Shaping
Service Area:	Place Shaping
Report Author	Steve Law – Head of Property and Development
Officer contact details	Tel number: 01743 281017 email: steve.law@shropshire.gov.uk
Electoral Divisions Affected	Whitchurch
Key Decision	Key Decision
Cabinet Forward Plan	Yes – 11th June 2026
Report considered by	Cabinet – 9 September 2026

1. Purpose of Report

1.1 This report seeks approval to move from a paused programme of remediation and rebuild options to a disposal-led strategy for Whitchurch Civic Centre and Library. It reflects the RAAC risk at the site, the absence of funding, and the Council's financial emergency.

2. Executive Summary

2.1 Whitchurch Civic Centre and Library has long supported civic, community, cultural, library, market and town-centre activity. The Council recognises its importance to residents, businesses and community groups, and the impact of its continuing closure.

2.2 Shropshire Council owns the Civic Centre and leases it to Whitchurch Town Council under a 21-year lease from 1 April 2010 to 31 March 2031. Either party may terminate the lease on at least 12 months' notice. The implications for disposal, including any termination or alternative arrangement, will be explored through ongoing discussions with the Town Council and next-stage legal and property due diligence.

2.3 RAAC was identified in 2023, leading to closure, decommissioning and further options work approved by Cabinet in January 2024. In February 2025, Cabinet included £4 million in the capital strategy for potential match funding or roof replacement; the then administration and cabinet did not however allocate monies prior to May 2025, and the scheme remained subject to funding, affordability and further approvals.

2.4 The 2026 surveys confirm continuing RAAC deterioration and wider condition and compliance liabilities. Around £4 million would be required to return the building to sustainable use, including £500,000–£600,000 of urgent and essential works and approximately £50,000 of interventions required within three to six months.

2.5 Under the financial emergency, Exceptional Financial Support and Best Value Notice, the Council cannot fund these works. No equivalent national RAAC programme exists for local authority civic, cultural or library buildings, and the asset continues to incur holding costs and liabilities.

2.6 Community submissions and specialist advice have been considered. They support retaining civic functions and identify possible remediation and governance models, but no fully costed, funded and deliverable alternative has been presented.

2.7 The report therefore recommends a disposal-led strategy to reduce continuing risks, liabilities and costs and secure the best consideration reasonably obtainable. Disposal would not predetermine demolition or redevelopment, and viable community-led proposals may continue to be considered during due diligence and marketing.

3. Recommendations

Cabinet is recommended to: -

3.1 Declare the Whitchurch Civic Centre and Library site, edged red at **Appendix A**, surplus to the Council's operational requirements, for the reasons set out in sections 4 and 5 of this report, and having regard to the capital requirement and continuing maintenance and holding liabilities set out in section 4.

3.2 Approve its in-principle disposal, subject to the due diligence described in section 5, the financial and policy requirements in section 9, and the legal and statutory requirements in section 10, and in accordance with the Asset Disposal Policy within the Financial Sustainability and Recovery Strategy approved by Cabinet on 8 July 2026.

3.3 Delegate authority to the Service Director for Place Shaping, in consultation with the Section 151 Officer and the Portfolio Holders for Finance and Assets, to determine and implement the disposal strategy and secure the best consideration reasonably obtainable.

3.4 Note that officers and the Portfolio Holder will continue to engage with the Members for the Whitchurch electoral divisions, Whitchurch Town Council and other interested parties as the disposal strategy progresses.

4. Background

4.1 Whitchurch Civic Centre and Library is located on High Street, Whitchurch. The wider complex has historically supported a range of civic, community, cultural, library, market, visitor information and town-centre uses. The site includes the Civic Centre building, Market Hall, Visitor Information Centre, Library, Registrar-related accommodation, external areas and associated car parking. The Library and Market Hall form part of the wider Civic Centre complex rather than being separately held standalone assets.

4.2 RAAC was identified in the roof structure of the Whitchurch Civic Centre and Library during ongoing condition, repair and maintenance work in 2023. Subsequent detailed assessment and structural engineering advice identified extensive RAAC in critical condition, leading to the closure of the most affected parts of the complex. Temporary propping and access controls were introduced to stabilise and manage risk.

4.3 Cabinet considered the matter in January 2024 and endorsed closure, decommissioning and further options work. The decision also reflected the need to provide interim arrangements for library and community services and to work with Whitchurch Town Council and local representatives on future options.

4.4 In February 2025, Cabinet agreed that the RAAC-affected areas should remain closed and included £4 million in the capital strategy for potential match funding of a replacement facility or roof replacement. This was a planning assumption, not a funded allocation or authority to proceed, and remained subject to funding, affordability, business case development and further approvals. Strategic Leisure Limited's subsequent needs analysis confirmed the centre's community importance and the value of its library, market, performance, meeting, community and cultural functions.

4.5 The indicative £4 million requirement comprises approximately £3 million for roof replacement, RAAC remediation and consequential works, and £1 million for wider condition liabilities identified in the 2026 surveys **(Appendix B)**. It includes £500,000–£600,000 of urgent and essential works before reoccupation and approximately £50,000 within three to six months to investigate and address the High Street timber balcony façade and ongoing RAAC deterioration. These strategic estimates remain subject to investigation, design and procurement and exclude significant remodelling, service enhancement and wider refurbishment.

4.6 The Council's maintenance and holding costs over the past six financial years are shown below:

Year	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
Maintenance and holding cost	£6,042	£3,409	£10,196	£4,672	£19,761	£10,154

4.7 In January 2026, the capital project was reviewed as part of an in depth look at outstanding schemes against the Council's financial position. The 2026 condition survey and structural synthesis found no sudden or catastrophic change, but confirmed that deteriorating RAAC, water ingress, unpropped areas, life-expired roof elements, poor fabric and mechanical and electrical compliance issues are increasing risk and that continued vacancy will accelerate deterioration.

4.8 Community submissions, including Save Our Civic material (**Appendix C**), support retaining civic functions and propose future uses and governance models, but do not provide a funded and deliverable capital solution. At the community group's request, the Council met its nominated RAAC specialist in July 2026, who advised that localised or staged remediation could be explored. However, confirming an alternative would require intrusive testing, structural modelling, design and professional validation, potentially costing more than £100,000 before evaluation. No viable funded alternative was identified, and substantial investment would still be needed to address RAAC and wider building liabilities.

4.9 The Council recognises the significant level of local interest in the future of the Whitchurch Civic Centre and Library site and has worked closely with community representatives, including the Save Our Civic group, to understand potential opportunities and aspirations for its future use. This dialogue will continue as proposals are developed. Subject to approval of the recommendations within this report, any future disposal strategy will include appropriate opportunities for community groups, local organisations and other interested parties to come forward, demonstrate interest and participate in a fair and transparent process for the future redevelopment or reuse of the site.

4.10 Throughout the period following closure of the Civic Centre, the Council has engaged with a wide range of stakeholders regarding the future of the site, including Helen Morgan MP. The MP has actively supported discussions regarding potential funding opportunities and has sought to raise awareness of the challenges faced by local authorities affected by RAAC. Whilst no dedicated Government funding programme has been identified for local authority civic buildings of this nature, the Council acknowledges the constructive engagement and support provided in seeking potential solutions for the future of the facility.

5. Summary of Main Proposals

5.1 The main proposal is to move from a Council-funded repair or replacement strategy to a disposal-led strategy. This does not disregard the community importance of the building. It recognises and confirms that the Council is not able to fund the capital works required to make the building safe, compliant and suitable for reoccupation.

5.2 The proposed delegation will enable officers to progress a managed disposal process, supported by appropriate valuation, legal, planning, title and technical due diligence. The final disposal route may include a freehold sale, long leasehold disposal, conditional disposal, development agreement or another structure that balances best consideration, risk, control, deliverability and community outcomes.

5.3 Marketing will be supported by a development brief or prospectus setting out the site context, structural and planning constraints, community interest and the Council's expectations for future use. Disposal will not predetermine demolition or redevelopment; any future demolition, redevelopment or change of use will remain subject to relevant planning, conservation, building control, public protection and statutory processes, through which local impacts will be assessed and managed.

5.4 The delegation will allow officers to respond to market, valuation and due diligence findings and continue assessing viable community-led regeneration proposals, including a community asset transfer. Engagement with local Members, Whitchurch Town Council and community representatives will continue. Any proposal must be fully costed, funded, deliverable and legally compliant, with Section 151 Officer and relevant Portfolio Holder oversight.

5.5 The site incorporates the former Whitchurch Library, which closed as part of the wider response to RAAC. Library provision currently operates from temporary premises at Unit C, St Mary's Arcade. As part of the next-stage due diligence, officers will address the implications of disposal for future library provision and ensure that the Council continues to meet its statutory library duties, as set out in section 10.

6. Alternative Options

6.1 Four alternatives were considered and discounted: -

- Doing nothing and retaining the building would leave the Council with continuing holding, inspection, insurance, security and health and safety liabilities, and the 2026 survey confirms that delay will increase both cost and risk.
- Funding the works required to retain the building and return it to sustainable use, estimated in the region of £4 million, is not affordable.
- Constructing a new replacement facility has strong community support but costs substantially more, and no confirmed funding package exists.
- Pursuing a community-led transfer or capital project remains possible in principle, but no sufficiently developed, funded and deliverable proposal has been presented which would remove the Council's immediate liabilities or allow safe reoccupation.

6.2 The alternatives were discounted because the Council cannot afford the required capital investment and no deliverable external funding or funded alternative has been secured. National RAAC funding is available for education and health buildings, but no equivalent programme exists for local authority civic, cultural or library buildings, and attempts to secure government funding for this site have been unsuccessful.

6.3 The recommended disposal-led approach provides the Council with a route to reduce risk and liability, secure the best consideration reasonably obtainable and test whether the market can bring forward a viable and deliverable outcome for the site.

7. Key Risks and Mitigations

7.1 The principal risks associated with the proposed disposal-led approach, together with the measures through which they will be managed, are summarised below. These risks will remain under review throughout due diligence, marketing and completion of any transaction.

Risk / Opportunity	Mitigation
Structural and safety risk	Continue closure of RAAC-affected areas, maintain access controls, inspections, vacant-property management and interim mitigation until disposal or other lawful transfer is completed.

Financial risk	Progress disposal to reduce holding liabilities and support the Council's financial sustainability position. Obtain Section 151 oversight throughout.
Best consideration and valuation risk	Obtain independent valuation advice and structure any disposal in accordance with section 123 of the Local Government Act 1972 and the Council's Constitution.
Community impact risk	Set out the Council's position clearly in the development brief and through continued engagement, and address reprovision of affected services separately from the disposal.
Reputational risk	Provide clear, factual communications explaining the RAAC history, investigations undertaken, lack of funding, financial emergency and rationale for the recommended decision.
Delivery risk	Delegate authority to enable officers to respond to market feedback and conclude due diligence, while retaining oversight through the Service Director, Section 151 Officer and Portfolio Holder.
Legal and title risk	Undertake title, lease, planning, access, covenant, statutory, procurement and legal due diligence before finalising any transaction.
Market risk	Test disposal options through appropriate market engagement and use professional advice to determine the optimum transaction structure.
Library Service and Consultation Risk	Address the implications for future library provision through the next-stage due diligence, including any consultation or separate decision required, and ensure that the disposal strategy preserves the Council's ability to meet its statutory library duties, as set out at section 10.
Redevelopment risk	The works to remediate the building in whatever form may have an impact on the high street in terms of construction logistics so any disposal strategy will need to be cognisant of this risk and plan to support the local community and mitigate the impact of any major works.

8. Council Priorities

8.1 The recommended approach supports the Council's financial stability and sustainability objectives by seeking to reduce unfunded capital liabilities, limit further condition-related exposure and secure an appropriate transaction outcome. The proposal also supports effective governance by providing a clear decision-making framework and delegated authority to progress a complex asset decision in a timely manner.

9. Financial Implications

9.1 Cabinet declared a financial emergency on 10 September 2025, and the Council now operates under Exceptional Financial Support and a Best Value Notice. These require evidence-based, financially sustainable decisions delivered at pace, making timely resolution of the asset's continuing costs, risks and liabilities necessary.

9.2 Retaining and upgrading the asset would leave the Council responsible for increasing maintenance, insurance, temporary structural, compliance and substantial capital

investment costs moving forward. Disposal would remove the capital requirement and reduce these continuing liabilities.

9.3 No formal valuation has been undertaken. An independent Red Book valuation will form part of the due diligence required by the recommendation to approve disposal in principle. The transaction structure, capital receipt, retained obligations and disposal costs will be determined through the delegated process, with Section 151 Officer oversight and compliance with section 123 of the Local Government Act 1972 and the Council's Constitution.

9.4 The proposed disposal applies the Asset Disposal Policy within the Financial Sustainability and Recovery Strategy approved by Cabinet on 8 July 2026. The policy seeks early disposal of redundant assets, best value, shorter timescales and reduced Council costs. Under the disposal route, demolition, remediation and associated planning costs would normally transfer to the purchaser; any departure would require a clear financial business case and further approval.

9.5 Officers will establish a clear timetable and governance arrangements with the Portfolio Holder and Cabinet to progress the disposal at pace and reduce continuing risks, liabilities and costs.

10. Legal and HR implications

10.1 Any disposal will need to comply with the Council's Constitution, section 123 of the Local Government Act 1972 and all relevant legal requirements. The Council must secure the best consideration reasonably obtainable unless a lawful exception applies and is properly approved.

10.2 Legal due diligence will need to consider title, leases, occupation, access, rights, covenants, planning constraints, the Conservation Area context, procurement implications, any community asset considerations, market obligations and any proposed protection or reprovision of community activity.

10.3 No direct HR implications are identified at this stage. Any service or staffing implications arising from future market, library, civic or operational arrangements will require separate advice and engagement.

10.4 The Local Member protocol applies to this decision. The Members for the Whitchurch electoral divisions will be briefed on the officer assessment and the recommendations before publication of this report. Their views will be considered in finalising the report and in developing the disposal strategy.

10.5 Under section 7 of the Public Libraries and Museums Act 1964, the Council must provide a comprehensive and efficient library service. Provision currently operates from temporary premises at Unit C, St Mary's Arcade. Due diligence will assess the impact of disposal on future provision, including any consultation or separate decision required, while ensuring statutory duties continue to be met. This will align with the separate review of library and cultural services approved by Cabinet on 8 July 2026.

10.6 The final transaction structure will be determined following legal, valuation and commercial due diligence. Any disposal at less than the best consideration reasonably obtainable must rely on a lawful exception, including the General Disposal Consent 2003, or receive the consent of the Secretary of State. Such an

arrangement would require separate legal and financial advice and, where necessary, further Cabinet approval.

11. Health, Social (including "Child Friendly Shropshire") and Economic Implications

11.1 Disposal and the subsequent reuse or redevelopment of the site has the potential to support investment, employment and town-centre vitality in Whitchurch. Conversely, a prolonged period during which the building remains closed, propped and unused would continue to affect the appearance, footfall and economic performance of the High Street. The recommended approach is intended to return the site to productive use at the earliest practicable point.

12. Equality and Diversity Implications

12.1 The closure and any future disposal may affect access to community, cultural, library, market and civic facilities. Equality implications will be considered through the disposal strategy, any service reprovision and any future planning process. Particular attention should be given to accessibility, older people, disabled residents, families, younger people and those who rely on local services and town-centre facilities.

12.2 The Equality, Social Inclusion and Health Impact Assessment will be finalised as the disposal strategy is developed, taking account of existing community uses, previous detailed needs assessment work and ongoing stakeholder engagement. This will inform the recommendations and support Cabinet in meeting its duty under section 149 of the Equality Act 2010.

13. Climate Change, Biodiversity and Environmental Implications

13.1 Refurbishment would preserve some embodied carbon but require extensive, unaffordable works to address RAAC and wider building liabilities. Future redevelopment may increase embodied carbon but could deliver a more energy-efficient and sustainable long-term solution.

13.2 The development brief should require proposals to address planning, sustainability, biodiversity, conservation and climate requirements through the relevant statutory processes. The Council cannot fund these benefits itself.

13.3 Future development will be subject to the planning, sustainability, biodiversity net gain and environmental standards applicable at the time.

14. Consultation and Engagement

14.1 Since RAAC was identified, the Council has undertaken Cabinet reporting, working and steering group discussions, public consultation, needs assessment, community submissions and technical surveys.

14.2 Community interest, particularly through the Save Our Civic, has been significant. Its submissions have been considered and will inform the disposal strategy, alongside engagement with Whitchurch Town Council, local Members, community representatives and affected services.

14.3 At a meeting on 5 June 2026, representatives of Whitchurch Civic Society and the associated community group discussed the Council's assessment and disposal

option. The Council agreed to meet the group's nominated specialist to explore whether an alternative technical solution was available.

14.4 The subsequent specialist engagement confirmed that further intrusive investigation and testing could explore additional remediation options. However, it did not resolve the cost, funding and deliverability issues set out in paragraph 4.8.

14.5 The community proposals and specialist input were considered by the Asset Transaction Group, chaired by the S151 officer, which provides officer-level assurance on asset transactions. The Section 151 officer, acting under delegated authority in line with the Council's Scheme of Delegation, concluded that no fully funded and deliverable alternative to disposal has been presented. The decision for the in-principle disposal of the asset is a matter for Cabinet and is the subject of this report.

14.6 Throughout the options appraisal process, the Council has engaged with a range of local stakeholders to better understand community priorities and potential opportunities for the future of the site. This engagement has provided valuable local insight and has informed the considerations set out within this report. While the Council must balance community aspirations with its statutory obligations, financial constraints and wider asset management responsibilities, it remains committed to continued engagement with stakeholders as future proposals for the site are developed and considered.

15. Conclusion

15.1 Whitchurch Civic Centre and Library has a long-standing civic and community role. The Council has explored repair, replacement, community proposals and future needs, support by extensive technical work on the RAAC and wider condition issues.

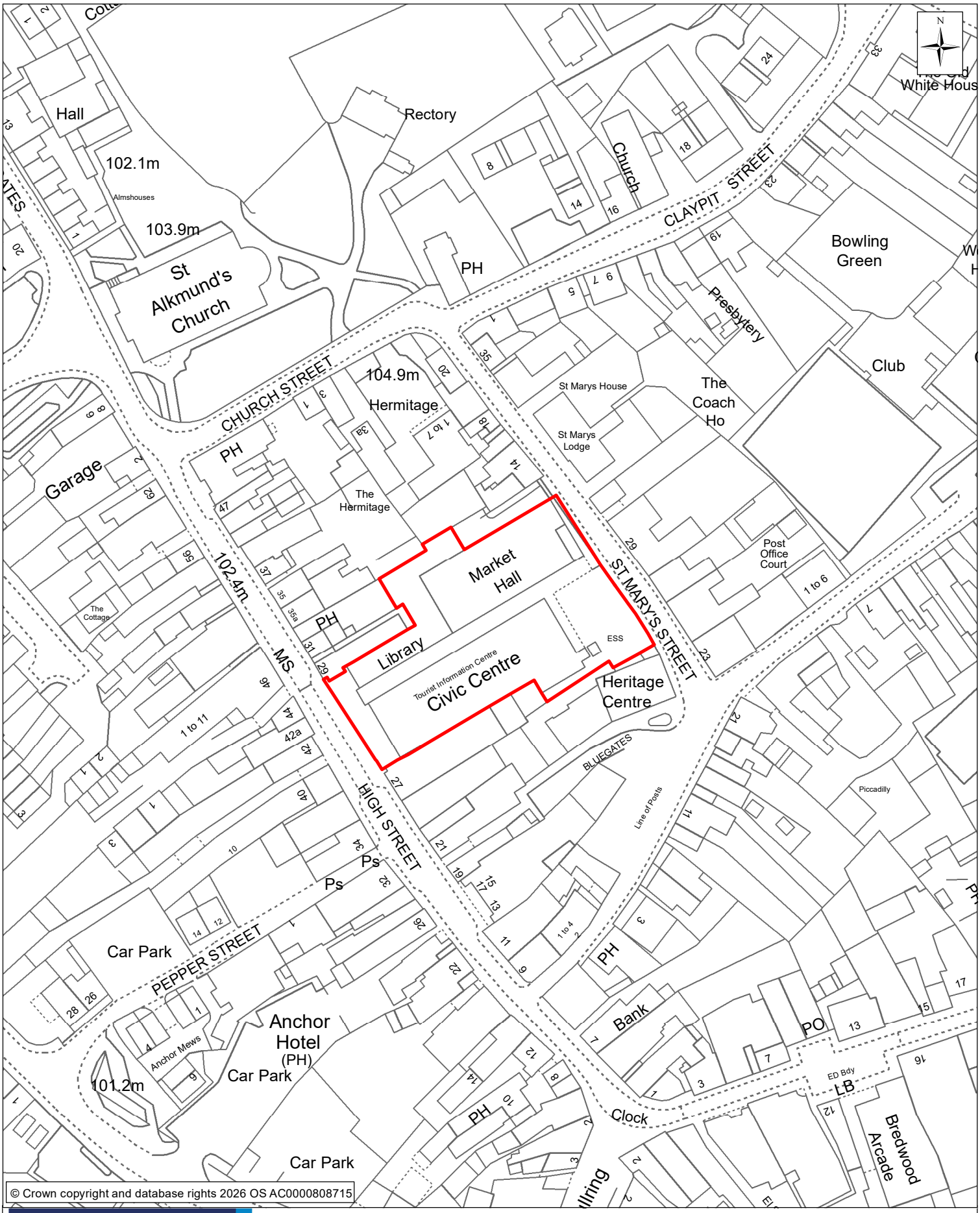
15.2 However, under the financial emergency, Exceptional Financial Support and a Best Value Notice, the Council cannot fund the works required for safe reoccupation. The £4 million identified in the capital strategy was not a funded allocation, and no national RAAC funding is available for local authority civic buildings. A disposal-led strategy is therefore the only currently affordable and deliverable option consistent with the Council's financial and improvement requirements.

16. Background Papers

- Cabinet report and decision: Whitchurch Civic Centre and Library – RAAC, 17 January 2024
- Cabinet report and decision: Whitchurch Civic Centre and Library – RAAC and Future Options, February 2025
- Whitchurch Civic Centre and Library Condition Survey Report & Structural Synthesis 2026
- Whitchurch Civic Centre – Needs Assessment by Strategic Leisure Limited, 2025
- Save Our Civic submission: Resuscitating the beating heart of Whitchurch, April 2026
- Whitchurch Library & Civic Centre – RAAC remedial option discussion, July 2026
- Draft Medium Term Financial Plan 2027-2032, including Appendix A Financial Sustainability and Recovery Strategy – Cabinet, 8 July 2026

17. Appendices

- Appendix A – Red line plan and asset boundary
- Appendix B – 2026 Condition Survey and Structural Synthesis summary
- Appendix C – Summary of community interest and Save Our Civic submission



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Shropshire Council

Property and Development

Guildhall, Frankwell Quay,
SHREWSBURY
SY3 8HQ

Location Plan - Whitchurch Civic Centre and Market Hall, Town Hall, High Street, Whitchurch SY13 1AX

Drawing No:	294-001-515
Scale:	1:1,250
Date:	August 2026
Drawn by:	ACR - Asset Management

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Property Services Group
The Guildhall, Frankwell
Shrewsbury, SY3 8HQ

Building Condition Survey Report

(NSDC018) Whitchurch Civic Centre & (6000) Whitchurch Library
High Street, Whitchurch, Shropshire, SY13 1AX

Date of Survey: January/February 2026

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Executive Summary

This report provides an integrated overview of the condition, structural risk and ongoing liabilities associated with Whitchurch Civic Centre and Library, drawing together findings from the 2026 Condition Survey and the updated Structural Inspection undertaken by Thomas Consulting. The assessment has been completed to inform strategic decision-making while the previously approved redevelopment scheme remains paused under the February 2026 Capital Strategy.

The complex remains currently broadly structurally stable, with no evidence of sudden or catastrophic change since the 2024 inspections. However, the surveys confirm that Reinforced Autoclaved Aerated Concrete (RAAC) is present extensively across the civic centre, library, theatre, internal corridor, covered walkway and external canopy and is classified as Red Critical condition. Widespread staining, exposed reinforcement, historic repairs, service penetrations without adequate trimming, and ongoing water ingress significantly increase the risk of progressive deterioration and potential localised failure.

While significant collapse is considered unlikely in the short term if the building remains vacant and access is controlled, the risk profile is increasing over time. Continued water ingress from life-expired flat roof coverings, defective rainwater goods and poor drainage is accelerating RAAC degradation. A number of areas remain unpropped, including upper roof zones and circulation routes, and the corridor and external canopy present heightened concern due to trimming around columns and poor detailing, where a progressive domino-type failure mechanism cannot be ruled out.

In addition to RAAC, the surveys identify a range of serious supporting issues. Immediate actions and considerations include the deteriorating timber balcony/façade to the front elevation of the Civic Centre, defects to the internal covered external walkway and external canopy (including corroded steel columns and life-expired structures). Further exposure of the Amber rated RAAC to the Market Hall toilets/store ceilings and potential propping are suggested, with consideration of practical consequences to users of the Market Hall facilities and alternative provisions consideration. Dampness affecting the basement and ground floor areas and ageing mechanical and electrical systems that no longer meet current compliance standards. Fire compartmentation and fire door deficiencies further compound the risk should reoccupation be considered. Ongoing maintenance of rainwater systems and detritus removal to roofs is required to mitigate further impacts of moisture penetration adversely impacting the RAAC across the site. Adherence for regular inspection and mitigations of a partial vacant property as per Shropshire Council requirements.

In addition, general elemental condition status with some deterioration of elements of an urgent/essential nature and others of desirable/long term should the building be retained long term for reoccupation. The Condition Survey identifies circa **£1.04 million** of varying condition priority timescales for condition-related works (including preliminaries and contingency) required to stabilise and manage the asset long term. Consideration and actioning urgent/essential and most immediate requirements should be made to ensure the stability of the property and health and safety mitigation to staff, contractors and public. This figure excludes RAAC replacement, major structural remediation or refurbishment/spatial remodelling, which would require substantially greater investment and is subject to separate feasibility assessment. As a result, the true cost of making the building suitable or safe for reoccupation would be significantly higher.

In its current state, the Civic Centre and Library require ongoing vacant property management, active inspection, and selective investment to prevent further deterioration and manage health and safety risk. The longer the complex remains unused and unheated, the greater the likelihood of accelerated deterioration, increased future costs and heightened risk exposure. Targeted short-term remedial and mitigation measures are therefore recommended to stabilise the asset while strategic decisions regarding refurbishment, partial retention or replacement are progressed.

This report should be read alongside the accompanying Risk Register, structural engineer updates, and supporting information, which together provide the necessary technical evidence to inform future detailed options appraisal, capital planning and decision-making for the Whitchurch Civic Centre and Library complex.

Given the Red Critical RAAC classification, the building is not suitable for reoccupation. Ongoing vacant-property management, strict access controls, regular inspections and targeted interim structural mitigation are required to manage health and safety, legal and financial risks.

Delay in determining a long-term strategy **will lead to further deterioration, increasing future costs and liability exposure**. This report therefore underlines the need for **timely strategic direction** on refurbishment, partial retention or replacement, informed by the accompanying risk register, structural advice and RAAC feasibility work.

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1 General

1.1 Introduction

The Property Services Group have been requested to carry out a property Condition Survey in respect of Building Fabric, Mechanical Engineering and Electrical Installations.

The purpose of the report is to identify an overview of the condition, risk and liabilities associated with Whitchurch Library and Civic Centre to provide critical information on the condition status of the property and will identify present and potential defects or concerns.

1. *Progress a feasibility study to assess the potential for comprehensive repairs/replacement to the roof structure and other elements of the centre to address the inherent defects associated with RAAC and the ultimate findings of the Structural Survey.*

   This will encompass a technical review of the required interventions, rectification and replacement elements required to address the condition items which currently prevent safe use of the asset together with any ancillary remediation associated with the major works.

   The feasibility will cover cost, value for money, deliverability and potential timescales. The cost estimate will be an estimate and include all appropriate preliminary items, professional fees, approvals and temporary work.

The Council has undertaken a range of studies and option appraisals relating to the Civic Centre and Library, including feasibility studies and options appraisals following the identification of structural issues. These have considered refurbishment, partial retention, and redevelopment options, as well as community needs assessments as per the 17th January 2024 Cabinet Decision - Whitchurch Civic Centre and Library - RAAC — Shropshire Council. This survey is to be considered within the wider discussion of the options appraisal and feasibility of remediation of inherent and ancillary at the property following the discovery of RAAC. Details of the previous report into RAAC can be Cabinet Paper January 2024 (pp 317 -383) and Technical Overview report (pages 325-383). The report provides comment on defects, remedial improvement consideration and maintenance obligations associated with the building. This report does not include general life cycle costs, where defects are not noted or apparent.

Following further consideration and assessment Shropshire Council published the subsequent 12th February 2025 Cabinet Decision Decision - Whitchurch Civic Centre - Options Appraisal — Shropshire Council selecting Option 2 (construction of a new replacement facility based on the findings of a needs assessment).

In addition to the above, following the publication and decision of Shropshire Councils Capital Strategy in January 2026 Decision - Capital Strategy 2025/26 – 2030/31 - In-Year Review — Shropshire Council the redevelopment project has been paused, prompting a review of the condition and structural stability of the complex.

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1.2 Survey Methodology

Due to the discover of RAAC to the known locations, with a safety-first approach limited access to some areas of the property, in addition to consideration of high-level roof access over large voids. Therefore, a drone survey was commissioned, for high level aerial inspections, plus other appraisal information.

A supporting fire compartmentation and fire door survey was commission due to consideration of observations initially made during the initial phase of the condition survey site visit. This has identified deficiencies within the complex which will need to be addressed prior to future use of the facility.

The limitation of stakeholder available inspection and testing information required further commissioning of external inspection and testing of gas systems and boiler/heater installations. This found the Market Hall and Theatre gas heating systems to be in poor condition and requiring urgent remedial work and further consideration of future replacement.

The reported projections are primarily based on a visual room by room survey and utilising information provided by the client. There may be some aspects of the structure, internal and external services, including drainage systems which are not accessible. The limitations of this survey can be found in Section 7.

The survey and report will be provided per discipline in a property elemental approach with a summary condition rating and condition priority appraisal applied using the matrix criteria as shown in **Table 1.** This provides some consideration of the general condition of an element. A priority rating will be provided, indicating the outline priority timeframe for remedial intervention.

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Definition of Condition Ratings based on existing condition

Condition Rating	Definition
Condition A - GOOD	Performing as intended and operating efficiently
Condition B - SATISFACTORY	Performing as intended but exhibiting minor deterioration.
Condition C - POOR	Exhibiting major defects and/or not operating as intended.
Condition D - BAD	Life expired and/or serious risk of imminent failure. Requires immediate attention.

Definition of Priority Ratings based on existing condition

Ref	Priority	Definition
001	**Urgent**	Work that will prevent immediate closure of premises and/or address an immediate high risk to health and safety of occupants and/or remedy a serious breach of legislation. Work which is likely to lead to total or partial loss of service.
002	**Essential**	Work required within two years that will prevent serious deterioration of fabric or services and/or address a medium risk to the health and safety of occupants and/or remedy a less serious breach of legislation.
003	**Desirable**	Work required within three to five years that will prevent serious deterioration of fabric or services and/or address a low risk to the health and safety of occupants and/or remedy a minor breach of legislation
004	**Long Term**	Work required outside the five year planning period that will prevent deterioration of the fabric or services or to ensure compliance with legislation.

Table 1 - Condition Rating & Condition Priority Score Matrix

1.3 Index

For convenience, the Report is arranged under the headings, Building, Mechanical and Electrical with focus. Condition Rating and Condition Priority scores will be applied to the property elemental items within the report and general suggestions for remedial work. Desktop estimated costs will be provided in summary form in **Appendix A.**

1.4 Services

We were not instructed to carry out tests of the service installations, and any comments contained in this report regarding their condition or operation are of a general nature only, based upon a cursory inspection of

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such services. Further tests will be required by appropriate specialists if assurances as to the condition or capacity of the services are required.

The most recent Electrical Inspection Condition Report, Emergency Lighting and Fire Alarm details were provided for the Library and Civic Centre. The gas system and boiler/blow air heater and testing for the Civic Centre were not available and therefore was commissioned as enhanced information.

1.5 Occupation

The library and main areas of the Civic Centre were vacant with only the Market Hall occupied at the time of the survey.

1.6 Foundations

The foundations were not exposed at the time of our inspection, and we are unable therefore to comment on their type or condition. Nevertheless, a careful inspection was made of external and internal walling for signs of any structural or ground movement. Any inferences drawn and comments made are based upon such inspection.

1.7 Confidentiality

This Report is confidential to the client and should not be used for any other purpose. Its contents should not be revealed to any third parties other than the client's professional advisors or published in any form without our express written authority. No responsibility is accepted by us towards unauthorised third parties acting upon information contained within the Report.

1.8 Roads/Planning etc.

We made no enquiries of public authorities regarding planning, building regulations approval, highways or similar matters. These should be the subject of searches and enquiries made by the client's solicitor.

1.9 Weather

Dry and sunny.

1.10 Date of Inspection

The building survey was carried out in January & February 2026.

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2 Building Structure & Fabric

2.1 Structural Form

A location plan and updated block/floor plan can be found in **Appendix B,** however, please find **Figure 1** indicating the common locations and ease of reference.

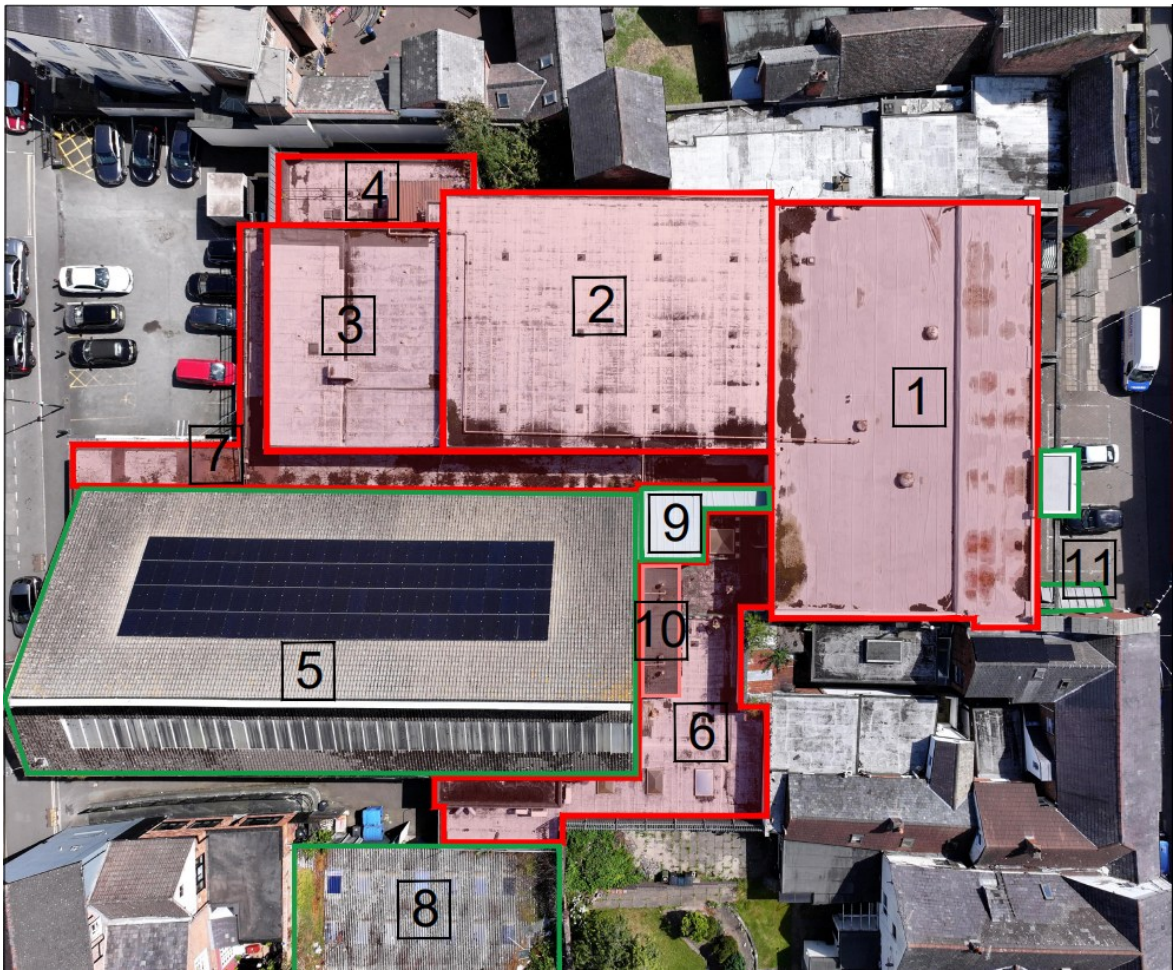

Figure 1 - Aerial location annotation.

1. Civic Centre Reception & first floor Merrie England/Edward German rooms, ground part library.
2. Main Civic Theatre Hall.
3. Stage area and rear store, first floor changing rooms.
4. Ground floor changing rooms.
5. Market Hall.
6. Library (part shown).
7. Enclosed covered walkway and external canopy.
8. External Garage Store.
9. Civic Centre/Merrie Lounge alternative means of escape stairwell.
10. Market Hall – Gas Blow Air Heater structure.
11. Bar Store – Ground floor – external

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The property is situated on a sloping site within the high street of Whitchurch. The British Geological Survey information indicates the property is situated on Glaciofluvial Devensian superficial deposit (Sand and Gravel) over a bedrock layer of Wilkesley Halite (Halite Stone/Mudstone).

The two-storey Whitchurch Civic Centre complex originates from circa 1960/1970 and includes the Theatre, Market Hall, external store building and Whitchurch Library within the building at ground floor level. Additional ground floor provision includes a reception foyer area with offices, welfare facilities and tourist information service, a six-meter-high main theatre hall with performance stage/changing rooms, and a large open space Market Hall connected by a covered internal walkway corridor.

The first-floor Civic area facilities include the Edward German meeting room, Marrie England lounge/bar social area at the front of the property and further Theatre changing rooms above the rear (East) stage area. The rear of the property includes an open-covered canopy walkway extending from the internal walkway, wrapping around the back of the theatre area to the Market Hall. This walkway also provides a fire escape route from the theatre first floor changing rooms.

The property is a braced steel frame with pre-cast concrete beam and block floors to suspended floors and ground bearing concrete slab to the ground floor areas. The Civic reception area also contains some assumed Victorian era vaulted brick cellar to the front of the property. The basement area shows signs of general subterranean dampness expected with the type of construction and lack of ventilation. During the inspection on a day which was dry, moisture ingress was noted to the plywood board housing the incoming electrical supply however for the moment was not causing determent to the service (see note within the electrical section).

Light weight Reinforced Autoclaved Aerated Concrete Siporex panels provide the roof structure to the Civic Centre, Stage and changing rooms, covered walkway and Library as noted in previous Structural Inspections and Cabinet Paper January 2024 (pp 317 -383) and Technical Overview report (pages 325-383). These are throughout the site considered as Red Critical Category as per the Institute of Structural Engineer risk categorisation. Please note that the Library RAAC roof structure extends into the first floor of the alternative means of escape stairwell leading from the Merrie England bar lounge as illustrated in floor plans found in Appendix B. There will need to be consideration of this in any remediation or roof structure replacement project and replacement with a new product.

Following the feasibility assessment further RAAC was identified in the toilet/storeroom area of the Market Hall building, which is currently assessed as an Amber condition rating and any risk by mitigation is currently being managed, however this needs to be improved.

Due to the ongoing deterioration of the RAAC within the Library and Civic Centre, being exposed to moisture ingress, via minor roof leaks and/or general lack of roof/gutter cleaning the RAAC structure should be considered for full structure deck replacement asap. Until this is provided continued assessment and inspection is required, plus further mitigation of deteriorating areas such as the rear external walkway and internal RAAC roofed corridor for

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provision of removal or further propping. Consideration in removal of the external walkway must also allow for any perceived means of escape from the first-floor level area and changing rooms above the stage – or mandated with evidenced robust access restrictions.

The Civic Centre front elevation has a red-brown stretcher bond brick facade to ground level with timber beam and horizontal timber cladding to the first-floor balcony area following a partial refurbishment and façade enhancement in approximately 2013. The rear elevation comprises of dark brown stretcher bond brick façade. The roofs to the Civic Centre Theatre/Changing rooms, and walkway and are asphalt flat roofs with retrospectively applied reflective waterproof coatings and small areas of felt detailing to copings. The first-floor Civic meeting room/lounge area comprises of a flat single ply membrane roof.

The Market Hall comprises of a pitched tiled roof with photovoltaic panels to the southern elevation, with associated ground floor flat asphalt roofs of the linked canopy, external stretcher bond dark brown brick facade and with inset glazed panels and rendered masonry panels.

The rear external north store area is of masonry wall to wall “garage type construction” construction with a corrugated Asbestos cement Chrysotile mono pitch roof with inset Perspex skylights. The roof is supported by a large internal steel framework and appears satisfactory with evidence of surface corrosion due to egress of water from the roof. The remainder of the structure is comprised of brickwork party shared garden walls with low level buttress. The floor is a concrete slab construction.

The site is complemented by front and rear car parks and an external storage area provided to the north elevation.

Due to the condition of the RAAC within the internal walkway roof and external canopy but also deterioration of the supporting metal RHS columns, this is required for replacement/removal asap. Further consideration of ongoing mitigation of the internal walkway RAAC structure with further propping if this cannot be removed. In addition to any planned works, whilst the area has been excluded to the public via perimeter Heras fencing to the walkway and crash deck scaffold fan to the Market Hall entrance area, a regular inspection and review of the provision should be made including any breaches of unauthorised access due to the poor condition of the walkway structure and likely deterioration due to lack of regular maintenance, debris cleaning and rainwater management.

Condition Rating D-1

The RAAC to the Library area is currently propped at 600mm centers by Acro props which require to be regularly inspected. RAAC panels to the remainder of the Civic Centre and Library (with noted deflection to the library area) remain in similar condition to 2024. It is suggested long term the RAAC panels are removed within a redevelopment or refurbishment project asap. Until such time then access should be exclusively restricted to only essential and trained personnel with suitable risk assessment and personal protective equipment.

Condition Rating D-1

Whilst the RAAC within the Market Hall is currently considered “Amber” condition as per IStructEng guidance, visual inspection is hampered by lack of access. It is suggested that the plasterboard ceilings and services are removed to allow proper and future inspection to determine any deterioration. Initial suggestion from structural engineers is also to provide propping to the corners of the effected toilet/store area as a precaution.

Condition Rating D-1

Should access be required within the Civic Centre reception area for other than permitted essential staff, then consideration of a crash deck to first floor areas or propping route should be considered until the time when the RAAC is removed. Consideration of mitigation techniques could be considered for the Civic Centre/Theatre RAAC areas; however, this may depend on

the limited bearing width of existing steel structures plus ongoing inspection regimes. Replacement of the structural deck may be preferable.

Condition Rating D-1

The front west façade has a large solid timber frame structure forming a pagoda and balustrade. It was observed the balustrade structure of untreated (though may have been tanalised) timber has shrunk and several shakes (splits). The timber joints have shrunk and showing connections and caution should be exercised and prevention of allowing a large quantity of people accessing this area i.e. leaning on the balustrade, as this may cause partial collapse – though the property is currently vacant and unoccupied in this area. The larger overhead timber structure shows signs of weathering and mortice/tenon joint shrinkage though currently is not thought to be an imminent danger. To prevent further deterioration and health and safety obligations in protecting staff/visitors/public, further assessment and design is required in the replacement of timbers and or treatment to extend its life span, with connections requiring strengthening with additional steel plate fixings.

Access to all staff and others should be restricted on an essential basis only with informed risk assessments until remedial measures are put in place plus.

The construction detail can be found in **Figure 2**.

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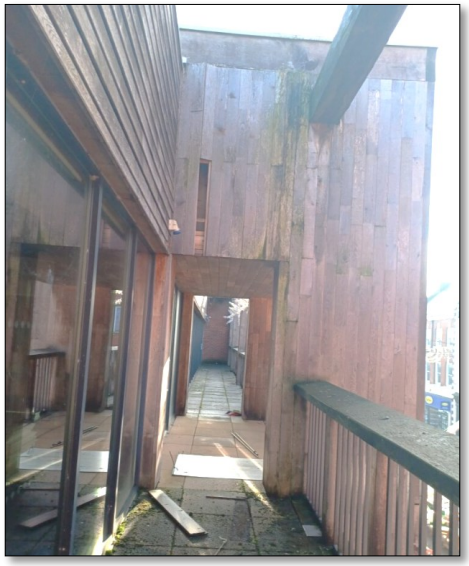
WHITCHURCH
CIVIC CENTRE



Condition Rating D-1

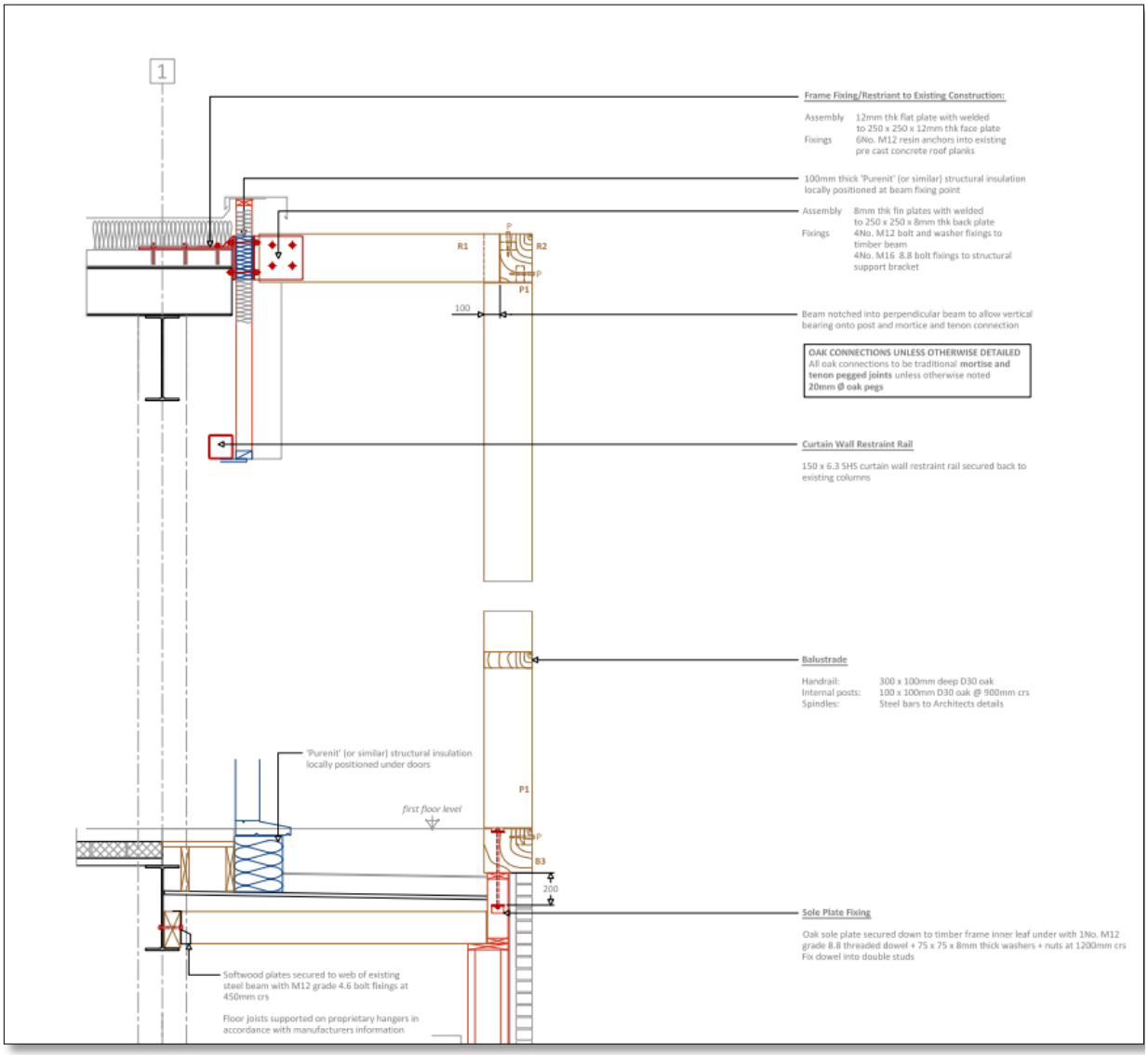


Figure 2 - External canopy/decking detail.

External Walkway/Internal Covered Area to Civic Centre and Market Hall

The RAAC fat roof constructed external way is in poor condition with roof coverings beyond their economic life, with concern of water penetration, and detritus impacting the condition of RAAC panels. Full or part removal should be considered. The internal covered area/walkway roof is also in poor condition with concern of impact on RAAC roof. Remediation work should be considered urgently (see Chapter 5).

Condition Rating D-1

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A summary synthesis conclusion of the key considerations with the assessment on the condition of RAAC and general structural element within the building can be found in **Chapter 5 – Structural Review**.

An updated structural survey review has been commissioned and conducted in 2026 with structural engineers Thomas Consulting providing an update from the previous 2024 inspection. This provides further details of the structural form and can be found within **Appendix C.**

2.2 Foundations

The foundations of the property were not exposed and not subject to inspection. There was no indication of issues with the foundations evident in the walls of the property.

2.3 External Walls

Civic Centre

Front façade brickwork is laid in stretcher bond with minor staining and efflorescence. Leaking and poor detailed rainwater goods plus watering of hanging baskets will add to the saturation of brickwork and should be considered.

The remaining areas of external brickwork are of dark brown brick laid in stretcher bond with solider courses above window openings.

Condition Rating B-3

It is noted that there are external gable walls flanking the front elevations to the Southwest and Northwest. The condition appears to be in satisfactory condition though it is unclear of the ownership or purpose if structural or decorative.

Condition Rating A-4

Bar Store Structure

Red brick – A-4

Theatre/Stage and Changing rooms.

The remaining areas of external brickwork are of dark brown brick laid in stretcher bond with solider courses above window openings with no major defects visible. The brickwork encases vertical steel columns and provides a route for internal rainwater goods discharging into sealed gulleys located within the internal covered walkway.

It was noted to the external brickwork of the ground floor changing room that the external tarmac level has increased over time and breaches the Damp Proof Course in areas as per the

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photograph below. However, no damp issues to the internal surfaces of the changing room were noted. Should this become a problem in the future, the ground level adjacent this area needs to be reduced to remove the breach or alternative retrospective damp proofing remedies.

Condition Rating B-3

Library

The library external walls consist of a dark brown external brick laid in stretcher bond. The library garage is lined internally with Silica bare brick laid in stretcher bond. All appear in a satisfactory condition.

Condition Rating B-4

Areas of internal wall to the rear Library staff area and corridor show surface plaster cracking and hydroscopic staining due to water penetration from overflowing gutters of the external store building and saturation of the external walls. Resolve the penetrating damp, remove the effected plaster, and recover. Suggest wall covering using phenolic board resistant to damp.

Condition Rating C-3

The external rear permitter party garden walls to the library roof area have a textured render finish which show signs of hairline cracking. Additionally, the brickwork coping requires repointing. Monitor and conduct repairs as needed.

Condition Rating C-3

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Market Hall

The Market Hall consists of a dark brown external brick laid in stretcher bond, surrounding a portal steel frame with lightweight silica brick to the internal skin. There is evidence of cracking the masonry eaves/corbels externally and internally of the gable walls and due to inherent defects of the construction movement and does not represent major concern at this moment however consider remedial works to the brickwork. Consider remedial work.

Condition Rating C-2

It is noted that a quantity of rendered panels to both north and south elevations of the Market Hall have hairline cracking suggesting a debonding to the surface key. Consider renewal of the render to prevent further deterioration and failure. However, it is also noted of deterioration to area of render due to leaking or overflowing gutters and rotten fascia's which also need to be cleared and renewed (see section 2.6 for details).

Condition Rating C-2

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External Garage Store

The external garage store has an external façade of dark brown brickwork to the south elevation, laid in stretcher bond and is generally in reasonable condition. It would benefit from removing established vegetation in localised areas asap.

The surrounding brickwork to the West, North and East elevation appears to be a boundary party garden wall with neighboring properties. Internally this brickwork is in an undecorated render finish but shows signs of dampness and algae growth either from roof leaks or penetrative damp and should be considered for remedial works. The base of the north/east wall is complemented by a large retaining buttress structure and as noted in the structural engineer

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assessment shows signs of minor defects and remedial works are required to prevent further deterioration.

Condition C-3

The external bin store adjacent to the garage and physically attached to the adjacent property raised footpath/retaining wall is showing signs of structural cracking and weathering likely due to variety of causations. It would be suggested the removal of a Buddleia Davidii vegetation and recommended to carry out remedial works to prevent further deterioration.

Condition Rating C-2

It is unclear if the retaining wall to the Market Hall/External Garage and adjacent residential property vehicle access is within the area of demise. This low-level retaining wall is faced with engineering brick laid in stretcher bond capped with a bull nose edging brick.

2.4 External Doors & Windows

Civic Centre

The east high street elevation has powder coated aluminum to ground floor double doors, and office windows installed presumably in the 2013 refurbishment. At first floor level there are similar fixed floors to ceiling windows and openable doors onto the balcony.

Condition Rating B-3

The external east elevation to the Merrie Berrie Bar/Lounge has aluminum anodised single glazed large pane windows and single door. These would benefit from replacement and upgrade.

Condition Rating C-3

Bar Store (aka Camel Shed)

The external single timber door and frame appear in satisfactory condition, however, requires complete redecoration to prevent deterioration of the timber.

Condition Rating D-2

Theatre/Stage area & ground floor changing rooms

The external double timber fire exit doors leading to the external pedestrian egress are in poor condition and require replacement. It would be suggested to consider Aluminum powder coated doors for low maintenance and ease of exit door furniture.

Condition Rating C-2

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Library

Front door is a recent addition of an Aluminum powder coated accessible door and concealed finger guards, with automation and appears in satisfactory condition. The front west elevation has PPC Aluminum windows which appear in satisfactory condition.

Condition Rating A-4

The rear library timber fire exit door with high level vision panel and fitting with a crash emergency exit bar appears in general reasonable condition. Though consider replacing it at a later date to improve u value and access arrangement.

Condition Rating B-4

The library staff welfare areas have external skin anodised aluminum frame windows and single glazing which appear in reasonable condition but would benefit from a thermal improvement upgrade etc. as part of a wider refurbishment.

The library garage has a solid bi-fold door set within a track and appears to be in satisfactory condition though was not seen in operation.

Condition Rating B-4

Market Hall

The entrance doors are powder coated aluminum double doors and appear to be in satisfactory condition.

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Condition Rating B-4

The north elevation fire escape double doors are of timber construction and appear to be in satisfactory condition.

Condition Rating B-3

External Garage Store

The modern up and over garage doors appear to be in working order. However, the timber external door would benefit from minor remedial works or consideration of replacement in the future.

Condition Rating C-3

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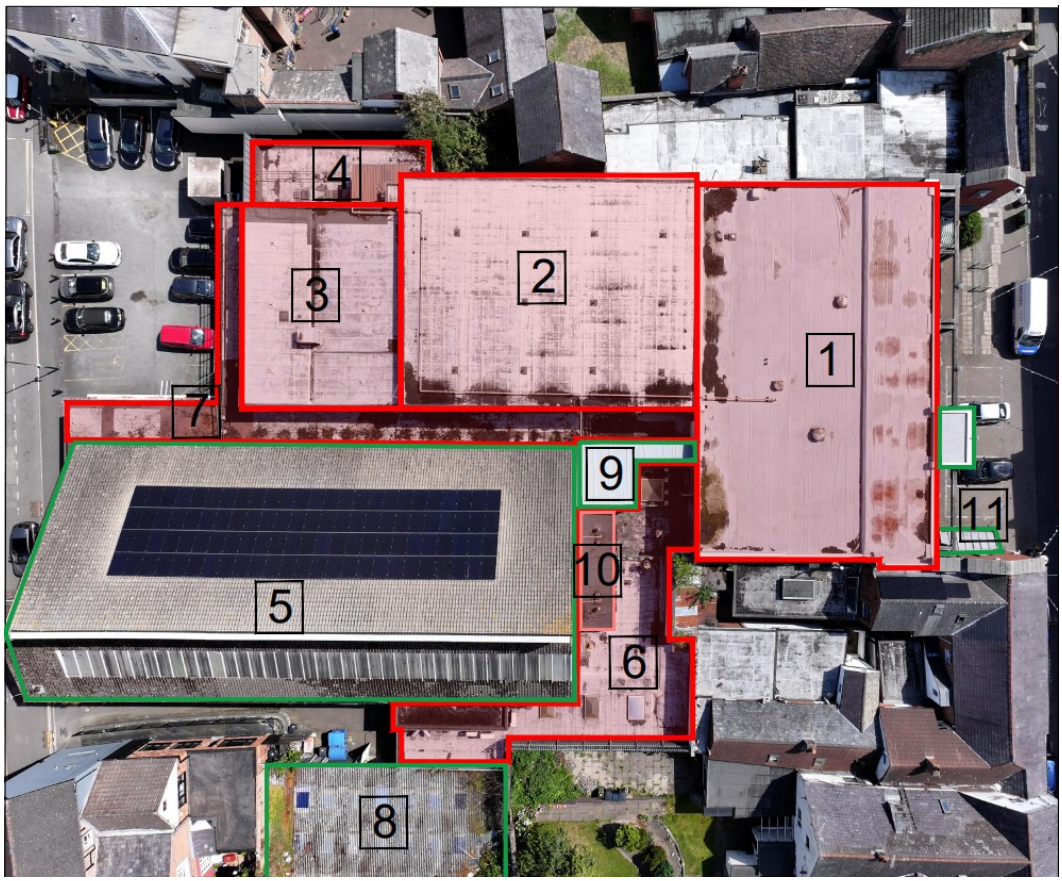
2.5 Roofs



1. Civic Centre (Reception & first floor Merrie England/Edward German rooms, ground part library).
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11. Bar Store – Ground floor – external

Access was not permitted to most of the roofs of the complex from a health and safety perspective, therefore a drone survey has provided the imagery and information to inform the condition survey.

Note: costs for re-roofing the RAAC effected areas has not been included within this condition survey as there are included within the RAAC removal feasibility which will require the roof being fully removed and reinstalled.

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Civic Centre (roof 1)

The flat roof the Civic Centre area as per Figure 1, appears to be of a single ply rubber membrane, likely installed during the refurbishment and west elevation extension circa 2013. This appears to be in general reasonable condition, though a number of product joints and areas of the membrane appear to have blisters to the surface. No roof leak penetration was observed within the building – though it was noted some adhoc water penetration Edward German room likely through the roof mounted extraction fan aperture. Consideration of any leaks on the RAAC and maintenance regime need to be considered. It was noted of detritus and debris to the roof which may impact the surface drainage efficiency as noted in item 2.6

Condition Rating C-3

Civic Centre - Merrie Lounge alternative means of escape stairwell (roof 9)

The roof structure appears to be modern and likely provided as an alternative means of escape serving the Merrie Lounge, with timber purlins and metal sheet structural deck. The roof covering appears to be a single ply rubber membrane. Blisters to the membrane surface were noted in the aerial images, however, no leaks were observed internally.

Condition Rating B-4

Theatre/Changing rooms (roofs 2,3 and 4)

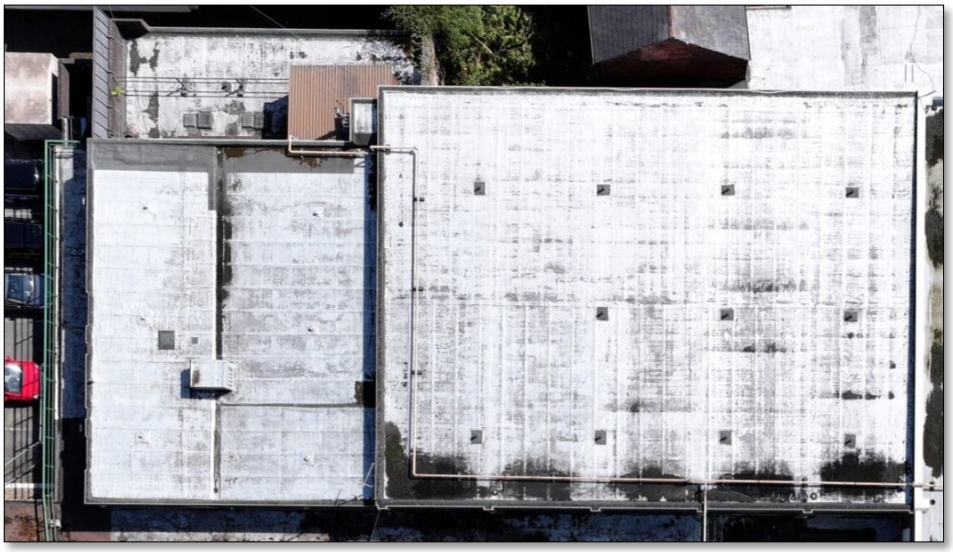
The flat roofs to the three separate areas appear to have a ventilated asphalt surface with retrospectively applied reflective paint. Evidence of miner remedial patches surrounding the

vents is noted. No roof leak penetration was observed within the building at the time of the survey.

Consideration of any leaks on the RAAC and maintenance regime need to be considered. It was noted of detritus and debris to the roof which may impact the efficiency of the surface drainage efficiency as noted in item 2.6.

It was noted of a metal corrugated structure with a mono pitch corrugated roof, situated on the ground floor RAAC changing room roof (reference 4), which may contain redundant mechanical plant. Should this be the case, consider removal if longer required.

Condition Rating C-2



Enclosed Covered Walkway & External Canopy (roof 7)

The flat roof to the covered internal walkway and external canopy appears to be asphalt with a retrospective applied reflective paint. The roof was not physically inspected due to concerns of RAAC instability and observed from vantage points and aerial images. The roof is in poor condition with crazing to surfaces and evidence of thermal expansion stress to the roof covering. Remedial repairs appear to have been applied in various areas using mineral felt. There is evidence of standing water to the roof generally.

This is further evidenced by the presence of large quantities of detritus to the roof such as moss/vegetation and algae growth suggesting standing water helping propagate vegetation. Rainwater is also contributed from the Market Hall leaking/overspilling gutters onto the roof. No major leaks were observed in the area of the time, however evidence of hydroscopic salt debris on the floor likely from the RAAC roof deck indicates potential moisture penetration of some type. Further investigation and mitigation/remedial work should be carried out asap.

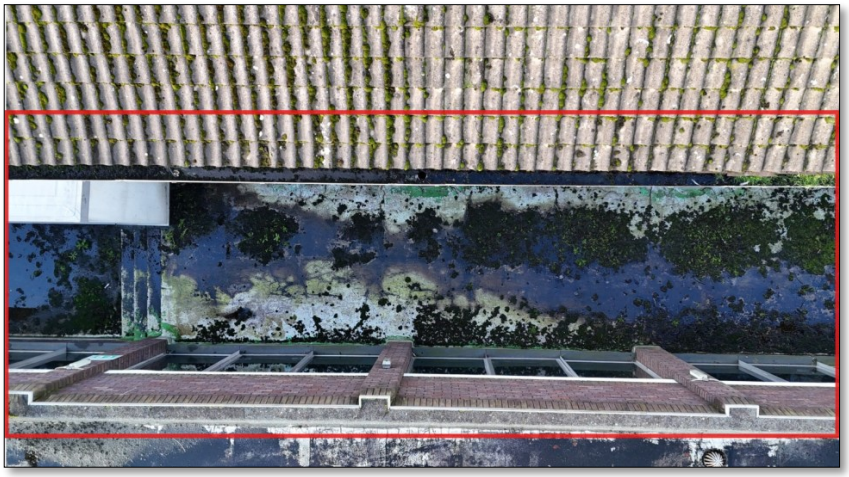
It was noted rainwater assumed from the Theatre internal down pipe outlets from within the brickwork columns entering the covered walkway corridor which requires further investigation and remedial work. sealing.

It was noted that part of the walkway roof structure as its adjoints the Marie Lounge and Alternative Staircase is of lower level and providing an area for surface water to accumulate in reasonable quantity. The roof deck to this area appears to be in part of plywood construction and shows evidence of water penetration which should be investigated and remediated asap – or mitigation/restriction to the area provided

The above roofs should be considered for further investigation/mitigation and remedial work asap. Removal/replacement of the roof and structure should be considered at the earliest opportunity. Costs for replacement

Provision and consideration of roof cleaning and cyclical rainwater management is required as per item 2.6, though this may be challenging due to the RAAC presence and general poor condition.

Condition Rating D-1



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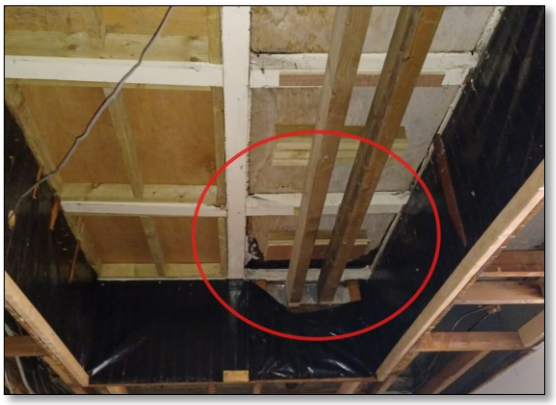

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Library (roof 6) and Market Hall (roof 10 - Gas Blow Air Heater structure)

The enclosed flat roof covering appears to asphalt with a retrospectively applied reflective paint. The roof is in poor condition with crazing to surfaces and evidence of thermal expansion stress to the roof covering. Remedial repairs appear to have been applied in various areas using mineral felt. There is evidence of standing water to the roof generally, with drainage points of internal rainwater pipes to the areas below. There is minor evidence of moisture penetration to areas within the library, however no major leaks were observed. The roof contains a number of roof lights which would benefit from replacement during a roof replacement project. The RAAC structural deck is heavily propped due to results of previous reflection surveys and requires removal and replacement. The roof is beyond its economic life and should be replaced urgently and or as part of any RAAC replacement project.

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Condition Rating D-1

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Market Hall (roof 5)

The market Hall roof is a pitched ridged construction finished with a concrete tiled roof. The roof tiles appear to be in reasonable visual condition. The verge pointing is showing signs of deterioration and requires re-pointing to help preserve the roof from water egress. Remedial works to the large area of skylights may be required with beading/flashing displaced and requiring remediation. Site staff comment on occasion roof leaks in the form of drips in heavy rain. The roof is also fitted with Photovoltaic Panels as noted in section 4.

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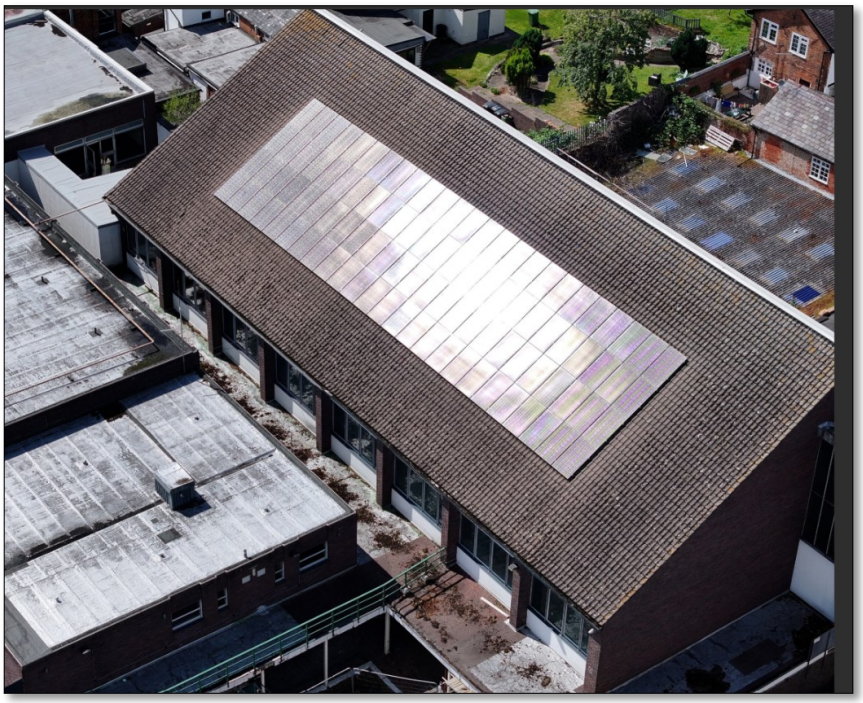

Condition Rating C-3

In addition, the Market Hall toilets and internal store have a flat RAAC roof structural connected as part of the external canopy walkway, with assumed asphalt flat roof of unconfirmed construction. The roof covering is in poor condition requiring re-roofing and the timber fascia is rotten in areas and in need of replacement and further investigation.

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Condition Rating D-1

Market Hall – There is currently an internal vertical ladder access to roof void, which must be accessed via separate means onto the ceiling of the toilets/storeroom. This arrangement requires consideration by the operator of proper access and fall arrest measures plus a management strategy to safely mange access, plus ongoing annual inspection of ladder/fall arrest systems.

Condition Rating D-2

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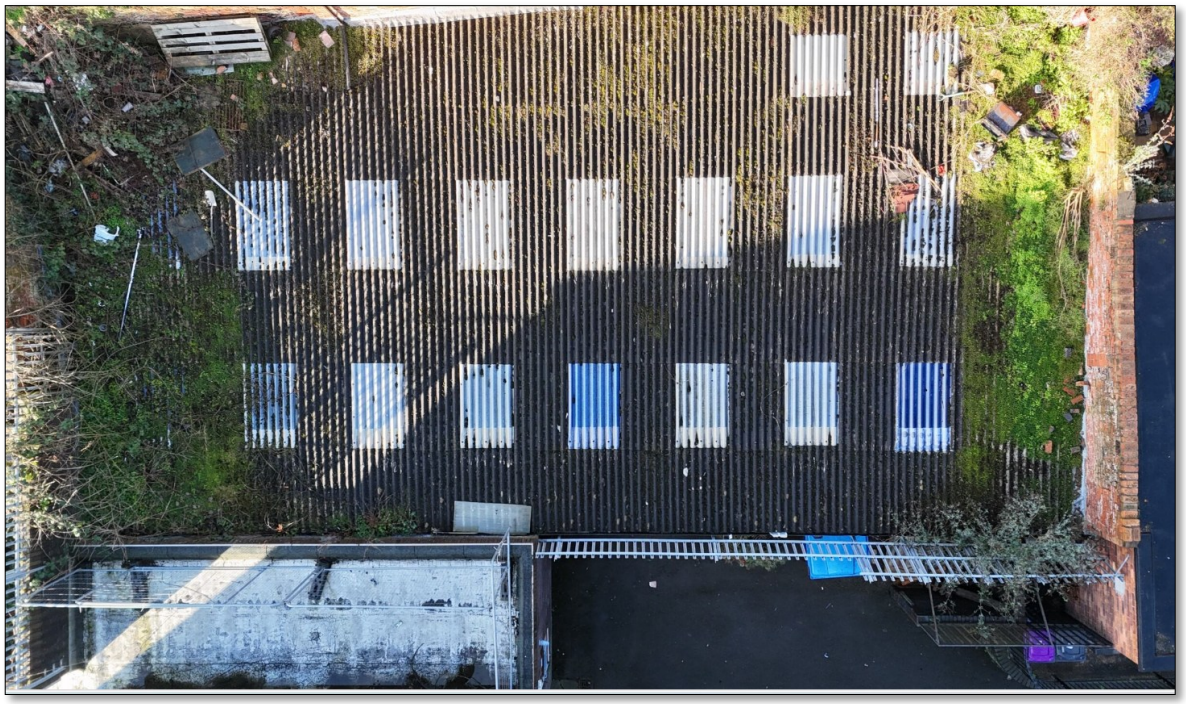
External Garage Store (roof 8)

The roof to the external garage is a fragile surface Asbestos Cement (Chrysotile) roof with inset Perspex roof lights. Some areas of the perimeter wall abutment appear to be of plywood construction with a nominal flashing detail. The roof appears to be leaking in various areas and is beyond its serviceable life. It is recommended to replace the roof with a modern alternative non-insulated product suitable for the situation, the gutter provision improved. The Asbestos roof will require safety removal by a licensed contractor in line with Shropshire Council's Asbestos policy and CARS (2012).

The roof structure is also furnished with a high-level metal mesh panel fence above fascia level, assumed to prevent unauthorised access to the roof.

Condition Rating D-2



2.6 Rainwater Goods/Soffit

Civic Centre, Theatre and Changing Rooms

The Civic Centre flat roofs have internal rainwater outlets generally which disperse surface water internally. Visual assessment has been from an aerial perspective. All roofs have general detritus and require clearing to help ensure rainwater goods operate as intended.

There is evidence of a historic leak from the rainwater down pipe from the first-floor balcony above the former Town Council offices. The rainwater pipe which returns to the building would

benefit from rectification works and consideration of redesigning the water management detailing.

Condition Rating – D-2

Enclosed Covered Walkway & External Canopy

There are large quantities of detritus to the roof such as moss/vegetation and algae growth suggesting standing water helping propagate vegetation. Rainwater is also contributed from the Market Hall leaking/overspilling gutters onto the roof. Consideration of roof cleaning and rainwater management is required as per item 2.6, though this may be challenging due to the RAAC presence and general poor condition with any clearance including a risk assessment.

Condition Rating D-1

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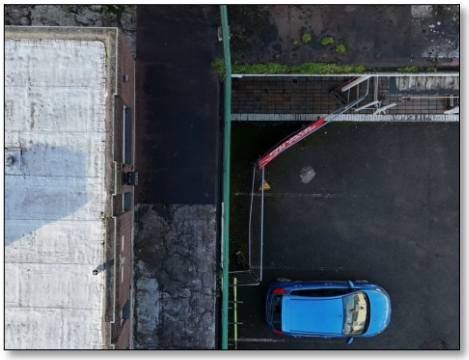

Library

The existing flat roof has internal rainwater outlets within formed gutters on the roof and generally which disperse surface water internally through rainwater down pipes. Visual assessment has been from an aerial perspective. All roofs have general detritus and large items of debris such as replacement flu and materials from recent works to the Market Hall gas heaters that require to be removed asap to ensure they do not impact drainage of the roof and require clearing to help ensure rainwater goods operate as intended.

Condition Rating – D-1

Market Hall

The box gutter to the south and north elevations of the Market Hall requires maintenance to clear it from debris urgently to prevent overflowing onto surfaces below and allow effective rainwater management. The gutter appears to be leaking at various joints and requires lining or ideally full replacement. A further high visual inspection would be needed to determine the level of remedial work.

Condition Rating D-1

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External Garage Store

The existing external gutter, which abuts the rear area of the library welfare area, is blocked with vegetation debris and requires removal asap to ensure effective rainwater management and prevent overflowing saturating the library brickwork creating internal and saturated damp issues. It also would benefit from replacement as part of a roofing replacement. There is evidence of detritus and fly tipping to the roof of the external garage and may contribute weight to the roof or deflection damage etc. This should be considered for removal asap.

Condition Rating D-2

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Bar Store

The front rainwater downpipe appears disconnected with collar missing and leaking rainwater onto brickwork A repair should be carried out asap.

Condition Rating D-1

2.7 Ceilings

Civic Centre
The modern ceiling grid to the ground floor reception and associated areas remain in place and reasonable condition, except for the former Town Council office where water staining requires rectification following resolution of a rainwater leak.

The first-floor areas contain the existing ceiling grid layout however the majority of ceiling tiles have been temporarily removed to allow for inspection and propping of the RAAC roof. It Reinstate ceiling tiles when or complete removal and reinstatement following any RAAC remedial works.

Theatre/Changing rooms

The existing bespoke ceiling of fibrous tubes and tiles has been removed to allow inspection of the RAAC structural roof. Consideration of a new ceiling should be made pending RAAC remediation works.

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The rear storeroom to the stage and stage ceiling itself is the underside of RAAC panels. The changing room area ceiling is also the underside of the RAAC panels with a painted finish. Consideration of this may be needed following any RAAC remedial works.

Library

The library ceiling is a modern white 600mm x 600mm suspended ceiling grid with flush MMMF tiles. However, the majority have been removed to allow for acro props or RAAC inspection. Replace tiles following RAAC remediation work.

Condition Rating C-3

Enclosed Walkway Canopy

The ceiling itself is the underside of the existing RAAC panels. Consideration of this may be needed following any RAAC remedial works.

Market Hall

The main ceiling to the main area comprised of timber strip panels which visually appear in reasonable condition though should be considered on an inspection and planned maintenance regime for decoration.

Condition Rating B-3

The kitchen and toilet area have plasterboard ceilings appeared in a general satisfactory condition, though they may need to be removed for RAAC inspections at a future date.

Condition Rating B-3

2.8 Floors

Civic Centre

The ground floor reception area has a linoleum floor finish which appears in general satisfactory condition.

Condition Rating B-4

The ground floor male/female and accessible toilets have safety vinyl flooring which requires various repairs to joints and or manhole details. The floors also require cleaning.

Condition Rating C-3

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The first floor Merrie England lounge bar area has a carpet tile finish. Whilst the carpet is in reasonable condition it would benefit from cleaning or replacement as part of a refurbishment.

Condition Rating C-3

The first floor Edward German room has a decorative woodblock floor which is in reasonable condition. However, there is evidence of minor water staining from a ceiling mounted extract fan or spillage. The floor would benefit from cleaning and or a sand and seal treatment.

Condition Rating C-3

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Changing Rooms

The changing rooms to the ground and first floor areas have a linoleum or safety vinyl floor finish which appears satisfactory though should be considered for replacement as part of any proposed refurbishment.

Condition Rating B-3

Theatre

The stage floor finish is timber deck with a painted finish which appears in satisfactory condition. Consider redecoration of finish as part of any refurbishment or planned preventative maintenance.

Condition Rating B-3

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The Theatre's main auditorium floor appears to be a timber strip suspended and sprung floor. Whilst the floor would benefit from a sand and seal, the floor has significant defects resulting from heave effect to the section to the right area in front of the stage and orchestra pit. This is showing signs of excessive vertical movement of >50mm which has resulted in the floor "breaking its back" due to expansion – potentially due the impact of under floor moisture condensation levels following cold weather and a building without heating or moisture penetration from a unknown source. This requires some significant repair or consideration of whole replacement if reoccupied.

Condition Rating D-1

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Enclosed Covered Walkway

The covered walkway has a floor finish of quarry tiles which appear in a satisfactory condition.

Condition Rating B-3

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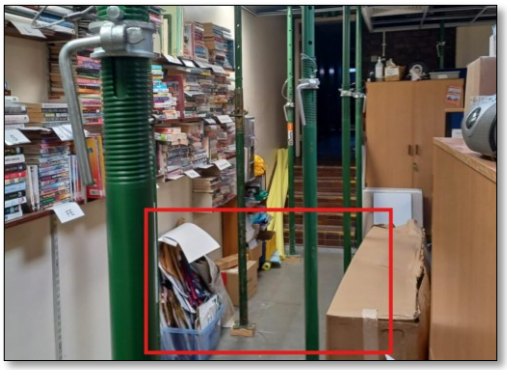
Library

The library welfare kitchenette and staff toilets have a quarry tile floor finish which is in satisfactory condition.

Condition Rating B-3

The rear staff area has a thermoplastic tile covering which appear to be Anthophyllite as noted on the Asbestos Management Survey, however noted in a satisfactory condition but would benefit from removal as part of a refurbishment project.



Condition Rating B-3

The front of house public areas has a variety of carpet tiles styles and colours. The majority are in satisfactory condition, however there is evidence of staining in some areas and would benefit from a commercial cleaning or replacement if refurbishing. Consideration of long-term impact from Acro props should be considered.

Condition Rating B-3

Market Hall

The main Market Hall area appears to have a hard-wearing surface with the appearance of Terrazzo tiles, though this is unconfirmed. The condition appears in general satisfactory condition. The floor has badminton lines applied to the surface which may benefit from relining.

Condition Rating C-3

2.9 Decoration

Civic Centre

The internal decoration throughout the property is in satisfactory condition. However, should the property be refurbished redecoration may be appropriate.

Condition Rating B-3

The first-floor Accessible toilet internal walls require redecoration and stain block application due to dampness to the walls likely from a leaking low level toilet cistern or condensation. It is suggested to repair leak and redecorate the affected area.

Condition Rating C-2

Library

The internal decoration of the front public area of the library is in general satisfactory condition.

Condition Rating A-4

The library welfare area of kitchen and staff toilets have received plaster repair and require some decoration.

Condition Rating C-3

Market Hall

The timber paneling in the internal areas of the Market Hall shows signs of minor deterioration in the decoration and would benefit from redecoration.

Condition Rating C-3

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2.10 External Areas

Civic Centre

The West elevation to the High Street comprised of block paved surfaces with tactile inlays to changes of level such as steps and are in satisfactory condition, with linear slot style drainage channels provide surface drainage. However, the surfaces and drainage channels would benefit from cleaning and removal of minor vegetation.

Condition Rating – C-2

Library/External Garage Store

External vehicle access from St Mary's Street to the rear of the Library and External Garage store is of tarmacadam construction and in reasonable condition. However, the surface water drainage would benefit from clearing to prevent ponding and ensure surface water is drained. Clearance of surface vegetation adjacent to the market Hall is also required.

Condition Rating – C-2

Market Hall

The rear car park, accessed from St Mary's Street, is of tarmacadam construction. There are areas of tarmac that are worn on the top surface and require remedial work and prevent minor trip hazards. These are generally to areas around surface water gullies. Car parking space delineation lines are faded, and the accessible parking space would benefit from remarking. Consider patch repair and relining or resurfacing as part of a refurbishment.

Condition Rating – C-2

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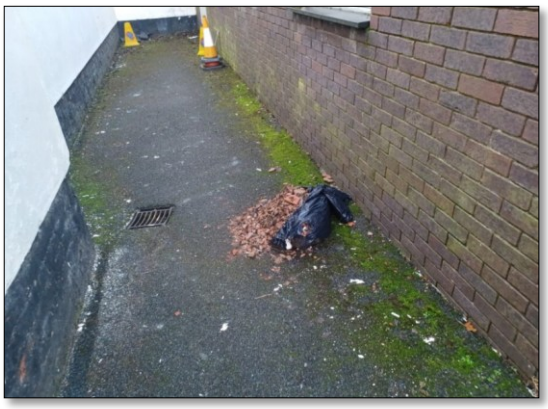
The surface water gullies appear to be full of silt and debris and require clearing to ensure they operate as intended. There is evidence of moss and vegetation in shaded areas of the car park which would benefit from removal

Condition Rating – D-1

The external tarmacadam rear fire exit route from the ground floor changing rooms to the rear car park is in general satisfactory condition (note item 2.3) however would benefit from surface water gulley cleaning and vegetation removal.

Condition Rating – C-2



The existing rear area appears to be storing unknown items of a quantity of loose bricks and timber table. These should be removed from site asap to prevent unauthorised access or potential vandalism. Whitchurch Town Council have been informed and suggested to remove following the survey.

Condition Rating – D-1

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2.11 Structural Survey

A Structural Survey was carried out on behalf of Shropshire Council by Thomas Consulting Structural Engineers in 2024 and refreshed in 2026 following a site inspection on 6th January 2026. The 2026 structural inspection of identifies a broadly unchanged condition from the 2024 survey, with no major new structural defects – though noted the Red Critical areas of previously identified RAAC - but continued deterioration where the building has remained unused and unmaintained.

The primary ongoing concern is the widespread presence of RAAC concrete roof panels, many of which show staining, exposed reinforcement, historic repairs, and water ingress. Although much of the RAAC has been previously propped (notably in the library and garage), unpropped areas—particularly in upper-level civic spaces, the corridor, and theatre—pose a growing long-term risk. Continued water ingress accelerates deterioration, increasing the probability of panel failure over time.

Externally, the building exhibits weathered and degraded timber to the 2013 front façade and balcony, defective flashings and gutters, movement-related masonry cracking (especially at the Market Hall eaves), and a life-expired canopy and external store roof.

Internally, damp persists in the basement and front ground-floor rooms, with minor damp ingress continuing around the timber façade. While most walls and floors remain level, water penetration, inadequate trimming around RAAC openings, and poor detailing around service penetrations raise additional concerns.

Overall, the centre remains structurally stable but requires significant remedial works before safe reoccupation but whilst the replacement building project as determined in the February 2025 Cabinet report decision remains paused following the February 2026 Capital Strategy decision, targeted remedial actions are required to prevent further deterioration and safety to users/public. The longer the building stands unused, the greater the deterioration of the RAAC roof systems and associated risks.

Immediate concerns are:

- Civic Centre (Front elevation timber balcony)
  Further assessment and design in the replacement of timbers or treatment to extend its life span - with connections requiring strengthening with additional steel plate fixings

- Civic Centre (Reception Area/Offices)
  Consider a walking route of propping to first floor block and beam floor at ground level to mitigate any internal access. Plus, proposed crash deck provision to first floor surfaces (perhaps 18mm OSB board or similar to floor finishes).

- Civic Centre/Market Hall (Covered Internal Corridor Walkway)

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Due to the condition of the RAAC roof, with deterioration of maintenance and pooing water etc, assessment and design of a propping mitigation to this internal area between the two buildings.

- Civic Centre/Market Hall Rear External Canopy
  Consider the removal in part of the external covered walkway to the rear of the civic centre and entrance to the Market Hall.

- Market Hall
  Consider further assessment and proposed propping to toilet/store of RAAC Amber areas with consideration of corner propping, plus inspection of the RAAC condition – assuming plaster board ceilings removed by others prior to inspection. Consideration on the impact of this to use of the toilets/store and Market Hall facilities will be needed.

See Section 5 for further structural survey details.

Please note that the costs for the above are not included within the Condition Survey assessment as this will require further investigation and separate assessment (to the condition survey provision) to determine the extent, method and costs of remediation.

2.12 Asbestos

The Asbestos Management Survey for the property and recent Asbestos Refurbishment & Demolition Surveys confirm the presence of asbestos containing materials. Mitigation and licensed asbestos contractor removal and monitoring have been carried out during the ceiling removal to inspect the RAAC. However, asbestos contain remains and should be considered in any refurbishment or redevelopment project.

2.13 Fire Safety

Whilst the Civic Centre and Library have separate Fire Risk Assessments, following the initial condiiton survey onsite observations informed the need for a fire compartmnetation survey and fire door survey, which is outside the scope of the traditional condition survey.

Atkins Realis were commissioned to provide a fire compartmentation and fire door survey applying archive fire strategy information obtained from the 2013 part refurbishment and application of Building Regulation – Approved Documents B – Fire Safety.

See see **Appendix C** for the full fire compartmentation/door survey, though in summary the fire safety provision across the compelx is general in reasonable order. However some defeincies of fire safety requiring fire stopping and fire door replacement are suggested to comply with the Regulatory Reform Fire Safety Order (2005). This includes parts of the Library and Civic Centre areas with particualr focus on the lack of compartmention/fire doors to the ground floor changing rooms/stage area and protected escape routes. Consideration and remedial works would be required should the property be considered for reoccupation.

Condition Rating – D-1

Ongoing inspection and maintenance at operator level are also required for fire door and fire damper installations by the approprirate responsible party as noted in the Mechanical section.

Further consideration will be required on the alterantive means of escape from the first floor changing rooms, which currently utlises the RAAC walkway/canopy ith concrete steps to external ground level, should this need to be replaced. The area is currently unoccupied and not used due to the concern of RAAC.

2.14 Building Condition Summary

The complex is in general in a larger unchanged condition since the 2024 assessment, however some further deterioration has occurred due to environmental conditions or lack of maintenance with a vacant property. The complex is generally in poor condition due to some of the structural concerns such as RAAC and other highlighted significant defects or concerns. Further remediation is required to preserve the building and safety of staff or public. In addition to this, the longer the building stands unused, unheated etc, the greater the deterioration of the property and its structural and non-structural components with associated risks. Further consideration of the asset elemental fabric condition should be considered for improvement or as part of a refurbishment project should the proposed replacement civic complex be paused further or indefinitely.

Estimate costs and a condition priority summary can be found in **Appendix A**. Please note this does not include structural RAAC removal works and/or a major refurbishment estimate costs, which are captured outside of this report. The estimate costs are based on a condition elemental replacement and prioritised through condition priority rating. The summary does not include anticipated costs for unknown newly identified remediation works which would require further and separate investigation to determine and consider.

Consideration of the urgent remediation items with impact on the property, public and staff should be actioned asap, whilst other items of condition are considered in the short to medium terms pending the future determination of the redevelopment proposal which is currently paused.

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3 Mechanical

3.1 Incoming Services

All services to the Library and Civic Centre have been isolated, de-commissioned, and drained down as of February/March 2026.

The gas meter is located at the front of the property. Incoming gas main enters the building in the front office and then travels up through into the ceiling voids (additional ventilation would be required) via the bar area and onto the roof, this then follows the length of the roof supported on brackets with a branch connection to the gas blower heaters that serve the Market and then to the rear of the property and down the boilers on the ground floor.

The gas pipe's condition is satisfactory but in need of anti-corrosion protection.

- Gas Safety test inspection carried out as part of the survey as information was not available. Whilst the gas tightness test passed, remedial actions were recommended as current standards to ventilate ceiling voids, additional sleeves to ceiling void pipework and purge/test points added. See gas certificate in **Appendix C** with remedial recommendations. Following this as of March 2026 the gas has been capped off at the boilers only (rear hall / stage areas) to allow the Market Hall gas heaters to remain operational.

Condition Rating C-2

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Mains incoming water main (MCW) supply enters at the rear of the property. Underground condition unknown.

Condition Rating – Unknown

3.2 Gas Boilers, Gas Heaters & Air/ Con

Theatre/Civic Centre Gas Heating boilers

2 x Remeha Quinta Pro gas fired condensing boilers which were installed in 2015. Boilers, flues, pumps, associated pipework, and equipment are in satisfactory condition. No evidence of regular inspection and service of the boilers was provided or located onsite. Following further investigations one boiler was found to be unsafe due to loose flu and shutdown due to products of combustion hazard. Once remedial work is complete and regular inspection is carried out as per statutory requirement, in theory the boiler installation should have several years of serviceable life.

Condition Rating D-1

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Market Hall Heaters

The market Hall is heated via 3no. gas fired warm air heaters. A redundant and capped of unit is located within the vertical riser to the north of the hall. The two active heaters currently providing heat are situated within a timber construction with felt roof located on the Library RAAC flat roof. Consideration of this is needed should the RAAC roof be replaced. Both heaters were found to have leaking flues and product of combustion leaks and isolated before leaving site. This has since been rectified via Whitchurch Civic Centre instruction and contractors. See **Appendix C** for the service report and remedial installation. following initial remedial works and recommissioning to remain operational in the short term. The gas fire blow heaters are near end of life and would benefit with replacement,

Condition Rating D-2

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Library Heat Pumps

A new Air Conditioning and Heat Recovery Unit has been recently installed circa 2020/2021 and is in good operational condition. Consideration of removal and reinstallation may be required should the RAAC roof be replaced. Consideration of maintenance in the short term, with access via the RAAC Library roof will need to be determined.

Condition Rating A-4

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3.3 Temperature Controls

Theatre/Civic Centre

The gas fired boilers are controlled via a Building Management System control panel complete with a Trend iQ4 unit appears to be in good condition. This will control the heating completely with weather compensation. Additionally, the radiators have TRV's installed and are in various states of condition.

Condition Rating – A-4

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3.4 Pressurisation Unit and Expansion Vessel

A Micro Fill pressure unit and pressure vessel present and serving the Theatre Boilers and are in satisfactory condition.

Condition Rating A-4

3.5 Pipework & Insulation

The heating pipework is a mix of historical and recent steel and copper pipe installation. Conditions appear to be mixed, and the property would benefit from a complete upgrade.

Mains Cold Water and Domestic Hot Water supplies are mixed, and the property would benefit from a complete upgrade. Pipework insulation appears satisfactory condition.

Condition Rating C-3

3.6 Heat Emitters

Civic Centre/Theatre

The heater emitters located in the reception area appear to be modern and satisfactory. The heat emitters located in the Theatre consist of old steel panel radiators that are in a poor condition and should be considered for replacement/upgrade.

Condition Rating C-3

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3.7 Thermostatic Mixing Valves

None were located at this property at the time of survey.

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3.8 Ventilation Systems

Civic Centre/Theatre

The ventilation system throughout the main property appears obsolete and within the Civic Centre contains what appears to be phenolic insulation which may require removal. The ducted ventilation located within the ceiling void of the Theatre appears to need replacement. Consider full replacement of ventilation systems as part of the main RAAC roof replacement work.

Condition Rating D-2

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3.9 Domestic Hot Water System

Theatre/First Floor Changing rooms

The first-floor changing rooms Domestic Hot Water is served by an existing Sadia water cylinder, which is need of replacement due to poor condition.

Condition Rating D-2

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Market Hall
The Market Hall kitchen and toilet's hot water is provided by a modern Megaflow hot water heater, which appears to be in satisfactory condition.

Condition Rating A-4

3.10 <u>Sanitary Ware</u>

Civic Centre

The ground floor reception area is serviced by male/female and accessible toilet provisions. These were general in satisfactory order though would benefit from housekeeping.

Condition Rating B-4

First Floor Bar/Social Area

The accessible toilet to the rear of the social area appears to contribute to dampness to the walls likely from a leaking low level toilet cistern or condensation. Repair leak and redecorate effected areas.

Condition Rating C-2

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First Floor Changing rooms

The first-floor changing shower & toilet facilities would benefit from a full upgrade.

Condition Rating C-3

Consideration of onsite water Risk Assessment and Legionella testing were not provided at the time of the survey; however, this is a statutory requirement to be provided.

Market Hall

The male, female and accessible toilet appeared to be in working order and in general satisfactory condition.

Library

The male and female toilets to the staff welfare areas of the library are functional but dated and would benefit from updating to modern standards.

Condition Rating C-3

As noted elsewhere the walls currently appear to have penetrating damp with hydroscopic salt deposits to low level of the internal walls due to leaking gutters of the adjacent External Garage Store.

3.11 Kitchen Equipment

Civic Centre

The ground floor Civic reception area is equipped with all fully functioning kitchen, which appears in general a satisfactory condition. The walls are clad in a phenolic hygiene board, and a hygiene rated suspended ceiling. It was assumed the extraction unit was an internal filter system.

Condition Rating B-4

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The first-floor bar area has a small kitchenette to the rear which appears to be in satisfactory condition. Ventilation is provided from a localised roof fan formed in the RAAC panel/roof. The area would benefit from improved mechanical ventilation to extract odor and vapors from cooking.

Condition Rating B-4

Library

The library welfare area staff kitchen is functional but dated and would benefit from updating to modern standards. The underside of the sink contains an Asbestos Chrysotile pad and should be considered in any refurbishment.

Condition Rating C-3

As noted elsewhere the walls currently appear to have penetrating damp with hydroscopic salt deposits to low level of the internal walls due to leaking gutters of the adjacent External Garage Store.

3.12 Mechanical Condition Summary

With the exclusion of the recently installed heat pumps & heat recovery unit within the library, and the boiler plant at the rear inclusive of the gas main, the remaining mechanical equipment is in poor condition or redundant and the property would benefit from a major mechanical investment. Estimate costs and a condition priority summary can be found in **Appendix A.**

3.13 Statutory Inspections and Maintenance Contracts (required)

- Gas Boilers – Gas Safety (In Use) Regulations
- Pressurisation Unit PSSR 2000
- Gas Safety Systems Gas Safety (In Use) Regulations
- Temperature Controls BMS
- Ventilation Duct Cleaning
- Fire Damper Inspection and test.
- Extract Fans inspection cleaning.
- Passive Ventilation
- Smoke Ventilation BS 7346-8
- Water Risk Assessment & Legionella - Water Hygiene ACoP L8

4 Electrical

4.1 Mains incomer

The property is served by a CT metered TNCS supply located within basement store 074 and feeds both the library and civic centre. The cutout is in good condition however basement environment requires improvement to dry out environment due to elevated levels of condensation/damp particularly the ply board cutout is mounted to due to ventilation system not operating. If plyboard requires replacement distribution network operator required to power down and remove cutout. Recommend installation of dedicated supply for the library to remove sharing of supply if the civic centre is to be transferred to Whitchurch town Council to ensure a clear division of maintenance responsibilities and repair. Last electrical installation condition report carried out on 27/02/2023 with a number of observations requiring action therefore unsatisfactory. No electrical minor works certificates provided to confirm whether remedials were completed. Recommend new Electrical Inspection Condition Report (EICR) carried out if no remedials have been completed due to lapse in time since inspection.

Condition Rating B-2
DNO attendance and replace ply.

Condition Rating C-1
Ventilation and tubular heating.

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Condition Rating A-3
New 3phase supply to library (true estimate to be gained from the DNO if civic centre to be transferred)

4.2 Submains

Busbar chamber located within basement store 074 has a mixture of new and old isolators fed from it. Number of isolators not labelled or no longer in use therefore recommend removal of redundant isolators and updating of distribution schedules.
No surge protection present.

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Condition Rating B-2
Remove redundant equipment and create distribution schedule.

Condition Rating B-2
Surge protection.

4.3 Final Circuits and Distribution.

4.3.1 Civic Centre

Number of three phase and single-phase distribution boards installed across site fed via aluminum armored cables, with a number of circuits not protected by RCD. Some new schneider electric distribution boards. Number of the Memera 2000, Crabtree Starline and MEM Shield 2 distribution boards are now obsolete and require updating to ensure business continuity. No surge protection on any of the distribution boards.

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Condition Rating B-2
Replacement obsolete distribution boards.

Condition Rating B-2
Provide surge protection to every Distribution Board.

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4.3.2 Market Hall

A Hager Three phase distribution board is located within the kitchen of the Market Hall and has a lack of RCD protection and surge protection.

Condition Rating B-2

4.3.3 Library

New Schneider Electric KQ load centre three phase distribution board with metering and surge protection.

Condition Rating A-4

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4.4 Containment

4.4.1 Civic Centre

Ground floor area at the front of the property seems to be in good condition. First floor and hall area require improvement as not supported.

Condition Rating C-1

4.4.2 Market Hall

None seen.

4.4.3 Library

New basket and tray containment installed throughout.

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Condition Rating A-4

4.5 Power, Telephone and I.T. Accessories

4.5.1 Civic Centre and Market Hall

No telephone or IT Provision seen. Lack of general power outlets throughout the property with a mixture of phase colors. Recommend a rewire of areas not previously rewired, primarily the market hall, main hall stage area and 1st floor due to lack of coverage and age of wiring.

Condition Rating B-2

4.5.2 Library

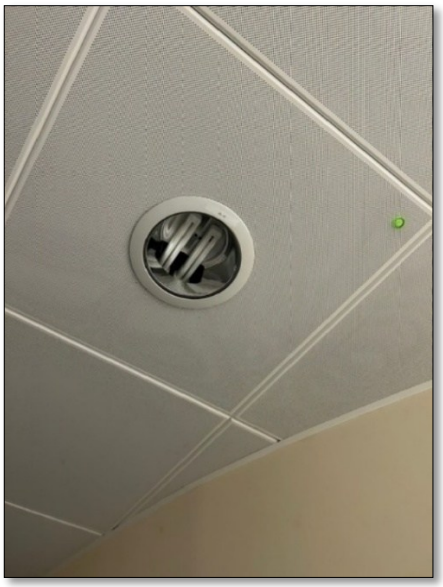
Good coverage of general power outlets and wiring replaced as part of refurbishment in 2021.

Condition Rating A-4

4.6 Lighting and Emergency Luminaires

4.6.1 Civic Centre

Lighting primarily consists of obsolete compact fluorescent lamps and fluorescent lamps with no presence or LUX level detection present. Lack of emergency lighting in number of areas to comply with BS 5266 with a large number of failures on the recent emergency lighting test schedule carried out 31/07/2023.



Condition Rating C-2

4.6.2 Market Hall

New LED lighting installed at high level, assumption that the asbestos containing material and lighting circuits have been removed and replaced. No operation and maintenance file available to confirm lighting levels, glare ratings and overall uniformity is compliant for the halls intended use. Large area in middle of the hall has no lighting. Recommended removal of redundant light fittings and replace faulty fitting. Recommendation that if the lighting design cannot be sourced a lighting survey is completed to ensure compliance.

Condition Rating A-3

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Remove redundant lights and lighting survey.

Emergency lighting twin spots covering main hall area, lack of emergency lighting to points of emphasis and building exits to comply with BS 5266.

Condition Rating C-2

4.6.3 Library

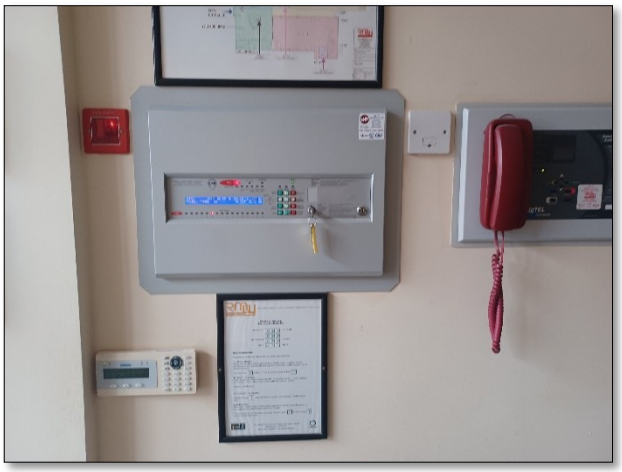
New recessed LED lighting with LUX level and presence detection control. Standalone emergency lighting to BS 5266 installed.

Condition Rating A-4

4.7 Fire Alarm System

4.7.1 Civic Centre, Market Hall, Library

Haes Fusion addressable fire alarm panel covers all properties and is in good condition. Recommend system category is reviewed by fire risk assessor to confirm acceptable as Market Hall has no automatic fire detection. Last fire alarm inspection carried out 31.07.2023. Recommend standalone fire alarm panel is installed within the library if the civic centre is to be transferred to Whitchurch Town Council to ensure a clear division of maintenance and repair responsibilities. Provision should be advised through a suitable fire risk assessment.



Condition Rating A-4 – condition of panel and existing devices.

Condition Rating D-1
Fire risk assessment.

Condition Rating A-3
New standalone fire alarm system within library linked to civic panel.

4.8 Disabled Refuge Alarm

Sigtel compact disable refuge alarm installed at the main entrance with a single remote outstation located on the 1st floor landing. No annual inspection reports available, but system is operational.

Condition Rating A-2

Carry out inspection of panel to ensure battery backup satisfactory.

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4.9 Intruder Alarm System

No recent intruder alarm inspection reports for any property to confirm system integrity or predicted life span.

Condition Rating B-2
Intruder alarm inspection to both properties.

4.10 Door Entry System

N/A

4.11 CCTV System

N/A

4.12 Lightning Protection System

4.12.1 Civic Centre, Market Hall and Library
None installed. Recommend lightning protection risk assessment is carried out on building to evaluate whether lightning protection is required.

Condition Rating B-2
Lightning protection risk assessment only.

4.13 Lifts (passenger/goods lift)

No lift inspection reports provided or Lifting Operations and Lifting Equipment Regulations (1998) inspection reports.

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Condition Rating D-1

Lift and LOLER inspection required.

4.14 Photovoltaic Panels

No information was provided to verify the installation, and the satisfactory operation of the installation could not be verified. However, the inverter and display panels appeared to indicate the installation to be operational on the day of the survey.

Condition Rating A-4

4.15 Electrical Condition Summary

Overall, the electrical systems seem to be in average condition for age however require upgrading to bring up to compliance with the current standards and to improve energy efficiency of the building. Consideration should be provided should the property be retained as part of a major refurbishment.

Typical Minor Repairs

4.16 Statutory Inspections and Maintenance Contracts (required)

- Electrical Installation Condition Report - 5 yearly to BS 7671 as amended.
- Emergency Lighting - BS EN 50172 / BS 5266-8
- Intruder Alarm System - BS EN50131, PD6662.
- Door Entry Control System - BS EN 60839-11
- Fire Alarm System - BS 5839-1:2002+A2:2008
- Lightning Protection System - BS EN 62305
- Lifting Operations and Lifting Equipment Regulations 1998
- Assistance Alarm Systems - BS 8300
- CCTV Systems

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5 Structural Engineer Review

In addition to Section 2.11, see the updated structural report from Thomas Consulting **in Appendix C.**

6 Insurance Requirements and Limitations

Discussion and consultation have been carried out with Shropshire Council Insurance colleagues. Requirements and recommendations are noted below.

"Protector (Insurer) has now provided the following information. They have apologised for the delay as they were awaiting a structural engineer's view before responding".

Comments from the risk engineer regarding the account confirm the following:

- The position on cover is that "collapse" is not an insured peril as defined in the wording. Therefore, cover would not be provided for any event where collapse (by RAAC or otherwise) was the proximate cause. However, if the proximate cause was an insured peril such as an earthquake or fire, and the building subsequently collapsed, then appropriate cover would be in place.

- Since "collapse" is not an insured peril, the unoccupancy clauses in the wording remain unaffected.

- RAAC issues within a structure are a concern if not managed correctly, given the potential for losses to be exacerbated by structural issues. This is also a Liability risk and should be referred to Liability insurers as appropriate.

Under the current Insurance terms with Protector, full cover applies for any unoccupancy period of up to 30 days - beyond this period, cover is restricted to specified perils only (Fire, Lightning, Explosion & Aircraft), however there are no specific terms relating to properties that have been identified as having RAAC

The full unoccupancy conditions under the policy are as follows:

- The premises are secured against illegal entry by closing and locking all windows and doors and setting any fire or intruder alarm systems.
- All mains' services are disconnected except for the electricity supply to maintain any fire or intruder alarm.
- All water pipes and tanks are drained down.
- All letterboxes are sealed to prevent insertion of any materials or liquids.
- The premises are kept clear of all moveable combustible material.
- The Insured or authorised employee of the Insured's appointed agent shall inspect the premises in accordance with the timescale agreed with the Insurer and a record of these inspections are kept for inspection by the Insurer.
- Any defects in maintenance or security shall be rectified immediately.

The above Insurance requirements have been actioned and pit in place.

Please see **Appendix C** for further vacant property management guidance from Shropshire Council's insurer Protector.

7 Risk Register

Please see Appendix C for the Risk Register

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8 Conclusion

The complex remains currently broadly structurally stable, with no evidence of sudden or catastrophic change since the 2024 inspections. However, the surveys confirm that Reinforced Autoclaved Aerated Concrete (RAAC) is present extensively across the civic centre, library, theatre, internal corridor, covered walkway and external canopy and is classified as Red Critical condition. Widespread staining, exposed reinforcement, historic repairs, service penetrations without adequate trimming, and ongoing water ingress significantly increase the risk of progressive deterioration and potential localised failure.

While significant collapse is considered unlikely in the short term if the building remains vacant and access is controlled, the risk profile is increasing over time. Continued water ingress from life-expired flat roof coverings, defective rainwater goods and poor drainage is accelerating RAAC degradation. A number of areas remain unpropped, including upper roof zones and circulation routes, and the corridor and external canopy present heightened concern due to trimming around columns and poor detailing, where a progressive domino-type failure mechanism cannot be ruled out.

In addition to RAAC, the surveys identify a range of serious supporting issues. Immediate actions and considerations include the deteriorating timber balcony/façade to the front elevation of the Civic Centre, defects to the internal covered external walkway and external canopy (including corroded steel columns and life-expired structures). Further exposure of the Amber rated RAAC to the Market Hall toilets/store ceilings and potential propping are suggested, with consideration of practical consequences to users of the Market Hall facilities and alternative provisions consideration. Dampness affecting the basement and ground floor areas and ageing mechanical and electrical systems that no longer meet current compliance standards. Fire compartmentation and fire door deficiencies further compound the risk should reoccupation be considered. Ongoing maintenance of rainwater systems and detritus removal to roofs is required to mitigate further impacts of moisture penetration adversely impacting the RAAC across the site.

In addition, general elemental condition status with some deterioration of elements of an urgent/essential nature and others of desirable/long term should be building be retained long term for reoccupation. In its current state, the Civic Centre and Library require ongoing vacant property management, active inspection, and selective investment to prevent further deterioration and manage health and safety risk. The longer the complex remains unused and unheated, the greater the likelihood of accelerated deterioration, increased future costs and heightened risk exposure. Targeted short-term remedial and mitigation measures are therefore recommended to stabilise the asset while strategic decisions regarding refurbishment, partial retention or replacement are progressed.

Given the Red Critical RAAC classification, the building is not suitable for reoccupation. Ongoing vacant-property management, strict access controls, regular inspections and targeted interim structural mitigation are required to manage health and safety, legal and financial risks.

Delay in determining a long-term strategy will lead to further deterioration, increasing future costs and liability exposure. This report therefore underlines the need for timely strategic direction on refurbishment, partial retention or replacement, informed by the accompanying risk register, structural advice and RAAC feasibility work.

9 Exclusions

Include exclusions and references with report above.

1. Survey information provided as scoring matrix based on Block-by-Block assessment.
2. Survey to provide an overview of the building identifying overall condition of elements/materials found within that building.
3. The survey shall be carried out during normal working hours, by suitably qualified staff and to an agreed programme, so to minimise disruption to the activities of the property.
4. Female or male staff can be utilised for sensitive areas where appropriate.
5. The survey is purely visual and does not include opening structures or destructive testing. Where we believe intrusive inspections / specialist surveys are required these will be identified separately and clearly denote the recommended investigations within the report.
6. The survey shall be conducted from ground level, or suitable safe vantage points. Roofs shall be accessed where safe to do so and suitable ladders provided by the site shall be utilised up to a height of 3m only. No allowance for MEWP has been made. Should these be required we are happy to use them and charge the hire of any suitable MEWP at approximately £500 per day.
7. A full timber inspection will not be undertaken on any property.
8. Any part of a property in the survey, which is covered, inaccessible or incapable of inspection for any reason is specifically excluded from the terms of reference of the survey. We would be unable to state that such parts or services are free from rot, beetle, contamination, corrosion, or other defects.
9. We have not included for any investigation into the unsuitable use of high alumina cement or calcium chloride calcium silicate brickwork, calcium silicate reaction in concrete, Woodwool slabs used as permanent shuttering, cavity wall tie failure, radon gas seepage, PBCB or other materials considered as deleterious in construction, except insofar as such matters may come to knowledge in the normal course of inspection of the materials and state of repair.
10. No asbestos analysis of any suspected asbestos containing materials will be undertaken. Should a full and detailed Asbestos register not be available the client will be responsible for any suspected asbestos UKAS for analysis, testing and reports.
11. Quantities will be based on an estimation of the overall requirements with assumption and will not be accountable for variation in cost delivery of improvements.
12. Main M&E plant and equipment. Small power, lighting etc. to undergo visual assessment. No inspections or testing will be carried out. Tests and inspections can be arranged at additional cost.
13. It is assumed that we will be provided with free access to all current test certificates to cover. all statutory requirements.
14. The client will provide all relevant details and disclosures.
15. The client will make all relevant contact details to allow access arrangements.
19. This fee is exclusive of VAT but inclusive of all reasonable expenses.
16. Property valuations are not included.
17. Negotiating with any party in respect of the sale or acquisition is not included.
18. Monitoring and inspection of works being undertaken is not included.
19. Obtaining of tenders or quotations from contractors. This is not included by could be discussed outside of the project scope.
20. Procurement of quotation/tender's costings of items identified is not included.
21. Preparing feasibility studies, writing specifications or administering constructions works
22. Principle Designer Duties under the CDM Regulations.
23. Preparing Schedules of Condition.

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24. Undertaking an assessment of dilapidations liabilities.
25. Undertaking a building reinstatement cost assessment for insurance purposes.
26. Undertaking an environmental survey or flood risk assessment.
27. Sustainability assessments, including BREEAM, SKA, WELL standard or LEED.
28. Preparing an Energy Performance Certificate (EPC).
29. Testing of operational function or design verification of building services.
30. Specialist advice on: Building Services, Vertical transportation, Cladding, Structural Engineering, Contaminated Land
31. Review and report on any specialist equipment, fixtures or fittings.
32. CCTV inspections of underground drainage
33. Inspections from mobile platforms, cradles, or man safe systems
34. Materials, pollutants, or contamination.
35. Material testing, geotechnical investigation, or subsoil testing
36. Archaeological investigations
37. Operational management reporting, including: - Access audits, Asbestos Surveys, Fire Risk Assessments, Health & Safety Audits, Display Energy Certificates, Workplace assessments,
38. Glass/glazing assessments, Planned Maintenance Programme.
39. Protracted arrangements for inspections
40. Return visits if free access is not safely available at the time of our inspection or to update the report after issue to be charged at our hourly rate.
41. Ventilation to provide COVID compliance is not included.

No liability to property or persons from damage or injury due to client negligence.

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10 Appendices

10.1 Appendix A - Overall Condition Summary Remedial Summary

Please note the estimated costs are desktop initial assessment and are indicative only in reflection of condition survey identified works, at the time of writing. Further detailed work and procurement would inform more accurate costing. The above costs do not include contractor preliminaries or contingency allowance, which should be considered as additional expenditure if deemed applicable.

Estimated costs for the structural roof RAAC replacement and associated elements are not included in the following costings and are considered in a separate feasibility assessment.

Location	Description	Discipline	Condition Rating	Defect	Remedy	Est cost 2026	Comments
1. Civic Centre Ground Floor	Passenger Lift - LOLER inspection	Electrical	D(Bad) - 1(Urgent)	None installed	Install New	£525	Inspection estimate cost only
1. Civic Centre Ground Floor	Further investigation of roof remedial works to internal walkway roof - provisional sum only	Building	D(Bad) - 1(Urgent)	Defective	Install New	£1,000	Costs only for specialist structural assessment to inform. Costs of actual removal not included
1. Civic Centre Ground Floor	Propping to ground floor route or crash deck to first floor areas	Building	D(Bad) - 1(Urgent)	Defective	Install New	£5,000	Estimated ballpark until option and implementation can be determined following specialist assessment
1. Civic Centre Ground Floor	Consider replacement of obsolete lighting and improve emergency lighting	Electrical	C(Poor) - 2(Essential)	Obsolete	Replace	£31,500	Install LED lighting and standalone self-test emergency lighting
1. Civic Centre Ground Floor	Cleaning and removal of vegetation to high street elevation block paving	Building	C(Poor) - 2(Essential)	Defective	Repair	£200	
8. Civic Centre - first floor areas	Consideration and initial investigation of part removal of rear (East) RAAC walkway and provision of alternative means of escape from first floor changing room area	Building	D(Bad) - 1(Urgent)	Defective	Remove	£2,000	Initial asessment only - does not include xostrs for actual removal which would be informed following further strucutral assessment
1. Civic Centre Ground Floor	Repairs or redesign of walkway rainwater outlet above offices	Building	C(Poor) - 2(Essential)	Defective	Upgrade	£5,250	
1. Civic Centre Ground Floor	Consider replacement of manholes to internal walkway to allow regular access	Building	C(Poor) - 2(Essential)	Inadequate	Replace	£8,400	

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1. Civic Centre Ground Floor	Replace obsolete distribution boards to ground and first floor	Electrical	B(Satisfactory) - 2(Essential)	Obsolete	Replace	£7,875	
1. Civic Centre Ground Floor	Provide surge protection to every distribution board	Electrical	B(Satisfactory) - 2(Essential)	None installed	Upgrade	£2,625	
1. Civic Centre Ground Floor	Proposed rewire of power system to Theatre/Market Hall	Electrical	B(Satisfactory) - 2(Essential)	Inadequate	Replace	£26,250	
1. Civic Centre Ground Floor	Inspection of fire alarm to ensure battery backup is satisfactory	Electrical	A(Good) - 2(Essential)	Defective	Replace	£263	
1. Civic Centre Ground Floor	Consider drain cctv survey once manholes are accessible (see other item)	Building	A(Good) - 3(Desirable)	None installed	Upgrade	£1,050	
1. Civic Centre Ground Floor	Repairs to timber cladding adjacent gas meter housing due to warpage	Building	C(Poor) - 3(Desirable)	Defective	Repair	£263	
1. Civic Centre Ground Floor	Renew hygiene flooring to internal manholes	Building	C(Poor) - 2(Essential)	Defective	Repair	£500	
1. Civic Centre Ground Floor	Structural propping proposal and provision to covered internal walkway	Electrical	D(Bad) - 1(Urgent)	Defective	Install New	£8,500	
10. Civic Centre - First floor alternative means of escape internal stairwell	Replacement of entire RAAC structure and canopy	Building	D(Bad) - 1(Urgent)	Defective	Replace	£0	Not included as costs included in RAAC replacement costings
11. Bar Store - Ground Floor - External	Rainwater down pipe collar repairs/refix unit	Building	D(Bad) - 1(Urgent)	Defective	Repair	£105	
11. Bar Store - Ground Floor - External	Redecoration of timber door/frame	Building	D(Bad) - 2(Essential)	Defective	Repair	£210	
12. Basement	Remove electrical DNO and replace water damaged plywood backing	Electrical	B(Satisfactory) - 2(Essential)		Replace	£1,575	
12. Basement	Submains - remove redundant equipment	Electrical	B(Satisfactory) - 2(Essential)	Redundant	Remove	£1,050	
12. Basement	Submains - surge protection	Electrical	B(Satisfactory) - 2(Essential)	None installed	Upgrade	£2,100	
12. Basement	Ventilation and tubular heating to improve conditions of basement electrical equipment	Electrical	C(Poor) - 1(Urgent)	None installed	Install New	£5,250	
13.External areas	Rear East car park - desilt and unblock storm water gulleys	Building	D(Bad) - 1(Urgent)	Defective	Repair	£368	

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13.External areas	Further investigation of timber structure and balustrade by timber specialist with design or remedial work	Building	D(Bad) - 1(Urgent)	Defective	Repair	£1,600	Further assessment and design by timber specialist. Estimate ballpark cost only
13.External areas	Rear East car park - resurface and reline	Building	C(Poor) - 2(Essential)	Defective	Replace	£10,500	
14. Site Level	EICR remedials if not previously addressed	Electrical	D(Bad) - 1(Urgent)	Defective	Repair	£525	
14. Site Level	Water risk assessment and chlorination	Mechanical	D(Bad) - 2(Essential)	Defective	Repair	£2,100	
14. Site Level	Fire compartmentation and fire door remedial	Building	C(Poor) - 2(Essential)	Inadequate	Upgrade	£31,500	Based on fire compartmentation/fire door survey
14. Site Level	Gas tightness remedial works	Mechanical	C(Poor) - 2(Essential)	Inadequate	Upgrade	£5,250	Outcomes of MEB gas tightness test. Note if roof replaced, gas pipework suggested to be removed/reinstated
14. Site Level	Inspection of intruder alarm to assess life span	Electrical	B(Satisfactory) - 2(Essential)	Defective	Replace	£525	Inspection estimate cost only
14. Site Level	Lightning protection - risk assessment only	Electrical	B(Satisfactory) - 2(Essential)	Defective	Install New	£525	Inspection estimate cost only
14. Site Level	Upgrade of MCW and DHW pipework	Mechanical	C(Poor) - 3(Desirable)	Defective	Replace	£84,000	Consider replacement
2. Main Civic Theatre Hall	Repair of breached floor and sand/seal	Building	D(Bad) - 1(Urgent)	Defective	Repair	£35,000	Provisional sum only for remedial works. Further assessment if can be repair or requires replacement to determine - or as part of refurbishment project
2. Main Civic Theatre Hall	Remeha boiler remedial work to flue	Mechanical	D(Bad) - 1(Urgent)	Inadequate	Repair	£1,050	Remedial works to gas boilers following condemned by MEB inspection (Gas Safe)
2. Main Civic Theatre Hall	Replacement of ventilation system	Mechanical	D(Bad) - 2(Essential)	Obsolete	Replace	£105,000	Consider replacement as part of RAAC
2. Main Civic Theatre Hall	Replace external render panels above lintels	Building	D(Bad) - 2(Essential)	Defective	Replace	£7,875	Assume lintels are intact and only surface corrosion
2. Main Civic Theatre Hall	Clear vegetation & debris to all roofs	Building	D(Bad) - 2(Essential)	Defective	Repair	£525	Consideration of access to RAAC roofs and edge protection
2. Main Civic Theatre Hall	Replacement of changing room external double fire escape doors to external area	Building	C(Poor) - 2(Essential)	Defective	Replace	£3,675	Replace external double timber doors with aluminium
2. Main Civic Theatre Hall	Remedial works to mid height acoustic baffle	Building	C(Poor) - 2(Essential)	Defective	Repair	£1,575	

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2. Main Civic Theatre Hall	Replace single glazed adonised aluminium windows	Building	C(Poor) - 3(Desirable)	Defective	Upgrade	£52,500	Consider thermal performance upgrade to double glazed aluminium units with Teleflex
3. Stage area & first floor changing rooms	DHW Cylinder	Mechanical	D(Bad) - 2(Essential)	Inadequate	Replace	£2,100	
3. Stage area & first floor changing rooms	Shower & Toilet sanitaryware facilities	Mechanical	C(Poor) - 3(Desirable)	Defective	Upgrade	£5,250	Consider as desirable
3. Stage area & first floor changing rooms	Replace single glazed adonised aluminium windows	Building	C(Poor) - 3(Desirable)	Defective	Upgrade	£3,150	Consider thermal performance upgrade to double glazed aluminium units with Teleflex
3. Stage area & first floor changing rooms	Consider replacement vinyl floors to changing rooms	Building	C(Poor) - 3(Desirable)	Defective	Upgrade	£20,000	Provisional sum consider replacement as part of refurbishment
4. Market Hall	Consideration of fire alarm provision by FRA	Electrical	D(Bad) - 1(Urgent)	None installed	Install New	£525	FRA to consider fire alarm need to Market Hall
4. Market Hall	Re-roof asphalt roof and replacement of weathered fascia board	Building	D(Bad) - 1(Urgent)	Defective	Replace	£8,400	Assumed not RAAC construction
4. Market Hall	High level timber panelling - redecoration	Building	D(Bad) - 1(Urgent)	Defective	Repair	£10,500	
4. Market Hall	Clear vegetation & debris to all roofs	Building	D(Bad) - 1(Urgent)	Defective	Repair	£525	Access to north elevation unrestricted. However, due to RAAC walkway adjacent south elevation access will be challenging
4. Market Hall	Further invasive inspection of RAAC to toilet/store by removal of ceilings and propping	Building	D(Bad) - 1(Urgent)	Defective	Install New	£2,500	Consideration of removal of ceiling in provision of services (lighting, fire alarm etc) and operational practical use. Consider alternative arrangements if not able to retain toilet access. Additional costs to be considered for ongoing RAAC cyclical inspection
4. Market Hall	Replacement box gutter and fascia	Building	D(Bad) - 2(Essential)	Defective	Replace	£15,750	
4. Market Hall	Improve emergency lighting provision	Electrical	C(Poor) - 2(Essential)	Inadequate	Install New	£2,625	
4. Market Hall	Roof verge repointing	Building	C(Poor) - 2(Essential)	Defective	Repair	£1,575	Includes access
4. Market Hall	Consider replacement of obsolete lighting and improve emergency lighting		C(Poor) - 2(Essential)	Defective	Upgrade	£5,250	
4. Market Hall	Fall arrest system to gantry ladder	Building	C(Poor) - 2(Essential)	None installed	Install New	£1,050	
4. Market Hall	Brickwork repairs to corbel/eaves	Building	C(Poor) - 2(Essential)	Defective	Repair	£1,050	

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4. Market Hall	Replacement of cracked render panels	Building	C(Poor) - 2(Essential)	Defective	Replace	£21,000	
4. Market Hall	Replace obsolete distribution board and provide surge protection	Electrical	B(Satisfactory) - 2(Essential)	Obsolete	Replace	£2,100	
4. Market Hall	Replacement of rooflights to Market Hall roof	Building	B(Satisfactory) - 3(Desirable)	Defective	Replace	£21,000	Replace for thermal improvement and reduced maintenance
4. Market Hall	North elevation double timber fire doors	Building	B(Satisfactory) - 3(Desirable)	Defective	Upgrade	£3,675	Consider replacement as reducing r&m and thermal improvement
4. Market Hall	Remove redundant light fittings and light level survey	Electrical	A(Good) - 3(Desirable)	Obsolete	Remove	£2,625	Further consideration of asbestos content
4. Market Hall	Repairs to existing flashing of Market Hall roof	Building	C(Poor) - 1(Urgent)	Defective	Repair	£2,625	
4. Market Hall	Replace single glazed adonised aluminium windows	Building	C(Poor) - 3(Desirable)	Defective	Upgrade	£52,500	Consider thermal performance upgrade to double glazed aluminium units with Teleflex
4. Market Hall	Relining sports hall floor	Building	C(Poor) - 3(Desirable)	Defective	Repair	£2,100	
5. Library	Clear vegetation & debris to all roofs	Building	D(Bad) - 1(Urgent)	Defective	Repair	£525	Consideration of access to RAAC roofs and edge protection
5. Library	Library Staff Kitchen	Building	C(Poor) - 2(Essential)	Defective	Upgrade	£2,100	Consider as desirable
5. Library	Carpet tiles to main public area floor - consider commercial clean	Building	B(Satisfactory) - 3(Desirable)	Defective	Repair	£500	Commercial clean
5. Library	New 3 Phase supply to library	Electrical	A(Good) - 3(Desirable)	Redundant	Reposition	£52,500	Consider if Civic Complex to transfer to WTC in future to help split supplies. True estimate would be required from utility provider
5. Library	Consider new standalone fire alarm system but linked to Civic Centre	Electrical	A(Good) - 3(Desirable)	None installed	Install New	£5,250	FRA to consider fire alarm need to Market Hall
5. Library	Library Staff Toilet Sanitaryware refurbishment	Building	C(Poor) - 3(Desirable)	Defective	Upgrade	£3,150	Consider as desirable
5. Library	Internal decoration of plastered areas to staff welfare area	Building	C(Poor) - 3(Desirable)	Defective	Repair	£210	
5. Library	Replacement of carpet tiles to public facing areas	Building	C(Poor) - 3(Desirable)	Defective	Replace	£9,660	230m2 x £40m2. Costs assuming bookcases previously removed
5. Library	External walls to roof area - cracked render/pointing of coping	Building	C(Poor) - 3(Desirable)	Defective	Repair	£1,575	

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5. Library	Welfare and staff toilets - Removal damp plaster and reline walls with phenolic board	Building	C(Poor) - 3(Desirable)	Defective	Replace	£4,200	
6. Enclosed covered walkway and external canopy	Clear vegetation & debris to all roofs	Building	D(Bad) - 2(Essential)	Defective	Repair	£2,625	Consideration of access to RAAC roofs and edge protection
7. External Garage Store	Clear Blocked Gutter and vegetation	Building	D(Bad) - 1(Urgent)	Defective	Repair	£210	
7. External Garage Store	Replacement of ACM roof and install new steel profile	Building	D(Bad) - 2(Essential)	Defective	Replace	£52,500	84m
7. External Garage Store	Removal of debris to garage roof	Building	D(Bad) - 2(Essential)	Defective	Remove	£2,100	Care will be needed to access the ACM fragile roof to removal and clear
7. External Garage Store	Clear surface water gully and clearance of vegetation	Building	C(Poor) - 2(Essential)	Defective	Repair	£200	
7. External Garage Store	Remedial works to external bin area wall	Building	C(Poor) - 2(Essential)	Defective	Repair	£525	
7. External Garage Store	Replacement of timber garage door	Building	C(Poor) - 3(Desirable)	Defective	Replace	£1,575	
8. Civic Centre - first floor areas	Timber structural frame (subject to warranties)	Building	D(Bad) - 1(Urgent)	Defective	Repair	£15,750	Assumed remedial works
8. Civic Centre - first floor areas	Clear vegetation & debris to all roofs	Building	D(Bad) - 2(Essential)	Defective	Repair	£525	Consideration of access to RAAC roofs and edge protection
8. Civic Centre - first floor areas	Oak structure and balustrade remedial works (assuming remedial)	Building	D(Bad) - 2(Essential)	Defective	Repair	£10,500	
8. Civic Centre - first floor areas	Flagpole housing - check for rust damage and consider remedial work	Building	C(Poor) - 2(Essential)	Defective	Repair	£210	
8. Civic Centre - first floor areas	Accessible toilet - investigate and carry out remedial works to damp penetration from low level cistern and redecorate	Building	C(Poor) - 2(Essential)	Inadequate	Repair	£315	
8. Civic Centre - first floor areas	Provide containment for cabling to first floor and stage area	Electrical	C(Poor) - 1(Urgent)	None installed	Install New	£3,675	
8. Civic Centre - first floor areas	Merrie England - clean carpet tile floor.	Building	C(Poor) - 3(Desirable)	Defective	Repair	£315	Clean floor if retaining or consider for refurbishment
8. Civic Centre - first floor areas	Edward German room - sand and seal timber floor	Building	C(Poor) - 3(Desirable)	Defective	Repair	£1,260	Sand and seal woodblock floor

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8. Civic Centre - first floor areas	Replacement single glazed door and window screen	Building	C(Poor) - 3(Desirable)	Inadequate	Upgrade	£12,600	Consider replacement for thermal upgrade
9. Market Hall - Gas blow air heater structure	Replacement of 2no. Gas fired blow air heaters	Mechanical	D(Bad) - 2(Essential)	Defective	Replace	£31,500	Replacement of gas blow heaters. Consider new location and design as part of RAAC replacement or redevelopment

Total	**£859,512.50**
Preliminaries	
10%	£85,951.25
Contingency	
10%	£94,546.38
Overall Total	**£1,040,010.13**

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Overall Condition Summary Remedial Summary – filtered by condition priority

D (Bad) - Urgent/Essential (D1-D2)

Location	Description	Discipline	Condition Rating	Defect	Remedy	Est cost 2026	Comments
1. Civic Centre Ground Floor	Passenger Lift - LOLER inspection	Electrical	D(Bad) - 1(Urgent)	None installed	Install New	£525	Inspection estimate cost only
1. Civic Centre Ground Floor	Further investigation of roof remedial works to internal walkway roof - provisional sum only	Building	D(Bad) - 1(Urgent)	Defective	Install New	£1,000	Costs only for specialist structural assessment to inform. Costs of actual removal not included
1. Civic Centre Ground Floor	Propping to ground floor route or crash deck to first floor areas	Building	D(Bad) - 1(Urgent)	Defective	Install New	£5,000	Estimated ballpark until option and implementation can be determined following specialist assessment
8. Civic Centre - first floor areas	Consideration and initial investigation of part removal of rear (East) RAAC walkway and provision of alternative means of escape from first floor changing room area	Building	D(Bad) - 1(Urgent)	Defective	Remove	£2,000	Initial assessment only - does not include costs for actual removal which would be informed following further structural assessment
1. Civic Centre Ground Floor	Structural propping proposal and provision to covered internal walkway	Electrical	D(Bad) - 1(Urgent)	Defective	Install New	£8,500	
10. Civic Centre - First floor alternative means of escape internal stairwell	Replacement of entire RAAC structure and canopy	Building	D(Bad) - 1(Urgent)	Defective	Replace	£0	Not included as costs included in RAAC replacement costings
11. Bar Store - Ground Floor - External	Rainwater down pipe collar repairs/refix unit	Building	D(Bad) - 1(Urgent)	Defective	Repair	£105	
11. Bar Store - Ground Floor - External	Redecoration of timber door/frame	Building	D(Bad) - 2(Essential)	Defective	Repair	£210	
13.External areas	Rear East car park - desilt and unblock storm water gulleys	Building	D(Bad) - 1(Urgent)	Defective	Repair	£368	
13.External areas	Further investigation of timber structure and balustrade by timber specialist with design or remedial work	Building	D(Bad) - 1(Urgent)	Defective	Repair	£1,600	Further assessment and design by timber specialist. Estimate ball park cost only
14. Site Level	EICR remedials if not previously addressed	Electrical	D(Bad) - 1(Urgent)	Defective	Repair	£525	
14. Site Level	Water risk assessment and chlorination	Mechanical	D(Bad) - 2(Essential)	Defective	Repair	£2,100	
2. Main Civic Theatre Hall	Repair of breached floor and sand/seal	Building	D(Bad) - 1(Urgent)	Defective	Repair	£35,000	Provisional sum only for remedial works. Further assessment if can be repair or requires replacement to determine - or as part of refurbishment project
2. Main Civic Theatre Hall	Remeha boiler remedial work to flue	Mechanical	D(Bad) - 1(Urgent)	Inadequate	Repair	£1,050	Remedial works to gas boilers following condemned by MEB inspection (Gas Safe)

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2. Main Civic Theatre Hall	Replacement of ventilation system	Mechanical	D(Bad) - 2(Essential)	Obsolete	Replace	£105,000	Consider replacement as part of RAAC
2. Main Civic Theatre Hall	Replace external render panels above lintels	Building	D(Bad) - 2(Essential)	Defective	Replace	£7,875	Assume lintels are intact and only surface corrosion
2. Main Civic Theatre Hall	Clear vegetation & debris to all roofs	Building	D(Bad) - 2(Essential)	Defective	Repair	£525	Consideration of access to RAAC roofs and edge protection
3. Stage area & first floor changing rooms	DHW Cylinder	Mechanical	D(Bad) - 2(Essential)	Inadequate	Replace	£2,100	
4. Market Hall	Consideration of fire alarm provision by FRA	Electrical	D(Bad) - 1(Urgent)	None installed	Install New	£525	FRA to consider fire alarm need to Market Hall
4. Market Hall	Re-roof asphalt roof and replacement of weathered fascia board	Building	D(Bad) - 1(Urgent)	Defective	Replace	£8,400	Assumed not RAAC construction
4. Market Hall	High level timber panelling - redecoration	Building	D(Bad) - 1(Urgent)	Defective	Repair	£10,500	
4. Market Hall	Clear vegetation & debris to all roofs	Building	D(Bad) - 1(Urgent)	Defective	Repair	£525	Access to north elevation unrestricted. However, due to RAAC walkway adjacent south elevation access will be challenging
4. Market Hall	Further invasive inspection of RAAC to toilet/store by removal of ceilings and propping	Building	D(Bad) - 1(Urgent)	Defective	Install New	£2,500	Consideration of removal of ceiling in provision of services (lighting, fire alarm etc) and operational practical use. Consider alternative arrangements if not able to retain toilet access. Additional costs to be considered for ongoing RAAC cyclical inspection
4. Market Hall	Replacement box gutter and fascia	Building	D(Bad) - 2(Essential)	Defective	Replace	£15,750	
5. Library	Clear vegetation & debris to all roofs	Building	D(Bad) - 1(Urgent)	Defective	Repair	£525	Consideration of access to RAAC roofs and edge protection
6. Enclosed covered walkway and external canopy	Clear vegetation & debris to all roofs	Building	D(Bad) - 2(Essential)	Defective	Repair	£2,625	Consideration of access to RAAC roofs and edge protection
7. External Garage Store	Clear Blocked Gutter and vegetation	Building	D(Bad) - 1(Urgent)	Defective	Repair	£210	
7. External Garage Store	Replacement of ACM roof and install new steel profile	Building	D(Bad) - 2(Essential)	Defective	Replace	£52,500	84m
7. External Garage Store	Removal of debris to garage roof	Building	D(Bad) - 2(Essential)	Defective	Remove	£2,100	Care will be needed to access the ACM fragile roof to removal and clear
8. Civic Centre - first floor areas	Timber structural frame (subject to warranties)	Building	D(Bad) - 1(Urgent)	Defective	Repair	£15,750	Assumed remedial works
8. Civic Centre - first floor areas	Clear vegetation & debris to all roofs	Building	D(Bad) - 2(Essential)	Defective	Repair	£525	Consideration of access to RAAC roofs and edge protection
8. Civic Centre - first floor areas	Oak structure and balustrade remedial works (assuming remedial)	Building	D(Bad) - 2(Essential)	Defective	Repair	£10,500	
9. Market Hall - Gas blow air heater structure	Replacement of 2no. Gas fired blow air heaters	Mechanical	D(Bad) - 2(Essential)	Defective	Replace	£31,500	Replacement of gas blow heaters. Consider new location and design as part of RAAC replacement or redevelopment

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Total	**£327,918.00**
Preliminaries 10%	£32,791.80
Contingency 10%	£36,070.98
Overall Total	**£396,780.78**

C (Poor) – Urgent (C1)

Location	Description	Discipline	Condition Rating	Defect	Remedy	Est cost 2026	Comments
12. Basement	Ventilation and tubular heating to improve conditions of basement electrical equipment	Electrical	C(Poor) - 1(Urgent)	None installed	Install New	£5,250	
4. Market Hall	Repairs to existing flashing of Market Hall roof	Building	C(Poor) - 1(Urgent)	Defective	Repair	£2,625	
8. Civic Centre - first floor areas	Provide containment for cabling to first floor and stage area	Electrical	C(Poor) - 1(Urgent)	None installed	Install New	£3,675	

Total	**£11,550.00**
Preliminaries 10%	£1,155.00
Contingency 10%	£1,270.50
Overall Total	**£13,975.50**

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C (Poor) - Essential (C2)

Location	Description	Discipline	Condition Rating	Defect	Remedy	Est cost 2026	Comments
1. Civic Centre Ground Floor	Consider replacement of obsolete lighting and improve emergency lighting	Electrical	C(Poor) - 2(Essential)	Obsolete	Replace	£31,500	Install LED lighting and stand-alone self-test emergency lighting
1. Civic Centre Ground Floor	Cleaning and removal of vegetation to high street elevation block paving	Building	C(Poor) - 2(Essential)	Defective	Repair	£200	
1. Civic Centre Ground Floor	Repairs or redesign of walkway rainwater outlet above offices	Building	C(Poor) - 2(Essential)	Defective	Upgrade	£5,250	
1. Civic Centre Ground Floor	Consider replacement of manholes to internal walkway to allow regular access	Building	C(Poor) - 2(Essential)	Inadequate	Replace	£8,400	
1. Civic Centre Ground Floor	Renew hygiene flooring to internal manholes	Building	C(Poor) - 2(Essential)	Defective	Repair	£500	
13.External areas	Rear East car park - resurface and reline	Building	C(Poor) - 2(Essential)	Defective	Replace	£10,500	
14. Site Level	Fire compartmentation and fire door remedial	Building	C(Poor) - 2(Essential)	Inadequate	Upgrade	£31,500	Based on fire compartmentation/fire door survey
14. Site Level	Gas tightness remedial works	Mechanical	C(Poor) - 2(Essential)	Inadequate	Upgrade	£5,250	Outcomes of MEB gas tightness test. Note if roof replaced, gas pipework suggested to be will be removed/reinstated
2. Main Civic Theatre Hall	Replacement of changing room external double fire escape doors to external area	Building	C(Poor) - 2(Essential)	Defective	Replace	£3,675	Replace external double timber doors with aluminium
2. Main Civic Theatre Hall	Remedial works to mid height acoustic baffle	Building	C(Poor) - 2(Essential)	Defective	Repair	£1,575	
4. Market Hall	Improve emergency lighting provision	Electrical	C(Poor) - 2(Essential)	Inadequate	Install New	£2,625	
4. Market Hall	Roof verge repointing	Building	C(Poor) - 2(Essential)	Defective	Repair	£1,575	Includes access
4. Market Hall	Consider replacement of obsolete lighting and improve emergency lighting		C(Poor) - 2(Essential)	Defective	Upgrade	£5,250	
4. Market Hall	Fall arrest system to gantry ladder	Building	C(Poor) - 2(Essential)	None installed	Install New	£1,050	
4. Market Hall	Brickwork repairs to corbel/eaves	Building	C(Poor) - 2(Essential)	Defective	Repair	£1,050	
4. Market Hall	Replacement of cracked render panels	Building	C(Poor) - 2(Essential)	Defective	Replace	£21,000	
5. Library	Library Staff Kitchen	Building	C(Poor) - 2(Essential)	Defective	Upgrade	£2,100	Consider as desirable
7. External Garage Store	Clear surface water gully and clearance of vegetation	Building	C(Poor) - 2(Essential)	Defective	Repair	£200	
7. External Garage Store	Remedial works to external bin area wall	Building	C(Poor) - 2(Essential)	Defective	Repair	£525	
8. Civic Centre - first floor areas	Flag pole housing - check for rust damage and consider remedial work	Building	C(Poor) - 2(Essential)	Defective	Repair	£210	

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8. Civic Centre - first floor areas	Accessible toilet - investigate and carry out remedial works to damp penetration from low level cistern and redecorate	Building	C(Poor) - 2(Essential)	Inadequate	Repair	£315	

Total	**£134,250.00**
Preliminaries 10%	£13,425.00
Contingency 10%	£14,767.50
Overall Total	**£162,442.50**

C (Poor) – Desirable (C3)

Location	Description	Discipline	Condition Rating	Defect	Remedy	Est cost 2026	Comments
1. Civic Centre Ground Floor	Repairs to timber cladding adjacent gas meter housing due to warpage	Building	C(Poor) - 3(Desirable)	Defective	Repair	£263	
14. Site Level	Upgrade of MCW and DHW pipework	Mechanical	C(Poor) - 3(Desirable)	Defective	Replace	£84,000	Consider replacement
2. Main Civic Theatre Hall	Replace single glazed adonised aluminium windows	Building	C(Poor) - 3(Desirable)	Defective	Upgrade	£52,500	Consider thermal performance upgrade to double glazed aluminium units with Teleflex
3. Stage area & first floor changing rooms	Shower & Toilet sanitaryware facilities	Mechanical	C(Poor) - 3(Desirable)	Defective	Upgrade	£5,250	Consider as desirable
3. Stage area & first floor changing rooms	Replace single glazed adonised aluminium windows	Building	C(Poor) - 3(Desirable)	Defective	Upgrade	£3,150	Consider thermal performance upgrade to double glazed aluminium units with Teleflex
3. Stage area & first floor changing rooms	Consider replacement vinyl floors to changing rooms	Building	C(Poor) - 3(Desirable)	Defective	Upgrade	£20,000	Provisional sum consider replacement as part of refurbishment
4. Market Hall	Replace single glazed adonised aluminium windows	Building	C(Poor) - 3(Desirable)	Defective	Upgrade	£52,500	Consider thermal performance upgrade to double glazed aluminium units with Teleflex
4. Market Hall	Relining sports hall floor	Building	C(Poor) - 3(Desirable)	Defective	Repair	£2,100	
5. Library	Library Staff Toilet Sanitaryware refurbishment	Building	C(Poor) - 3(Desirable)	Defective	Upgrade	£3,150	Consider as desirable
5. Library	Internal decoration of plastered areas to staff welfare area	Building	C(Poor) - 3(Desirable)	Defective	Repair	£210	
5. Library	Replacement of carpet tiles to public facing areas	Building	C(Poor) - 3(Desirable)	Defective	Replace	£9,660	230m2 x £40m2. Costs assuming bookcases previously removed
5. Library	External walls to roof area - cracked render/pointing of coping	Building	C(Poor) - 3(Desirable)	Defective	Repair	£1,575	
5. Library	Welfare and staff toilets - Removal damp plaster and reline walls with phenolic board	Building	C(Poor) - 3(Desirable)	Defective	Replace	£4,200	

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7. External Garage Store	Replacement of timber garage door	Building	C(Poor) - 3(Desirable)	Defective	Replace	£1,575	
8. Civic Centre - first floor areas	Merrie England - clean carpet tile floor.	Building	C(Poor) - 3(Desirable)	Defective	Repair	£315	Clean floor if retaining or consider for refurbishment
8. Civic Centre - first floor areas	Edward German room - sand and seal timber floor	Building	C(Poor) - 3(Desirable)	Defective	Repair	£1,260	Sand and seal woodblock floor
8. Civic Centre - first floor areas	Replacement single glazed door and window screen	Building	C(Poor) - 3(Desirable)	Inadequate	Upgrade	£12,600	Consider replacement for thermal upgrade

Total	**£254,308.00**
Preliminaries 10%	£25,430.80
Contingency 10%	£27,973.88
Overall Total	**£307,712.68**

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B (Satisfactory) – Essential (B2)

Location	Description	Discipline	Condition Rating	Defect	Remedy	Est cost 2026	Comments
1. Civic Centre Ground Floor	Replace obsolete distribution boards to ground and first floor	Electrical	B(Satisfactory) - 2(Essential)	Obsolete	Replace	£7,875	
1. Civic Centre Ground Floor	Provide surge protection to every distribution board	Electrical	B(Satisfactory) - 2(Essential)	None installed	Upgrade	£2,625	
1. Civic Centre Ground Floor	Proposed rewire of power system to Theatre/Market Hall	Electrical	B(Satisfactory) - 2(Essential)	Inadequate	Replace	£26,250	
12. Basement	Remove electrical DNO and replace water damaged plywood backing	Electrical	B(Satisfactory) - 2(Essential)		Replace	£1,575	
12. Basement	Submains - remove redundant equipment	Electrical	B(Satisfactory) - 2(Essential)	Redundant	Remove	£1,050	
12. Basement	Submains - surge protection	Electrical	B(Satisfactory) - 2(Essential)	None installed	Upgrade	£2,100	
14. Site Level	Inspection of intruder alarm to assess life span	Electrical	B(Satisfactory) - 2(Essential)	Defective	Replace	£525	Inspection estimate cost only
14. Site Level	Lightning protection - risk assessment only	Electrical	B(Satisfactory) - 2(Essential)	Defective	Install New	£525	Inspection estimate cost only
4. Market Hall	Replace obsolete distribution board and provide surge protection	Electrical	B(Satisfactory) - 2(Essential)	Obsolete	Replace	£2,100	

Total	**£44,625.00**
Preliminaries 10%	£4,462.50
Contingency 10%	£4,908.75
Overall Total	**£53,996.25**

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B (Satisfactory) – Desirable (B3)

Location	Description	Discipline	Condition Rating	Defect	Remedy	Est cost 2026	Comments
4. Market Hall	Replacement of rooflights to Market Hall roof	Building	B(Satisfactory) - 3(Desirable)	Defective	Replace	£21,000	Replace for thermal improvement and reduced maintenance
4. Market Hall	North elevation double timber fire doors	Building	B(Satisfactory) - 3(Desirable)	Defective	Upgrade	£3,675	Consider replacement as reducing r&m and thermal improvement
5. Library	Carpet tiles to main public area floor - consider commercial clean	Building	B(Satisfactory) - 3(Desirable)	Defective	Repair	£500	Commercial clean

Total	**£25,175.00**
Preliminaries 10%	£2,517.50
Contingency 10%	£2,769.25
Overall Total	**£30,461.75**

A (Good) – Essential (A2)

Location	Description	Discipline	Condition Rating	Defect	Remedy	Est cost 2026	Comments
Civic Centre Ground Floor	Inspection of fire alarm to ensure battery back-up is satisfactory	Electrical	A(Good) - 2(Essential)	Defective	Replace	£263	

Total	**£263.00**
Preliminaries 10%	£26.30
Contingency 10%	£28.93
Overall Total	**£318.23**

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A (Good) – Desirable (A3)

Location	Description	Discipline	Condition Rating	Defect	Remedy	Est cost 2026	Comments
1. Civic Centre Ground Floor	Consider drain cctv survey once manholes are accessible (see other item)	Building	A(Good) - 3(Desirable)	None installed	Upgrade	£1,050	
4. Market Hall	Remove redundant light fittings and light level survey	Electrical	A(Good) - 3(Desirable)	Obsolete	Remove	£2,625	Further consideration of asbestos content
5. Library	New 3 Phase supply to library	Electrical	A(Good) - 3(Desirable)	Redundant	Reposition	£52,500	Consider if Civic Complex to transfer to WTC in future to help split supplies. True estimate would be required from utility provider
5. Library	Consider new standalone fire alarm system but linked to Civic Centre	Electrical	A(Good) - 3(Desirable)	None installed	Install New	£5,250	FRA to consider fire alarm need to Market Hall

Total	**£61,245.00**
Preliminaries 10%	£6,124.50
Contingency 10%	£6,736.95
Overall Total	**£74,106.45**

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10.2 Appendix B – Location Plan and Floor Plans

Location Plan

Whitchurch Civic Centre - Location Plan

PMB

Date: 20/11/2023

Shropshire Council

Site Block Plan

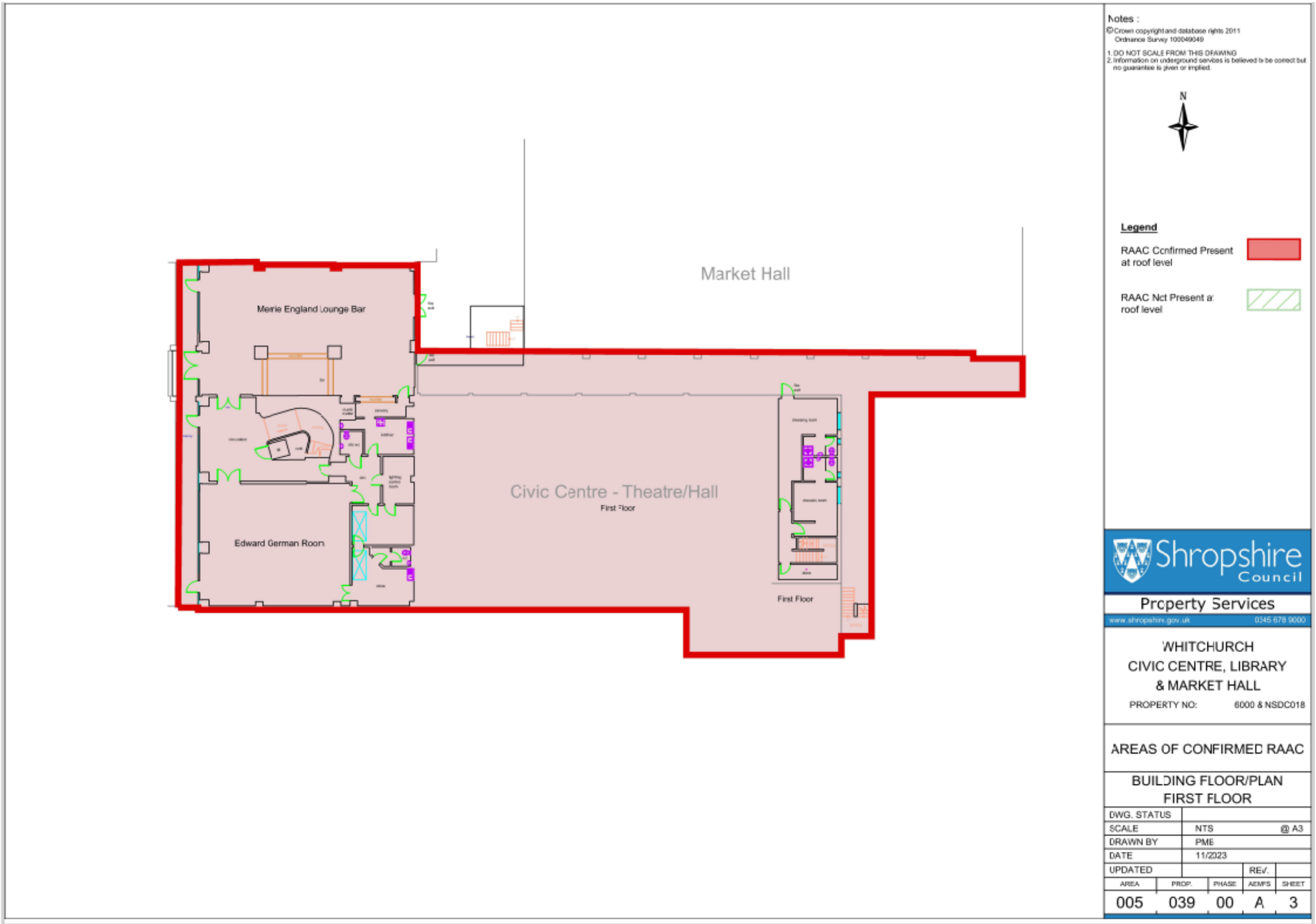
Whitchurch Civic Centre - Location Plan

Shropshire Council

Date: 20/11/2023

Ground Floor Plan with RAAC effected areas highlighted.

Frist Floor Plan with RAAC effected areas highlighted.



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10.3 Appendix C – Further Surveys

10.3.1 Structural Engineer Surveys – Thomas Consulting

10.3.2 Fire Compartmentation & Door survey – Atkins Realis

10.3.3 MEB Total – Gas appliance and pipework inspection and warning notice – WTC recommission and Gas Safe certificate

10.3.4 Protector RM Checklist – Vacant Property Management

10.3.5 Protector RM Guidance – Unoccupied Buildings

10.3.6 Shropshire Council Risk Register (operational and project)

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THOMAS CONSULTING
STRUCTURAL & CIVIL DESIGN ENGINEERS

T21408/2026/01

STRUCTURAL INSPECTION

at

Whitchurch Civic Centre
High Street
Whitchurch
Shropshire
SY13 1AX

For

Shropshire Council

OFFICES AT SHREWSBURY, CHORLEY, LANCASTER, AND LONDON

REPORT VERIFICATION

Site Address	Whitchurch Civic Centre, High Street, Whitchurch, Shropshire, SY13 1AX

Document Reference	T21408/2026/01 Structural Inspection Report
Version	03
Date released	02 March 2026
Originator	Desmond Yates BSc (Hons) CEng MICE
Checked	Iestyn Williams BEng (Hons) CEng MICE

Issue no	Date	Status	Report version	Issued by
01	02/03/2026	Final	03	IW

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Whitchurch Civic Centre, High Street, Whitchurch, Shropshire, SY13 1AX

1 INTRODUCTION

Thomas Consulting has been commissioned by Shropshire Council to carry out an updated structural inspection to establish the condition of the property at Whitchurch Civic Centre, High Street, Whitchurch, Shropshire, SY13 1AX, with particular focus on the condition of the Reinforced Autoclaved Aerated Concrete (RAAC). The inspection is an annual review of the condition of the property as previously identified in Thomas Consulting report ref. T2140/2024/01 dated 29 August 2024.

We have confined this inspection to those structural elements of the property which are typically associated with the structural fabric e.g. walls, floors and where exposed footings.

The inspection is confined to a visual inspection of the property and we have not investigated woodwork or other parts of the structure which are covered, unexposed or inaccessible. We are therefore unable to report that any such part is free from defect.

The object of the report is to assess the effect of the reported defects on the structural integrity of the property. No assurances can be implied as to the effect that the reported defects may have on the current or future saleability of the property.

Defects identified in the report may not be sufficient to cause significant structural weakness of such an extent to prevent normal use of the property but could be unacceptable on aesthetic grounds. The client should therefore consider whether or not the defect is acceptable or desirable on these grounds and seek qualified advice as to the effect on the market value of the property.

There may be observations recorded under section 4.0 of the report which are highlighted by italics. These related to defects which fall outside of our brief but have nonetheless been included as part of the inspection. No further advice may be given in respect of these items but the Client should be aware that they may require further investigation or remedial action.

Please note the appended Conditions of Inspection.

2 GENERAL

The Civic Centre is situated on a hill that slopes across the front of the building, there is a slight elevation to the car park at the rear in the town centre of Whitchurch, Shropshire.

The property is a braced steel frame with precast concrete beam and block floors to suspended floors, ground bearing slabs to the ground floor not over cellars and reinforced Autoclaved Aerated Concrete to the roof areas. The property was initially constructed during the 1950's. Modifications were undertaken to the front elevation of the property circa 2013 replacing the existing façade with a timber frame and internal alterations to the entrance hall area.

The Geological Survey for England and Wales, BGS website indicates that the property is situated upon superficial deposits of Glaciofluvial Deposits, Devensian - Sand and gravel overlaying the Wilkesley Halite Member - Halite-stone and mudstone.

The inspection took place on the 16th January 2026 and the weather at the time of inspection was overcast and cold.

Observations from the 2024 inspection are incorporated within this report so that readers can view this as a standalone document. Updates are provided from the 2026 inspection where appropriate.

3 SYNOPSIS

The report identifies the defects that are noted in Paragraph 4 below. The defects include previously identified defects associated with RAAC concrete roof, cracking to masonry in Market Hall at high level due to movement of portal frame structure and water ingress to the front of the civic centre, due to poor detailing of improvement works.

The inspection did not reveal any significant defects which were not visible previously, nor was any significant deterioration of the building fabric noted.

There may be observations recorded under section 4.0 of the report which are highlighted by italics. These related to defects which fall outside of our brief but have nonetheless been included as part of the inspection. No further advice may be given in respect of these items, but the Client should be aware that they may require further investigation or remedial action.

4 OBSERVATIONS

Notation: - The terms left, right, front, and rear elevations are used in respect of an observer standing in the High Street and facing the property.

The terms left and right when used in respect of other individual elements are made with respect to the observer's relative position when making the observation.

General: - All walls are covered, floors carpeted, and rooms furnished, unless specifically noted otherwise.

For the basis of this report, we have left the observations from our 2024 inspection in place and have added commentary on any observations that have deteriorated or are present since that date.

Reference to internal and external observations are in accordance with the following floor plans for the Civic Centre:

Figure 1 – Ground Floor Plan

Figure 2 – First Floor Plan

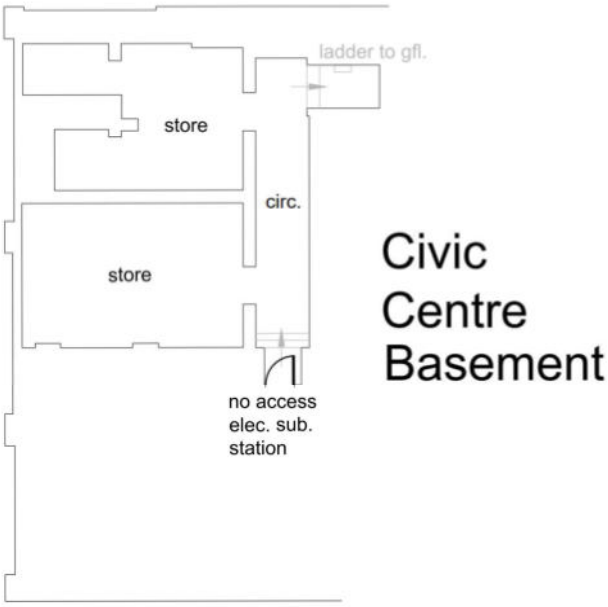


Figure 3 – Basement Plan – Located beneath Reception to front of Civic Centre

4.1 External Observations

The external observations have been split into various elements of the property.

4.1.1 Front Elevation

Market Hall

The brickwork of the front elevation of the Market Hall is visible above the library roof.

At low level is a lean-to felted roof to the boiler house.

The alignment of the brickwork appears to be reasonable, both vertically and horizontally.

No movement joints were noted in the masonry.

Some cracking was noted towards the front left corner, where horizontal and slight diagonal cracking was noted on the brickwork corbel at the eaves. The corner gable column in this location appears to be of smaller size than the general portal columns of the Market Hall and the brickwork has been corbelled out to match the other piers at high level. The cracking is possibly related to slight dropping of the masonry in the corbel detail or possibly as a result of deflection of the steelwork structure behind the brickwork and does not appear to be of particularly recent origin. The maximum width of the crack is probably in the region of 5mm.

There is some slight open jointing on the masonry, but the pointing is recessed in any event.

The pointing to the verges of the tiled roof pitches, on both sides is open jointed and, in some places, missing.

There are a number of steel bolts and fixings within the masonry, possibly for support of services, and there are some historical boltholes in evidence.

The pointing to the lead flashing above the lean-to roof is also missing in some areas

Similar cracking but of a far lower magnitude was also noted on the left-hand corbel at eaves level.

2026 Update

In general terms all the above defects were as noted in 2024, with no significant deterioration.

Civic Centre

The front elevation of the Civic Centre comprises a brick wall at low level with many windows and doors, and a balcony at high level which appears to have been clad with timber at the time of refurbishment (which we understand to be 2013). There is also a timber pergola at high level

The condition of the brickwork appears to be good with no signs of cracking or distortion in evidence.

When viewed from the street from the left and the right-hand side, the masonry to the ”cheeks” of the car park area appear to be contemporary with the civic centre itself and as such are probably features which separate the Civic Centre building from the adjoining structures each side.

The timber pergola and balcony appears to be formed of substantial timber members which are quite “weathered,” and they contain “shakes” and there is some separation of the timber cladding from the structure particularly around the main entrance.

Access was provided to undertake a touching distance inspection of the balcony area on 23rd September 2024.

The balcony structure was confirmed to consist of 300 x 300 Oak timber columns supporting timber floor joists with paving slab covering. The balcony handrail is also formed with timber beams spanning between posts, with intermediate timber posts providing support.

The timber elements forming the balcony area are severely weathered with aforementioned shakes present along their length, with approximately 30-40mm embedment possible. The connections between structural elements have shrunk as a result of timber shrinkage and twisting of the members and in places the fixings were visible with no positive connection. Shrinkage was also observed at high level between timber elements and steel fin plate connections.

Timbers were however found to be vertically and horizontally level when inspected with a spirit level, and the condition of the timber, although weathered, had minimal penetration when inspected with a screwdriver.

2026 Update

The general condition of the front elevation and the timberwork to the balcony areas did not appear to have deteriorated significantly since the 2024 inspection.

4.1.2 Left Side Elevation

<u>Market Hall</u>

The left elevation of the market hall above eaves level comprises a short pitched tiled roof and then a vertical section which is also clad in roof tiles. The condition of the vertical tiling seems reasonable although there are a small number of displaced tiles which will be visible in the photographs.

There is a galvanised gutter which is overgrown to a considerable extent, and behind the gutter is a fascia board which appears to be rotten for the entire length.

The elevation below eaves level contains feature brick piers around the portal columns to the structure with rendered panels between with a loading door at low level in one of the bays.

In general terms the condition of the brickwork and the rendered panels appears to be reasonable. There is minor cracking noted in most of the rendered panels at high level above the windows, mainly horizontal but in some area's diagonal.

There are rainwater pipes visible entering two of the brick encasements at high level, one towards the front and one towards the back. The one at the rear has the appearance of possible historical leaking as the brickwork is stained at high level.

There are also signs of possible damp in some of the rendered panels at low level and the DPC at the extreme rear right corner does appear to be in poor condition

Civic Centre

The left elevation of the civic centre can be seen from the walkway above the corridor and the walls appear to be in good order

There is spalling of the render to some of the beams over the windows.

2026 Update

The general condition of the left elevation of the Market Hall and the Civic Centre did not appear to have deteriorated significantly since the 2024 inspection.

4.1.3 Right Side Elevation

Market Hall

At low level at the rear, there is a panel of brickwork to the store, which is separate to the main wall, albeit that the wall is in good order.

At low level, the left elevation is within the corridor, but when visible from the corridor roof, there is again slight cracking in the rendered panels above the windows, but no signs of cracking or distortion of the main structure apart from the cracking to the corbel at the front as noted elsewhere.

At high level when viewed from above the corridor, some damage was noted at low level on the third render panel in from the rear.

There is also slight cracking above the windows in the rendered panels, similar to that observed on the other side.

The fascia board is also rotten, as noted on the other elevation

There are again two rainwater pipes built into the brickwork, one on the second column from the front and one from the second column from the rear.

Civic Centre

The wall is visible at low level towards the rear and the brickwork appears to be in reasonable order.

There is a wider bed joint at high level and some possible distortion around a window, but the coursing appears to be reasonably level.

The majority of the elevation is only visible form a drone inspection, but there did not appear to be any significant signs of movement of cracking in evidence from the imagery obtained.

A vertical movement joints was noted between the two storey Civic Centre entrance area and the main Civic Centre Hall with the high-level roof.

2026 Update

The general condition of the right elevation of the Market Hall and the Civic Centre did not appear to have deteriorated significantly since the 2024 inspection.

4.1.4 Rear Elevation

Market Hall

The rear elevation of the market hall is a substantial masonry wall in two sections, with a pitched profile at high level, and one section one further back than the other. There are again no movement joints in evidence to the main wall, but again no significant signs of cracking or distortion.

As noted on the front elevation the pointing to the tiled roof is quite poor but the condition of the masonry is quite good.

There is a low-level roof to the right-hand side of the rear elevation, and the timber fascia to this store area is in poor condition. There is also a movement joint between the single storey low level store and the main wall.

2026 Update

The condition of the timber fascia to the low level roof on the rear of the Market Hall does appear to have become worse since the 2024 inspection.

2024

2026

Civic Centre

At high level on the rear elevation of the main Civic Centre, the brickwork is in reasonable condition although there is slight horizontal cracking to the pointing where the flashing to the walkway is embedded into the wall.

At low level, the masonry appears to be in reasonable order

To the right-hand side is a brick enclosure to an escape staircase. There are no signs of cracking or distortion in this area.

2026 Update

The general condition of the rear elevation of the Civic Centre did not appear to have deteriorated significantly since the 2024 inspection.

4.1.5 Internal Elevations

External Walls Visible from the Library Roof

To the front of the library roof are some boundary walls/party walls to adjoining properties. Some of these appear to have lean to structures built on the far side and the walls are generally built of rendered masonry.

Cracking was noted at high level on all of these walls with vegetation penetrating above the walls from the far side.

To the right-hand side of the library roof area is a free-standing wall above the library wall below in reasonable condition, dating from the time of the construction of the civic centre, with a palisade fence on top. There are no movement joints within this wall, which is about 16m long, but no signs of cracking was in evidence.

The wall returns to the rear towards the right-hand side. Along this section there is a slight crack noted in the coping, but the cracking is minor and old.

2026 Update

The general condition of the rear elevation of the Civic Centre did not appear to have deteriorated significantly since the 2024 inspection.

Walls around Store (above roof)

The walls to the right of the store area are walls to adjoining properties, and towards the front the wall is open jointed and in poor alignment.

The wall to the garage extends above the ground floor roof and appears to be in reasonable order

2026 Update

The general condition of the walls around the store (above the roof) did not appear to have deteriorated significantly since the 2024 inspection.

Upper-Level Walls

Various walls of the main Civic Centre building and the Upper Floor to the entrance hall are visible from the library roof. These all appear to be in reasonable order with no signs of cracking or distortion in evidence.

There is a substantial glazed window giving access from the bar to the library roof and although the lintel over this window does not appear to have deflected significantly there is a vertical joint in the masonry above and to the left hand of the window which has been filled with mastic relatively recently

The walls to the stairwell where visible from the library roof appear to be lightweight clad construction with rendered panels and no signs of any distress.

2026 Update

The general condition of the upper level walls to the Civic Centre did not appear to have deteriorated significantly since the 2024 inspection.

4.1.6 Roof

The roof was inspected using a drone. The roof can be divided into eight distinct sections as follows:

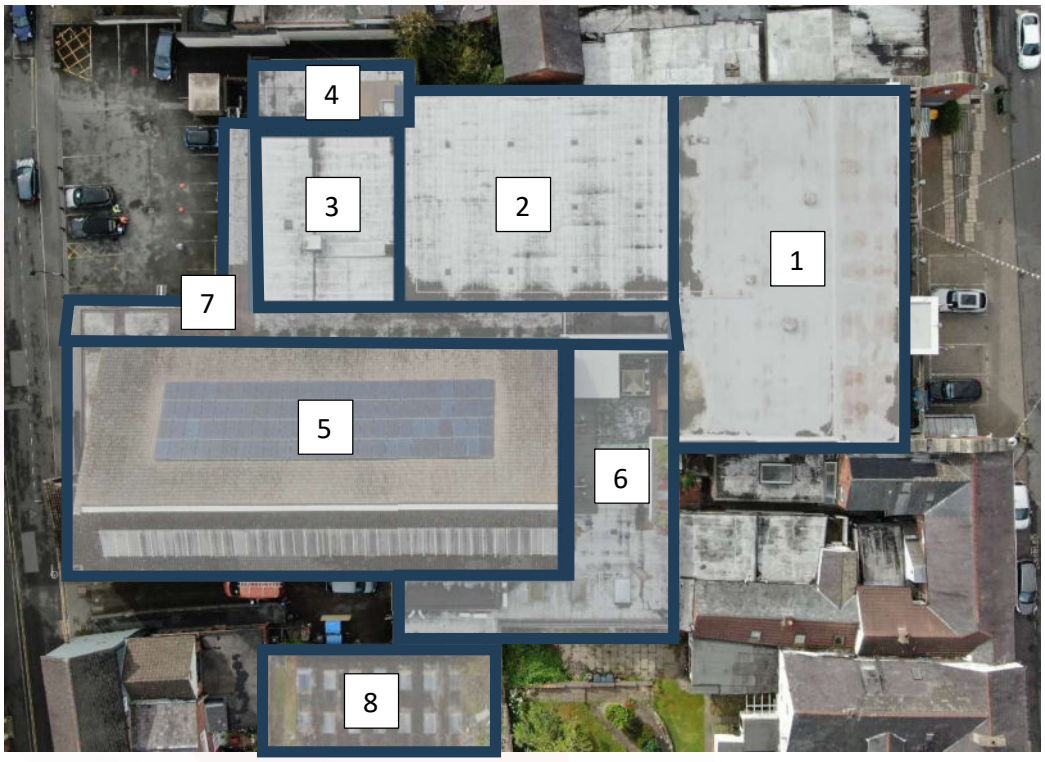


Figure 4 – Roof Plan

1. Entrance Area – Two Storey (Flat Roof)
2. Main Civic Hall (Flat Roof)
3. Stage Area (Flat Roof)
4. Dressing Rooms to Civic Hall (Flat Roof)
5. Market Hall (Pitched Roof)
6. Library and Amenity (Flat Roof – with Access)
7. Canopy and Corridor Roof (Flat Roof – With Access)
8. Store Roof (Asbestos Cement Roof)

Our observations are as follows.

<u>Entrance Area – Two Storey (Flat Roof)</u>

This roof appears to have a single ply roof covering, and it steps up towards the front.

There is ponding visible towards the rear, and thereof seems to fall towards the rear where that area two rainwater outlets at the two rear corners.

The flashings over the walls appear to be in reasonable order and there is no obvious sign of defects on the roof other than some areas where the roof covering is “ruckled”

There are a number of ventilation fans and other service penetrations on the roof and also what appears to be a service pipe (uninsulated) supported on standalone "feet"

Main Civic Hall (Flat Roof)

This is a felted roof of considerable age, with a fall from right to left, where there is a gutter which has internal downpipes into the building.

There is standing water on the roof, and some service penetrations in evidence

There is significant cracking and crazing to the roof covering which is clearly of considerable age and coming to the end of its life.

Stage and Amenity Area to Civic Hall (Flat Roof)

This is again a felted roof of considerable age with cracking and deterioration in evidence.

The fall is towards the central wall running left to right which divides the stage area from the kitchen and amenity area. There are two rainwater pipes discharging internally through the building from the central gutter.

There is a small building on the roof, above the store.

Dressing Room Area

This is a single storey section to the extreme rear left.

There is a boiler house on the top which is in corrugated steel sheeting but the roof itself appears to be felted construction.

There appears to be a single rainwater outlet centrally on the left-hand side adjacent to the main hall wall.

Market Hall (Pitched Roof)

This is a pitched roof with a concrete tile covering.

There are solar panels on the right-hand pitch.

The left pitch contains translucent panels at mid height and the flashings to these are in poor condition with many pieces displaced. There is also a lot of moss growth on the tiles at low level and a small number of displaced vertical tiles.

Library and Amenity (Flat Roof – with Access)

This accessible is a felted roof in varied condition. In some areas it appears to have been overpainted and in the canopy area to the rear it may be asphalt.

There is a small lean-to roof to the boiler room above this which is also felted

There is also a single ply covering to the stairwell roof which is in good order.

The garage roof is at a higher level, inaccessible, and with a parapet. There are two central rainwater outlets in this roof but much sanding water in evidence.

Canopy and Corridor Roof (Flat Roof – With Access)

This has a variety of coverings.

There is a walkway extending at first floor level to the rear of the market hall and also behind the civic centre.

The support for this is provided by SS columns supporting steel channels which in turn support RAAC panels spanning back on to the walls of the buildings.

The condition of the SHS posts is poor, with corrosion at low level in many of them where they are not embedded in concrete as they enter the ground.

Likewise, the timber fascia is substantially rotten throughout.

Store Roof (Asbestos Cement Roof)

The roof to the store is “big six” asbestos cement roofing with translucent panels. The condition is poor with vegetation growing to the front and the rear and with significant amounts of general debris on the roof. There is a hole in the roof to the front at the centre.

This roof is in a poor condition indeed and should be replaced.

2026 Update

A further roof inspection was undertaken using a drone as part of the 2026 site visit.

By comparing the images from each visit there does not appear to have been any significant deterioration of the roof coverings, although the majority of the flat roofs were in poor condition even in 2024.

4.2 Internal Observations

Internal observations are to be split within the following internal areas; Civic Centre, Market Hall, Library, Theatre and External Stores

4.2.1 Civic Centre

4.2.1.1 Basement

A basement is located to the front of the property and accessed via a hatch and ladder access located in the reception area. The basement houses electrical equipment serving the property.

The basement consists of a series of rooms formed in vaulted brickwork arches. There is evidence of damp in the basement with brickwork at low level deteriorating and paint flaking, along with a musty smell generally in the basement.

There is evidence of water ingress to the wall at the front of the property, both at a service penetration in the wall and moist staining to a plywood fascia supporting electrical equipment.

4.2.1.2 Ground Floor

4.2.1.2.1 Reception Area

The reception area is accessed from doors to the front of the property and consists of a polished concrete floor, painted walls, and a suspended metal ceiling grid arrangement.

The ceiling grid is permanently fixed with only access hatches allowing for inspection of the first-floor construction, which consists of beam and block flooring presumed to span between steel framing mirroring that at roof level.

No significant defects were observed, and all walls and floors were found level when inspected with a spirit level.

4.2.1.2.2 Offices

Offices are present to the front of the property and consist of carpeted floors, painted walls, and a suspended ceiling grid.

The ceiling grid is removable and when inspected a timber joist floor arrangement is present over. There is evidence of water staining to several ceiling panels, and a bucket is present beneath a historic leak to the front of the property.

Walls and floors were found level when inspected with a spirit level.

4.2.1.2.3 Toilets

Toilets are located to the right side of the property and consist of vinyl flooring, painted walls, and a suspended ceiling grid. The ceiling grid is removable

No significant defects were observed, and all walls and floors were found level when inspected with a spirit level.

4.2.1.2.4 Kitchen / Store Room

The kitchen/store room are located to the right side of the property and consist of vinyl flooring, hygienic wall panelling and a suspended ceiling grid. The ceiling grid is removable. The ceiling grid is removable

No significant defects were observed, and all walls and floors were found level when inspected with a spirit level.

4.2.1.3 First Floor

4.2.1.3.1 Hall area

The hall area is located centrally to the front of the property and consists of carpeted floors, painted walls, and a suspended ceiling grid, which has been removed to facilitate previous survey works.

Exposed steelwork supporting RAAC concrete roof panels were visible, and there were minor areas of rusting to the steelwork and no significant damage to the RAAC concrete. Staining to the underside of the RAAC concrete was visible indicative of corrosion to internal reinforcement.

No significant defects were observed, and all walls and floors were found level when inspected with a spirit level.

4.2.1.3.2 Lounge Bar

The Lounge bar is present to the front left corner of the property. RAAC concrete is present forming the roof construction over the Lounge Bar. This is damaged in small areas in several locations and has exposed reinforcement. Previous repairs are also visible.

Exposed steelwork supporting RAAC concrete roof panels were visible, and there were minor areas of rusting to the steelwork. Staining to the underside of the RAAC concrete was visible indicative of corrosion to internal reinforcement.

Floors within this room were found to be level when inspected with a spirit level.

4.2.1.3.3 Edward German Room

The Edward German Room is present to the front right corner of the property. RAAC concrete is present forming the roof construction over the Edward German room. There is a formed hole in the roof construction for ventilation purposes but from staining on the floor and surrounding the opening there is evidence of historic leaking.

There are sections of brickwork above ceiling level that are in poor condition and appear loose.

Exposed steelwork supporting RAAC concrete roof panels were visible, and there were minor areas of rusting to the steelwork. Staining to the underside of the RAAC concrete was visible indicative of corrosion to internal reinforcement.

Floors within this room were found to be level when inspected with a spirit level.

4.2.1.3.4 Store

The Store area is located to the right of the property. RAAC concrete is present forming the roof construction over the Edward German room.

Exposed steelwork supporting RAAC concrete roof panels were visible and there were minor areas of rusting to the steelwork. Staining to the underside of the RAAC concrete was visible indicative of corrosion to internal reinforcement. There is an isolated area of damage to the rear corner of the room where there is potential damage to the end bearing of a RAAC panel around a rainwater gulley detail.

Floors within this room were found to be level when inspected with a spirit level.

4.2.1.3.5 Meeting Room

The meeting room is central to the property. RAAC concrete is present forming the roof construction over the Edward German room.

Exposed steelwork supporting RAAC concrete roof panels were visible, and there were minor areas of rusting to the steelwork Staining to the underside of the RAAC concrete was visible indicative of corrosion to internal reinforcement.

Floors within this room were found to be level when inspected with a spirit level.

4.2.1.3.6 Control Room

The Control Room is central to the property. RAAC concrete is present forming the roof construction over the Edward German room.

Exposed steelwork supporting RAAC concrete roof panels were visible, and there were minor areas of rusting to the steelwork and no significant damage to the RAAC concrete. Staining to the underside of the RAAC concrete was visible indicative of corrosion to internal reinforcement.

Floors within this room were found to be level when inspected with a spirit level.

4.2.1.3.7 Kitchen

The kitchen is central to the property. RAAC concrete is present forming the roof construction over the Edward German room.

Exposed steelwork supporting RAAC concrete roof panels were visible, and there were minor areas of rusting to the steelwork and no significant damage to the RAAC concrete. Staining to the underside of the RAAC concrete was visible indicative of corrosion to internal reinforcement.

A section of timber trimming was present around a formed opening in the RAAC concrete roof construction, spanning between steelwork.

Floors within this room were found to be level when inspected with a spirit level.

2026 Update

In general terms the interior of the Civic Centre is in a similar condition to the observations made in 2024.

There is further damp ingress in the front elevation near the offices and toilets which appears to have continued, but there were no obvious defects noted which were not in evidence in 2024.

4.2.2 Market Hall

The market hall appears to be in good structural order with no signs of any significant defects.

Minor cracking was noted in the masonry around the walls at high level where the steelwork penetrates into the piers, and this is almost certainly associated with normal deflection of the portal frame structure

An inspection was made in the ceiling void to the Market Hall, which was accessed via a vertical ladder. There should be hoops round this ladder due to its height. There is no lighting in the ceiling void.

The ceiling is hung from the portal frame, with the floor joists spanning from front to back

The vertical tiling is fixed on what looks like a plywood sheet which in turn is fixed to a series of four angle rails spanning between the vertical steelwork.

There is about 25mm of Rockwool insulation fixed between the rafters and there is no insulation on the vertical clad wall.

The vent ducting can be seen rising from the hall below and exhausting through the vertical tiled wall.

2026 Update

In general terms the structural condition of the Market Hall remains as per the 2024 inspection.

An inspection was made in the toilet area to the rear of the building, which is understood to have RAAC in the roof, but no inspection was possible as it was fully boarded out.

4.2.3 Library

4.2.3.1 Main Library

Access into the library is gained through a double door off the main entrance area.

To the front the area is the ground floor to the two-storey section and the flooring is beam and block above the suspended ceiling.

There are no signs of movement or damp in the walls in the front part of the library, although the walls were partly obscured by bookshelves etc.

To the rear, the library is a single storey building with a RAAC roof supported on the side walls and by a grid of steel beams.

The ceiling was exposed, and the roof slabs were propped at the time of our inspection.

The walls and the floor all appear to be in good condition with no obvious defects.

4.2.3.2 Garage

In the garage area the brickwork appears to be in reasonable order with no sign of cracking in evidence. The walls appear to be loadbearing masonry supporting the RAAC panels

The RAAC to the roof was propped at the time of our inspection, with no signs of deflection or distress noted.

4.2.3.3 Amenities

To the left of the garage is an amenity area with a corridor running front to back and various rooms to the right.

There are recent plaster repair works around the doors off the corridor but no signs of structural movement.

The right-hand wall to the gent's toilet was damp but the other outside walls were obscured either by finishes (tiles) or by fixtures and fittings.

The office area to the front is at a lower level. Again, the RAAC panels are propped but the walls and the floors appear to be in good order.

2026 Update

In general terms the structural condition of the library area appeared to be in a similar condition to that observed in 2024 with no obvious signs of deterioration.

4.2.4 Theatre

4.2.4.1 Main Hall / Stage

The roof of the Civic Centre comprises substantial castellated beams spanning left to right across the hall at regular centres. These were measured on site as 796mm deep x109mm wide beams.

There is tubular diagonal bracing across the two corners of the first bay and the fourth bay (taken from the front)

To the rear of the main hall there is a substantial steel beam spanning across the stage opening which supports brickwork above, and also a series of steel beams spanning front to back from the stage beam to the rear wall.

Slight damp was noted on the rear elevation from within the staircase, at first floor level where the canopy floor is embedded into the wall.

4.2.4.2 Ground floor dressing rooms

Ground floor dressing rooms are located to the right-hand side of the stage area and were found to consist of vinyl flooring, painted walls and painted RAAC concrete ceilings. No significant defects were observed, and all walls and floors were found level when inspected with a spirit level.

4.2.4.3 First Floor Dressing rooms

First floor dressing rooms are located to the rear of the stage area accessed by stairs leading from ground floor dressing rooms and were found to consist of vinyl flooring, painted walls and painted RAAC concrete ceilings. No significant defects were observed, and all walls and floors were found level when inspected with a spirit level.

2026 Update

In general terms the conditions observed in 2026 were very similar to those observed in 2024 with no obvious signs of further deterioration of the structural elements.

4.2.5 Corridor

The corridor is located to the rear of the property between the market hall and theatre forming access to the civic centre to the rear. The corridor consists of tiled floor, plastered masonry walls and RAAC concrete previously covered with timber cladding.

RAAC concrete panels span between loadbearing masonry walls for the market hall and theatre area. Staining to the underside of the RAAC concrete was visible indicative of corrosion to internal reinforcement.

Several RAAC concrete panels are located at column positions for the market hall and are supported on galvanised hangers. The panels have staining at the service penetrations.

2026 Update

In addition to the staining at service penetrations some efflorescence was noted at various positions on the soffit of the RAAC panels which suggests that there may be ongoing water ingress..

4.2.6 External Stores

The store to the rear left corner of the site is a substantially free-standing structure with a steel frame supporting a “big six” asbestos cement roof with translucent panels.

The roof seems enclose what used to be a courtyard area although the right-hand wall to the rear does appear to be contemporary with the main building.

The roof is in poor condition with clear evidence of leakage in the past, and a hole in the roof at the front in the centre

The front, right and rear walls all appear to be party walls with adjoining properties, and the steel framework does not appear to be supported on these walls, but the rafter's cantilever to abut the walls

These party walls also appear to be retaining walls, particularly on the front and the right-hand side, and these walls are suffering from damp to a considerable extent.

There is a substantial concrete plinth around the base of these party walls, either to buttress them in some way or possibly to underpin them as the floor level may have been reduced at the time the Civic Centre was built.

The steelwork is in reasonable condition although the central cross bracing seems to have been removed at some stage in the past, with the original gusset plates in evidence.

The floor to the store is in concrete and in reasonable order

Externally in the rear right corner of the shed is a store area with a new brick panel and steelwork being bolted into the wall to support the palisade fence which prevents access onto the fragile roof.

This brickwork is slightly uneven, but there is no sign of recent movement.

2026 Update

The roof to the stores was noted as being in need of replacement in 2024, and the current situation is similar.

5 DISCUSSION

For the basis of this report, we have left the discussion relating to the 2024 inspection in place, allowing for a comparison of observations to be made.

2024 Discussion

5.1 Condition Survey

5.1.1 External Observations

Externally there are several defects that would need to be considered as part of refurbishment works relating the reopening of the civic centre.

On the walls of the Market Hall, there is cracking to masonry eaves corbels on gables, there is also cracking to rendered panels at high level. The cracking is mirrored internally (see section 5.1.2) and is an inherent defect due to the Market Hall being formed by a portalised steel frame. The nature of a portal frame is such that horizontal and vertical deflections occur at the eaves levels, and if it is clad with a rigid finish, such as masonry, then this will ultimately crack accordingly.

There are also concerns to the condition of the guttering on the Market Hall as well as leaking rainwater goods. It is likely that whilst there may be a maintenance regime for the building these gutters have received nominal works to them and are likely past their life expectancy and should be removed.

The main defect associated externally with the main Civic Centre structure is the condition of the timber alterations to front elevation. This alterations were undertaken in 2013 and consisted of untreated timber elements and cladding, and due to weathering the colour has faded and caused the timber to split, forming “shakes” in the timber elements with up to 30mm depth in areas.

The timber would require further assessment for the condition due to exposure to weather and either replaced or cleaned and treated with a suitable coating.There is a timber balustrade forming a balcony at first floor level and the joints in this handrailing have shrunk and twisted due to weathering, with loss of positive connectivity in areas. This would be unsuitable for applied horizontal loading.

An assessment will be required to confirm that the balustrading is capable of resisting the recommended loading for balcony areas susceptible to crowding, in accordance with recommendations in BS EN 1991-1 - General actions — Densities, self-weight, imposed loads for buildings and the supporting National Annexes.

To the rear of the civic centre, a horizontal crack is present above lead flashing which has been installed to waterproof where the external RAAC concrete canopy abuts the building. It is evident that the cracking is due to flexural movement of the flashing, which has been caused by both thermal and mechanical movement of the flashing.

Generally, the flat roofs forming the Civic Centre, Library and Theatre areas have ponding water and ruckling to the felt surface finish. This has resulted in the inherent issues previously highlighted with the RAAC Concrete roof panels and has instigated the further condition survey of the whole property. Any works to the property will likely include replacement of the roof structure and therefore the drainage can be addressed via detailed design.

The external canopy to the rear of the Civic Centre is formed in RAAC Concrete supported on a series of steelwork frames. The canopy forms two functions; providing shelter to the walkway below to access points at ground level and acting as a fire escape route from the first-floor accommodation above the stage area.

The condition of the RAAC concrete and steelwork in this area is considered poor and consideration should be given to its removal. A means of fire escape will have to be provided for the ongoing use of the Civic Centre.

The roof of the external stores area is formed with asbestos roof panelling and has reached its life expectancy. If the stores are to be retained then consideration should be given to a full roof replacement, given there have been historic reports of members of the public accessing the roof.

5.1.2 Internal Observations

The RAAC Concrete roof panels have previously been inspected and reported on, with information available in Thomas Consulting report ref. T21023/23/001 – October 2023. The condition of the RAAC Concrete does not appear to have worsened visually since the previous investigations and at present there is propping that has been provided in areas where it was considered necessary. Given that the property is vacant the risks associated with leaving the RAAC Concrete in place until a time that a replacement scheme can be administered.

Trimming details around formed openings in the RAAC concrete vary in detail, from proprietary galvanised hangers to timber trimming and steelwork trimming. The condition of these varies and the cut panels have not been suitably treated and reinforcement is visible in the roof panels. There is evidence of water ingress at an opening in the roof in the Edward German Room.

There are instances within the Civic Centre of service penetrations in the RAAC concrete that have no trimming support present, and the reinforcement in the RAAC panel has been bent out of place to accommodate the services.

Similarly, there is poor detailing and water ingress occurring with the support of RAAC concrete panels over the corridor to the rear of the Civic Centre, mainly at column locations for the adjacent Market Hall. A section of RAAC concrete has been covered over to form a fire escape from the Lounge Bar down to the corridor, and the landing area is formed with RAAC concrete.

Elsewhere in the property there are minimal defects evident. The basement area is suffering from apparent damp issues which given the properties incoming electrics are located here should be addressed as part of works to re-open the Civic Centre.

Water ingress was witnessed within the ground floor rooms below the timber balcony area to the front of the Civic Centre. Anecdotal evidence suggests that this has been an issue within the Civic Centre since the timber frontage was installed in 2013 but several attempts to remedy the defect have so far failed. Further intrusive investigations should be undertaken at the same time as to expose timber joists and to track potential water paths. Alternatively, the timber frontage may require replacement as noted in the external defects.

Cracking was observed within the Market Hall at eaves level at the column positions. As per the observed defects externally, the nature of a portal frame is such that horizontal and vertical deflections occur at the eaves levels, and if it is clad with a rigid finish, such as masonry, then this will ultimately crack accordingly.

A steel ladder provides access from lower level to the high level services area formed by a hanging platform from the main portal frames. This ladder does not have any fall arrest system and ascends for a height of circa 5m. this ladder should have some form of fall support present and likely does not comply with current access regulations.

The external Stores area is generally in a poor condition, with evidence of damp to masonry walls around the perimeter of the structure. These walls form party walls between the Civic Centre and the adjoining properties and therefore there are potential legal issues that this may cause and should be investigated further.

The stability of the steelwork framing forming the stores is also questionable, with visible missing sections of bracing and no other apparent means of stability evident. It may be that the steelwork was repurposed for use in its present location, however given the overall condition of this structure consideration should be given for replacing with a more suitable structure.

2026 Update

In general terms there was very little sign of ongoing deterioration of the structural elements at the Civic Hall building.

However, with the building out of use and not getting any maintenance there is an ongoing and increasing risk of water ingress through the flat roof areas which are supported on the RAAC panels. This will inevitably worsen the longer that the building is out of commission, which could increase the probability of potential RAAC panel collapse in the future.

The timescale of this deterioration and risk of collapse cannot be quantified, but can be monitored on an annual basis if the building is to remain standing vacant for a longer period until a time that a decision is made on the future of the Civic Centre.

The RAAC panels are generally propped in the library area, and the garage, but there is no propping at the present time to the upper roof areas, or the corridor areas. The areas which were propped were selected on the basis of deflections noted in the previous roof survey, and at some stage it may be appropriate to either repeat the deflection survey or to introduce props on a precautionary basis in other at risk areas.

The main risk to such panels has historically been shear failure at the supports, rather than failure in bending. The failure of an individual panel is unlikely to cause collapse of the adjacent panel, unless there is a trimming member round an opening which could cause a domino effect. This situation does exist in the corridors where the units are trimmed round columns.

It would be very difficult (but not impossible) to prop the panels in the theatre due to the height and if unpropped panels were to fail in the that area they would fall to the ground. However given that the theatre is in a closed area then the risk to members of the public or untrained operatives is minimal. The theatre should remain locked and inaccessible to all staff.

In the rest of the Civic Centre any failed slabs would have the potential to fall on to the floors below. These are beam and block floors and should have been designed for a 5kN per sq m imposed load, so even if the floor units did fall the floor would in all probability be strong enough to resist the impact and would certainly be strong enough to resist the load of the materials once a possible collapse has occurred (since the weight of the RAAC panels will be far lower than 5 kN per sq m).

Whilst the floor should have sufficient capacity to resist the impact, the nature of its construction could cause a block to dislodge from the structural arrangement upon impact, and there have been several instances of this been reported in similar cases historically. We are presently unsure to the exact construction make up of the first floor, and whether there is a structural screed present that may reduce the potential for this disruption to occur in the event of a RAAC concrete collapse.

Based on the above consideration should be given to reviewing access into the ground level areas below the beam and block floor to avoid any interaction in the event of a collapse at roof level, or considering additional mitigation such as propping at ground level of the beam and block floor, or a form of matting (such as timber decking) at first floor level that would absorb any impact force and spread the load to avoid damage to the floor.

Notwithstanding the above the first floor areas should be completely out of bounds to staff accessing the building. The ground floor area, below the beam and block first floor construction, can remain accessible subject to the above review but any access to the building should be limited and monitored.

However, in the corridor areas between the Civic Centre and the Market Hall, and also in the toilet areas to the Market Hall there are occasional personnel using the spaces, and in the case of

the toilets this is accessible to members of the public, and although the risk of collapse is small it may be prudent to introduce props to the sides of these spaces to manage that risk. In any event a regular visual inspection in the toilets is essential which will involve the removal of the plasterboard ceiling.

The current situation at the rear of the building, where the upper level walkway is fully exposed on the soffit as well as having a life expired roof, is not sustainable in the long term and we would suggest that consideration should be given to remove this element and the supporting steelwork (which itself is corroded at the bases) in its entirety. This would also improve the external appearance of the rear of the building for the general public (as the Market Hall is still in use).

Further investigations will be required to confirm that the removal of the walkway will not have any adverse affects on the remaining structure, in particular as this ties in to the corridor covering between the theatre and market hall areas, though from previous surveys this is not generally anticipated to be the case. The walkway presently acts as a fire escape from the first floor level of the theatre. Whilst this is not presently in use, if the building was to be brought back into use then an alternative means of escape will need to be provided.

6 CONCLUSIONS

Thomas Consulting have considered the condition of the building following our previous inspection in 2024.

The external building fabric of the Civic Centre has minor defects present due to historic movement of structural elements and poor maintenance regimes resulting in degradation of timber elements.

Internally the building has predominant issues with the condition of RAAC concrete roof construction which has been previously reported upon, which concluded that the RAAC Concrete requires repair or replacement. There are minor defects observed regarding historic movement of structural elements and there are concerns on damp in the basement area.

7 RECOMMENDATIONS

As previously reported on, the RAAC concrete requires remedial measures to ensure that the Civic Centre can be reopened.

Based on our observations and conclusions on both the condition and initial structural assessment, we would consider that a replacement roofing system can be considered and that the existing structure will be suitable to support a new lightweight system.

Strengthening of the existing structure to support the existing RAAC Concrete covering could be considered but further detailed design would be required with potential that this may not be a viable option.

Over roofing could also be considered, but further investigation would be required into its suitability, and it may cause planning issues.

Externally the primary defects are associated with the timber façade to the front of the civic centre, drainage of the roof elements, cracking to masonry within the Market Hall and the condition of the canopy to the rear and the external stores area.

The condition of the timber façade to the front of the Civic Centre should be considered for replacement or treatment of the timbers to extend its current lifespan.

Connections between structural timber elements will have to be reviewed and strengthened where required, with additional steel plate fixings.

Drainage of the roof can be addressed as part of replacement roofing works.

The canopy to the rear of the Civic Centre should be removed and a new fire escape route should be provided from first floor level within the stage area.

The stores should also be considered for demolition and replacement with a new fit for purpose structure.

Internally there is damp present in the basement area which would require addressing to safeguard the structure and electric items present.

Water ingress is occurring to ground floor rooms at the front of the Civic Centre that can be addressed as part of the external works to the timber façade.

Water ingress elsewhere through existing penetrations in the RAAC Concrete would be addressed as part of replacement roof works.

Cracking within the Market Hall can be monitored but it is not critical that this is repaired until a time that re-roofing works are considered here.

Re-calibration of the access ladders within the Market Hall should be considered to comply with current design regulations.

Defects observed in both internally and externally should be addressed as part of any works considered in the reopening of the Civic Centre.

2026 Update

In addition to the above recommendations we would suggest that an examination should be made in the toilets to the Market Hall and potentially this roof (which is still accessed by the general public) should be propped. To facilitate suitable examination the ceiling may have to be fully removed.

We would also recommend propping of the corridor area as a precaution.

Regarding the main civic centre there are several considerations to be made.

Firstly, considerations should be given to fully prohibiting access to the civic centre in all but essential situations. Access into the Theatre and the Upper Floor of the Civic Centre should be very strictly controlled and restricted, with no non-estates staff entering those parts of the building.

If the above is not feasible then further measures to safeguard personell accessing the centre should be made. It is understood that the lower level toilets on the front elevation are occasionally used by contractors and traders, and while this practice is in all probability safe, it may be prudent to introduce a propped “walking route” in case the upper level roofs do collapse without warning.

Alternatively, consideration is given to the installation of some form of decking at first floor level which would dissipate the impact force of RAAC concrete panels and prevent any damage to the beam and block floor.

Our recommendation to remove the canopy and walkway at the rear was incorporated in our earlier report and this recommendation is now more definitive, subject to further investigation into the implications of doing so.

APPENDIX A

CONDITIONS OF INSPECTION

STRUCTURAL INSPECTION

CONDITIONS OF INSPECTION

Instructions are in all cases (unless any variation is agreed in writing by the Company) accepted on the basis of the following conditions which shall govern the inspection and report, and any related matters.

The object of this Report is to assess the effect of the reported defect on the structural integrity of the property. No assurances can be given or can be implied as to the effect that the reported defect may have on the market value or saleability of the property.

i) The Report is confined to an inspection of the clients specified structural elements of the property alone, i.e. foundations (if exposed), walls, floors, roof members (if accessible), and other such members providing structural support to the property, that may be deemed necessary for inspection by the Company.

The report will not cover such items as damp proofing, heating and ventilation, plumbing and electrical circuits, doors, window frames, plasterwork, fitted furniture, decoration or items of general serviceability, unless expressly agreed with the Company before the inspection is undertaken.

ii) We shall not investigate woodwork, or other parts of the structure, which are covered, unexposed or inaccessible. We are therefore unable to report that any such part is free from defects.

iii) It must be clearly understood by the client that the degree of inspection referred to in (i) above will not reveal all defects. Defects in concealed parts such as foundations, under floor areas, and areas covered by wall coverings, plaster or render, will not be revealed. It is, of course, possible to make more detailed investigations and where there is evidence to warrant this, recommendations for further investigations will of course incur further costs and may require the lifting of floor boards, breaking out brick work or digging trial holes. When such detailed investigations is required, it is the responsibility of the client to:

a) give specific written instruction to this effect to the Company and

b) obtain the necessary permission of the owner and to indemnify the Company against liability for damage caused or rectification costs.

iv) Externally the building will be inspected from ground level only, ladders will not be used to inspect roofs.

v) Internally, where appropriate, exposed surfaces of rooms will be inspected as far as reasonably possible. The engineer will not move or disturb furnishings, fittings, fitted carpets or furniture, and no responsibility will be accepted for defects which are concealed.

vi) If requested by the client or judged necessary by the Company and a trap door access exists, the roof spaces will be inspected so long as it is considered safe to do so and crawler boards, ladders etc, are available. Note that high or low confined parts of the roof space will not be inspected.

vii) Readily visible parts of the drainage installations will be inspected, if requested by the client or judged necessary by the Company.

viii) No inspection will be made of services such as gas, electricity and central heating. The client is advised to engage the services of a competent electrician and/or plumber if inspection is required.

ix) Outbuildings, including detached garages, sheds, greenhouses and similar structures will not be inspected, unless expressly requested prior to the inspection.

x) Easements, planning and other proposals by statutory authorities are outside the scope of this structural survey.

xi) Should the client require advice upon any matter other than the structural survey, e.g. proposed additions and alterations, this must be subject of a further separate instruction.

xii) The report is provided for the sole use of the named client and is confidential to the client and professional advisors. The Company accepts responsibility to the client alone and accepts no responsibility whatsoever to any person other than the client himself.

Thomas Consulting will consider re-issuing the report in its original format to a named third party within 3 months of the original report date provided:

a) We have the written permission of our original client to do so and

b) Upon payment of an administrative fee, currently set at 50% of the cost of the original report fee.

In any event the condition of the property is to be taken as that at the time of the inspection.

APPENDIX B

PHOTOGRAPHS

(Full set of photographs available on request)

External Observations

Photograph 1 – Front Elevation Civic Centre

Photograph 2 – Timber façade arrangement to front of Civic Centre

Photograph 3 – Balustrading arrangement to timber façade at front of Civic Centre

Photograph 4 – Rear elevation of Civic Centre with canopy present

Photograph 5 – Steelwork arrrangement to canopy

Photograph 6 – Top side of rear walkway

Photograph 7 – Loss of section to base of column supporting canopy in contact with ground – no change

Photograph 8 – Right side elevation of Civic Centre

Photograph 9 – Left side elevation of Market Hall

Photograph 10 – Rear elevation of Market Hall

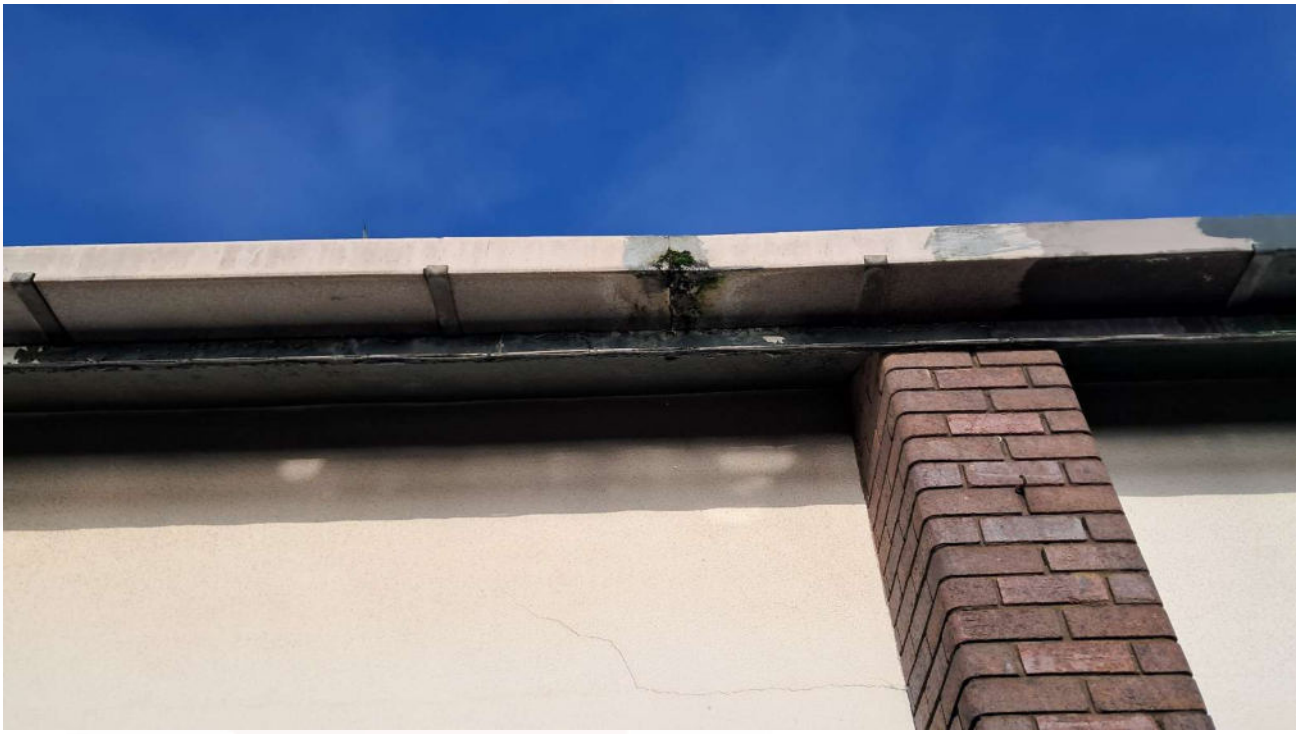
Photograph 11 – Rear elevation of Market Hall close up damage of fascia board

Photograph 12 – Right side elevation of Market Hall

Photograph 13 – Top side roof of market hall walkway

Photograph 14 – Right side elevation of Market Hall at high level above corridor (2024)

Photograph 15 – Right side elevation of Market Hall at high level above corridor (2026 update) – note standing water



Photograph 16 – Typical cracking to panelling above glazing, leaking gutters

Photograph 17 – Loss of mortar and algae staining

Photograph 18 – Displacement and cracking to corbel on front gable elevation – no change

Photograph 19 - Contained roof over corridor with no apparent drainage – standing water

Photograph 20 – External Stores – no change

Photograph 21 – Roof over Civic Centre 2026 – Overview

NOTE: full set of close up drone photographs available upon request, but not included in this document

We have included the following 2024 photographs for cross reference in change in condition

Photograph 22 – Roof over front of Civic Centre 2024 for comparison

Photograph 23 – Roof over rear of Civic Centre 2024 for comparison

Photograph 24 – Roof over Theatre Hall 2024 for comparison

Photograph 25 – Roof over dressing rooms 2024 for comparison

Photograph 26 – Roof over garage 2024 for comparison

Photograph 27 – Roof over Library 2024 for comparison

Photograph 28 – Roof over left hand side Market Hall 2024 for comparison

Photograph 29 – roof over right hand side Market Hall 2024 for comparison

Photograph 30 – Roof over stores 2024 for comparison

Internal Observations

Photograph 31 – Typical condition of brickwork in basement – no change

Photograph 32 – Typical arrangement of basement – no change

Photograph 33 – Damp to front of basement – no change

Photograph 34 – evidence of water ingress to offices – no change

Photograph 35 – Typical condition of RAAC Concrete over Lounge Bar – staining visible

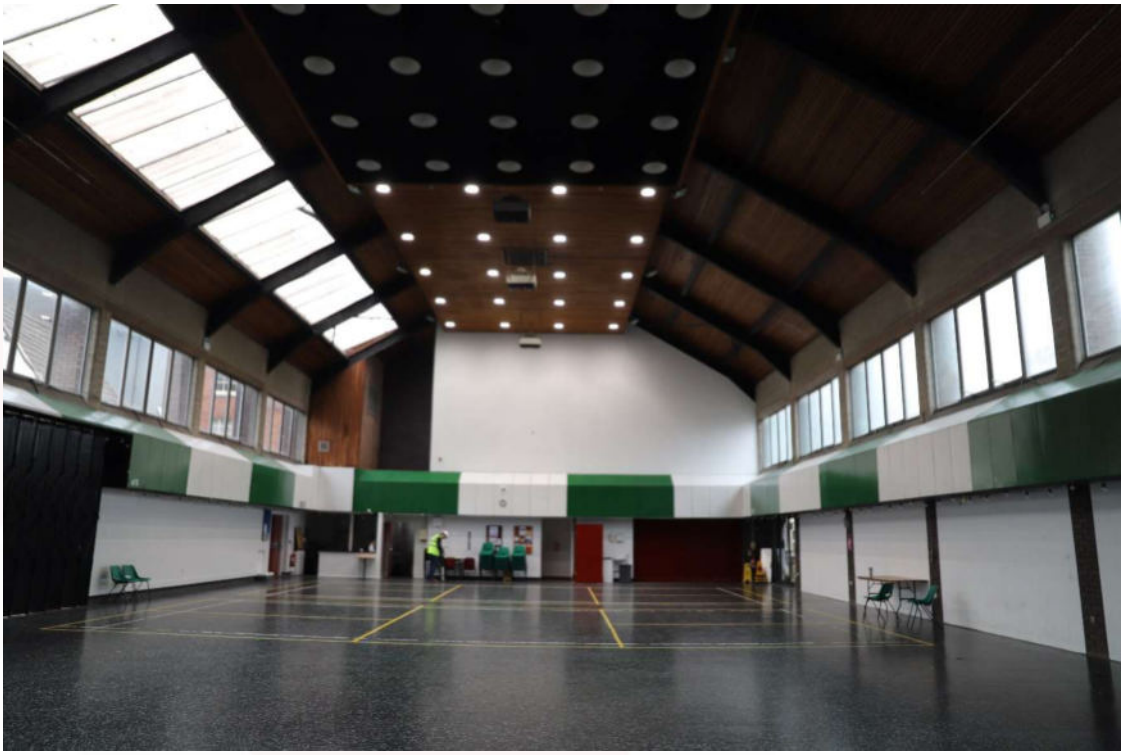
Photograph 36 – trimming to opening over Edward German room on metal straps – water ingress evident

Photograph 37 – timber trimming to opening in roof over kitchen area to first floor – no change

Photograph 38 – Service penetration in RAAC Concrete with no trimming support and bent reinforcement visible – no change

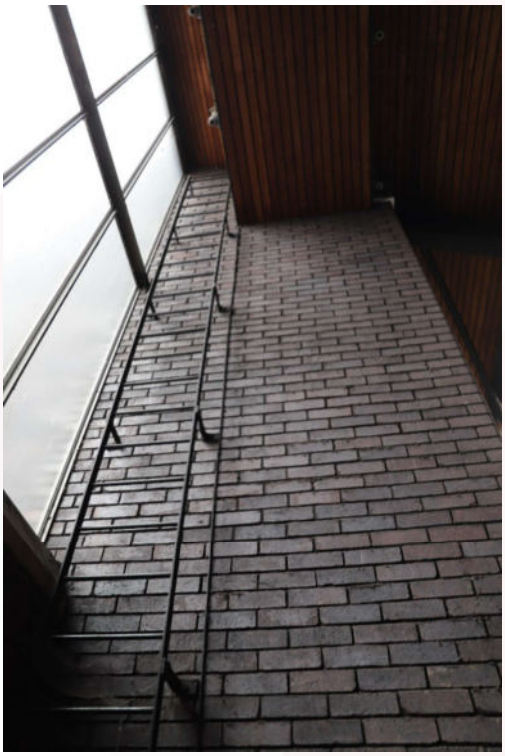
Photograph 39 – roof arrangement over theatre hall

Photograph 40 – roof arrangement over theatre hall – black lateral staining visible to isolated panels

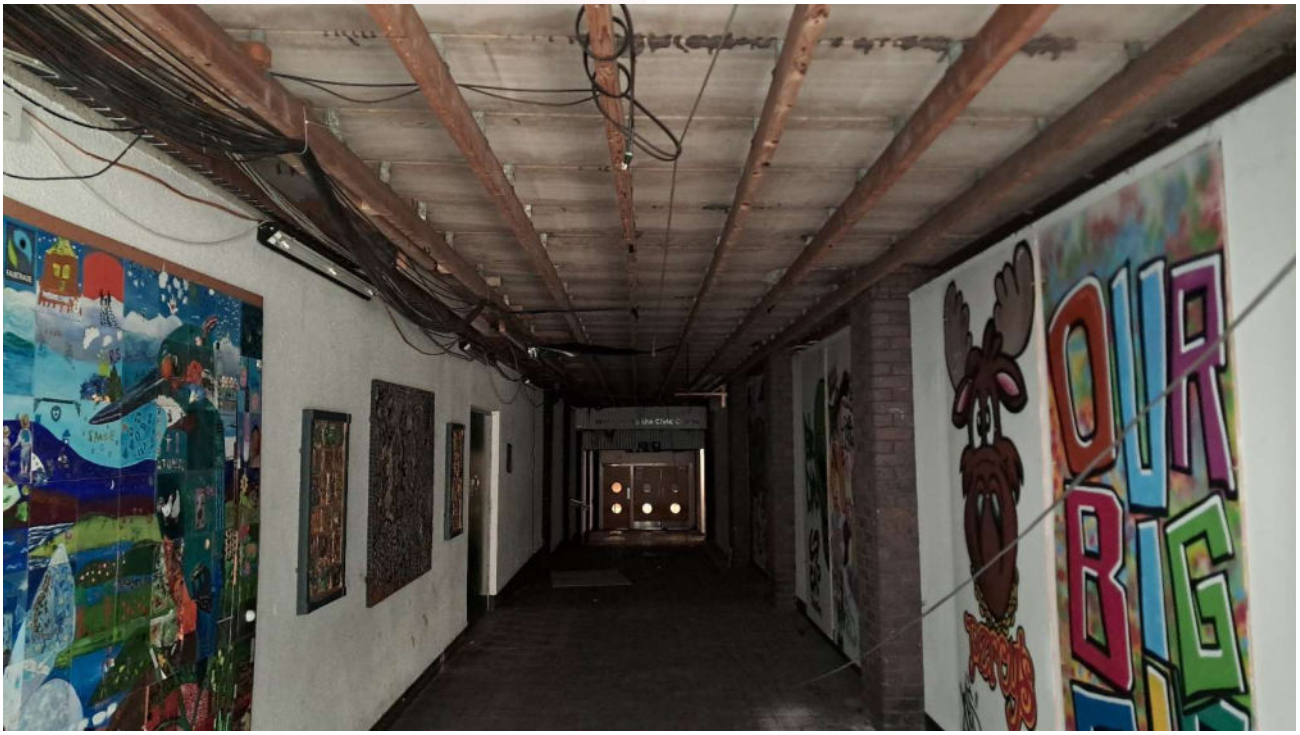


Photograph 41 – Roof arrangement over Market Hall – no change

Photograph 42 – Cracking at eaves of Market Hall portal frame – no change



Photograph 43 – Access ladder to high level service void – no fall arrest system in place – no change



Photograph 44 – typical roof arrangement in Corridor

Photograph 45 – typical arrangement of roof abutting column in corridor – staining visible

Photograph 46 – detritus on floor beneath trimming

Photograph 47 – Section of timber roof to corridor by entrance to Civic Centre

Photograph 48 – RAAC concrete forming landing to fire escape leading from Lounge Bar to Corridor

Photograph 49 – Typical damp to rear party wall in stores – no change

Photograph 50 – Missing bracing to stores – no change

Photograph 51 – splits and twisting to timbers on front balcony

Photograph 52 – separation at balustrade joints

Photograph 53 – staining to cladding and missing panel

Fire Stopping Report

AtkinsRéalis

Whitchurch Civic Centre & Library (Shropshire Council)

Civic Centre & Library

Ground and First Floor

Ground and First Floor Compartment Layout

3100 Century Way Leeds West Yorkshire LS15 8ZB

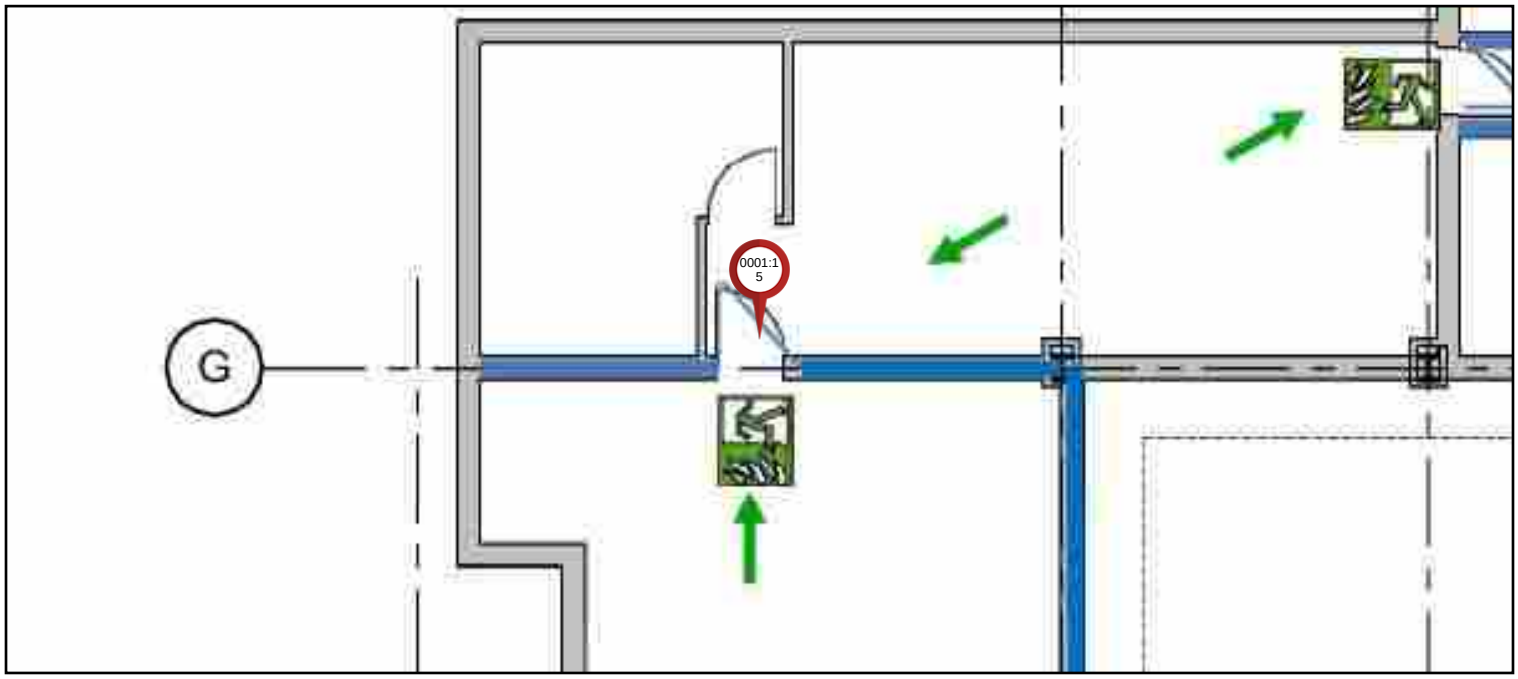
Company: AtkinsRéalis
Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout
Template: Firestopping

AtkinsRéalis

0001:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number: 0001:15
Date Added: 23/09/2024 - 10:54
Created By: Richard James - 15
Status: Action required
Rating: FR
FR: 30
Item Type: Other, Missing structure
Comments:
Fire door not fit for purpose - requires replacing with FD30s in line with strategy.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0002:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 4

Pin Photos
Photo 2 of 4

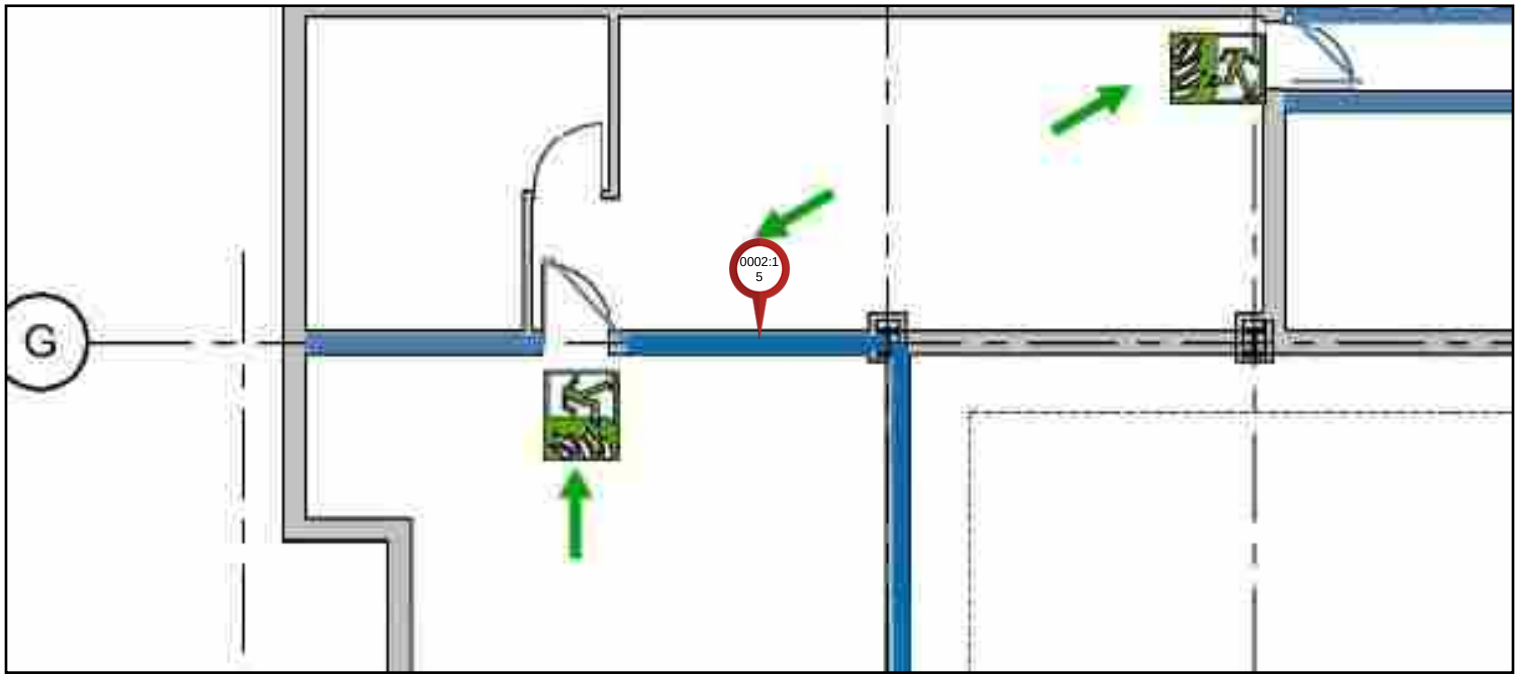
Pin Photos
Photo 3 of 4

Pin Photos
Photo 4 of 4

Pin Number:	0002:15
Date Added:	23/09/2024 - 11:09
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Cable, Duct
Installation Type:	Mastic x 2

Comments:

Fire compartmentation is to a reasonable standard - penetrations have been sealed with ablative mastic. Some cracking evident around large clustered cabling with ablative batt - consider replacing with HPE cable seal products.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0003:15 - History 1 of 1 (latest)

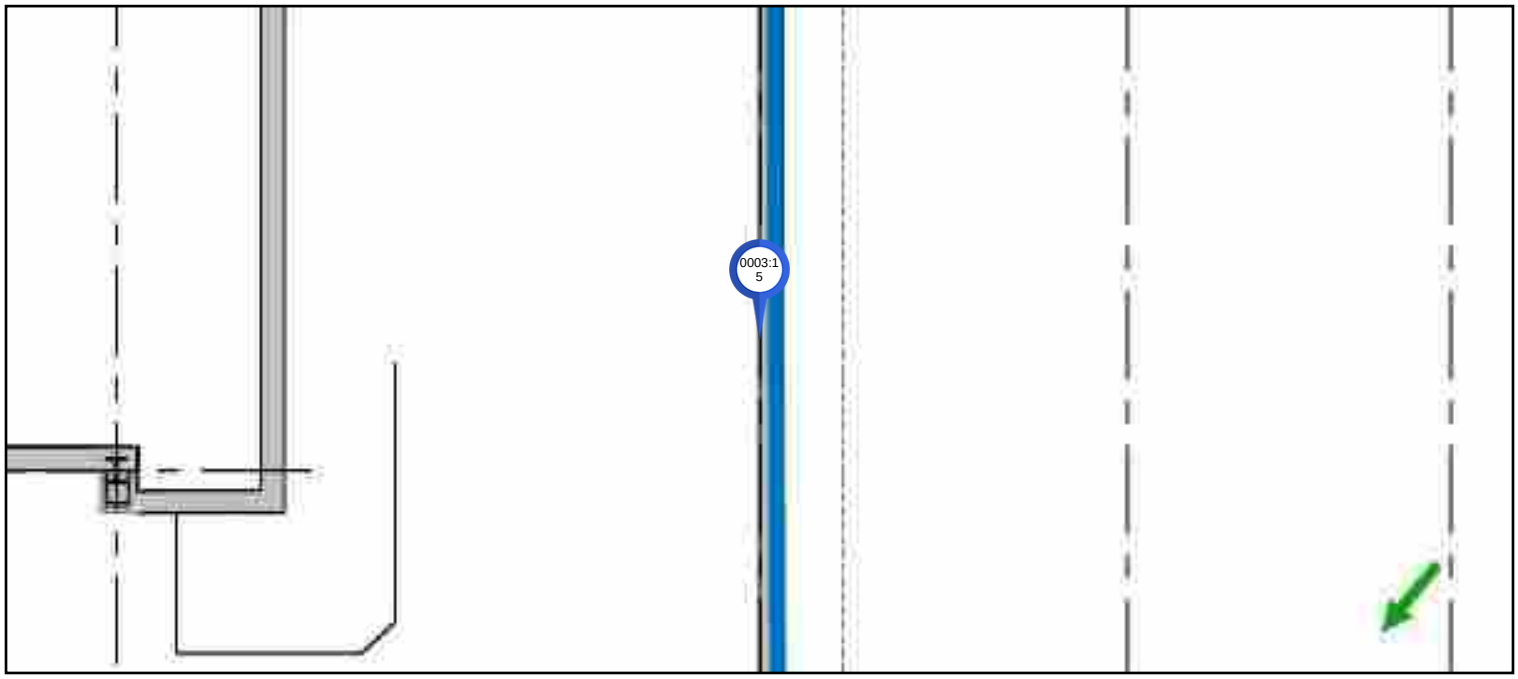
Pin Photos
Photo 1 of 2

Pin Photos
Photo 2 of 2

Pin Number:	0003:15
Date Added:	23/09/2024 - 11:16
Created By:	Richard James - 15
Status:	Inspected
Rating:	FR
FR:	30s
Item Type:	Compartment Wall

Comments:

No compartmentation issues noted - wall appears to be brick masonry cavity wall which is load bearing to library structure.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

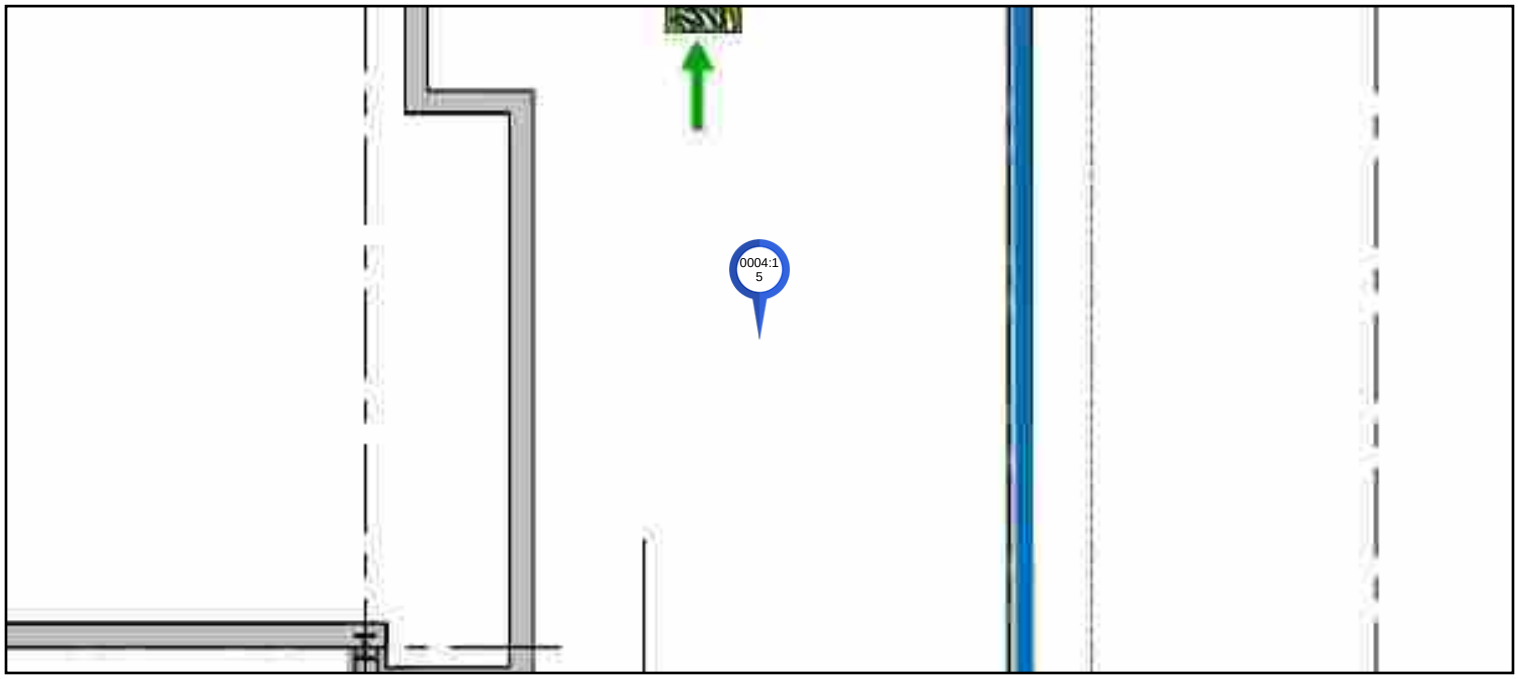
0004:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0004:15
Date Added:	23/09/2024 - 11:17
Created By:	Richard James - 15
Status:	Inspected
Rating:	FR
FR:	30s
Item Type:	Beam, Missing structure
Installation Type:	Fire Batt, Compound

Comments:

Damage to RAAC ceiling deck noted - no compartmentation issues related.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

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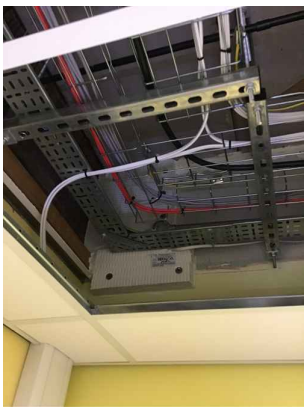
0005:15 - History 1 of 1 (latest)

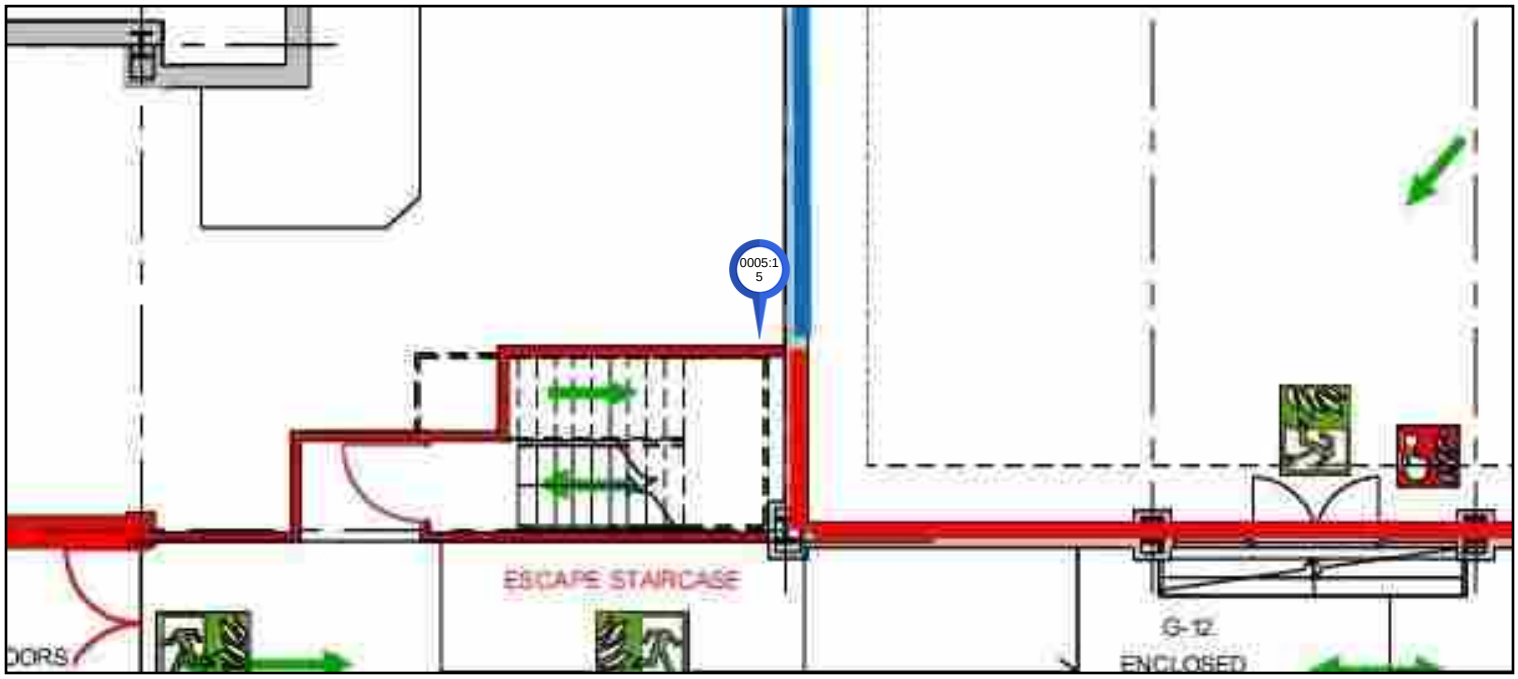


Pin Photos
Photo 1 of 1

Pin Number:	0005:15
Date Added:	23/09/2024 - 11:21
Created By:	Richard James - 15
Status:	Inspected
Rating:	FR
FR:	60s
Item Type:	Other, Compartment Wall
Installation Type:	Fire Batt x 2

Comments:

Fire batt installed on head of the wall not clear why this is required -however no issues noted.



Company: AtkinsRéalis

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Template: Firestopping

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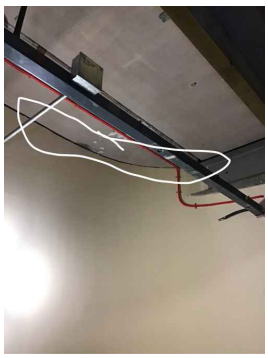
0006:15 - History 1 of 1 (latest)



Pin Photos
Photo 1 of 3

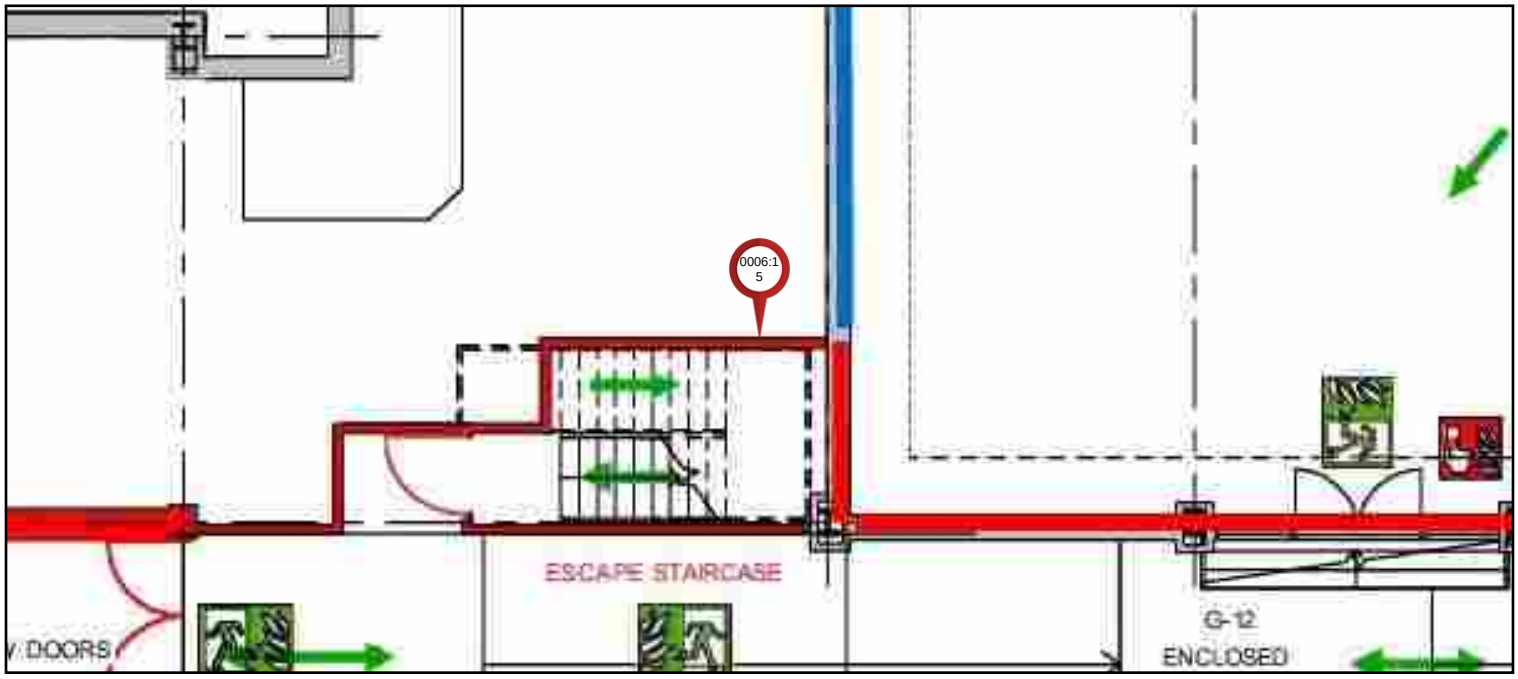
Pin Photos
Photo 2 of 3

Pin Photos
Photo 3 of 3

Pin Number:	0006:15
Date Added:	23/09/2024 - 11:29
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	60s
Item Type:	Board Missing, Head of wall
Installation Type:	Mastic x 2

Comments:

Compartmentation around stairwell - boarding is not scrim and jointed as required to provide 60 minutes protection. It is not clear what the structure is behind the boarding. To the head of the plasterboard within the stairwell this does not appear to have been sealed.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

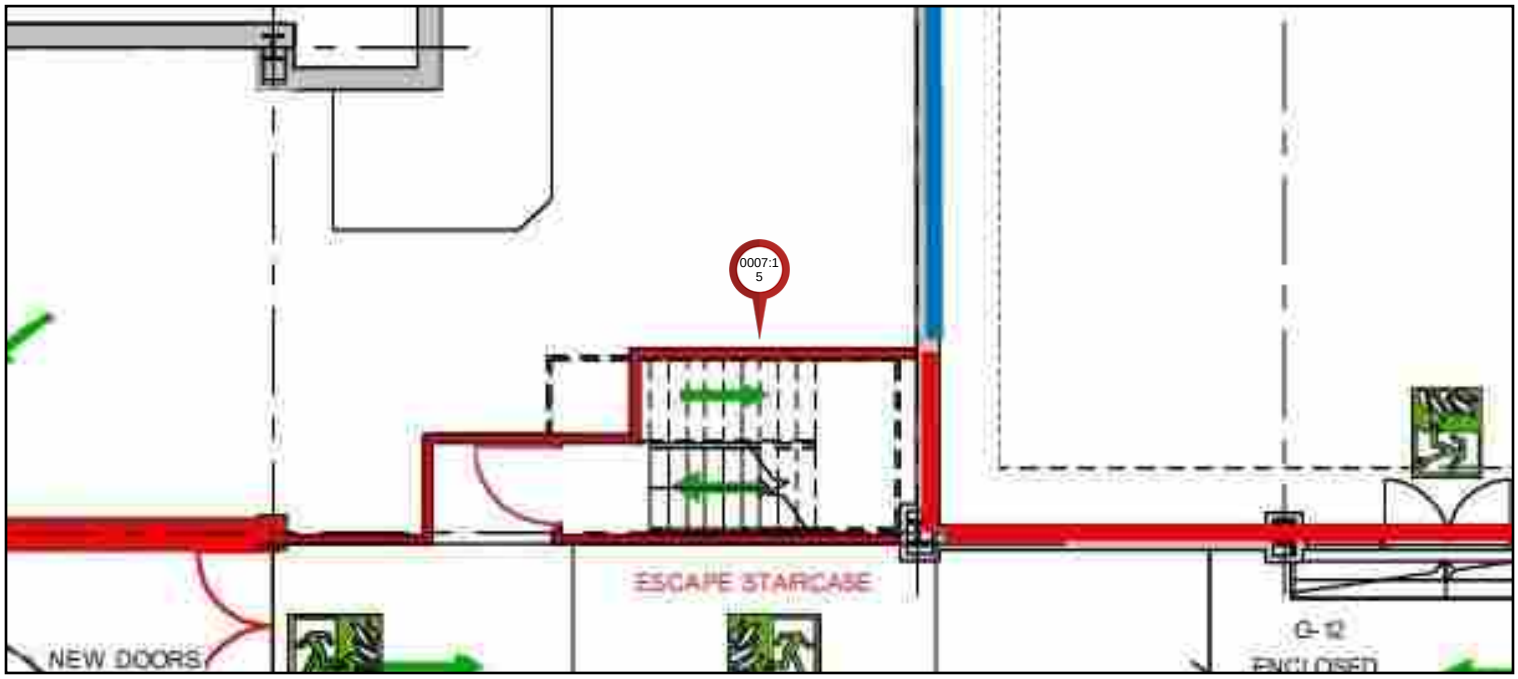
0007:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0007:15
Date Added:	23/09/2024 - 11:31
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	60s
Item Type:	Cable, Conduit, Compartment Wall, Insert, Hole
Installation Type:	HP Mastic, Mastic

Comments:

Cable penetrations seal is poor - cable conduit exposed. HPE to be replaced and made good.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

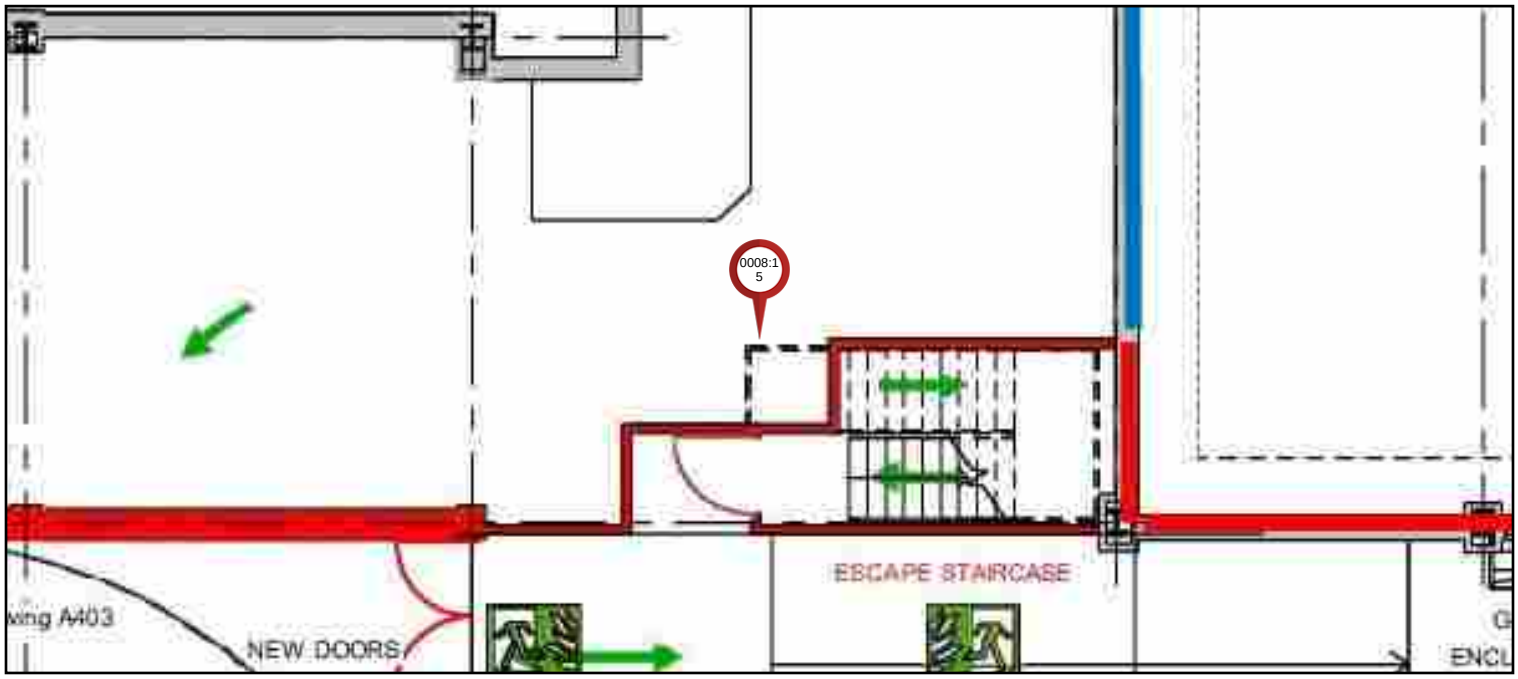
0008:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0008:15
Date Added:	23/09/2024 - 11:34
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	60s
Item Type:	Board Missing, Compartment Wall
Installation Type:	Board, Mastic

Comments:

Plaster Board exposed - does not appear to be FR boarding, no marking to suggest as such. Screws do not appear to be drywall screws nor have these been scrimmed or recessed.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

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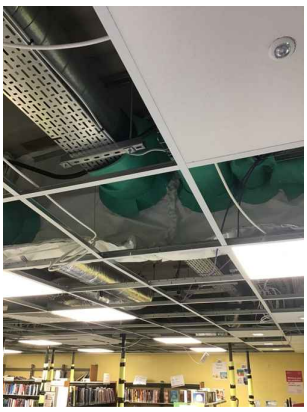
0009:15 - History 2 of 2 (latest)

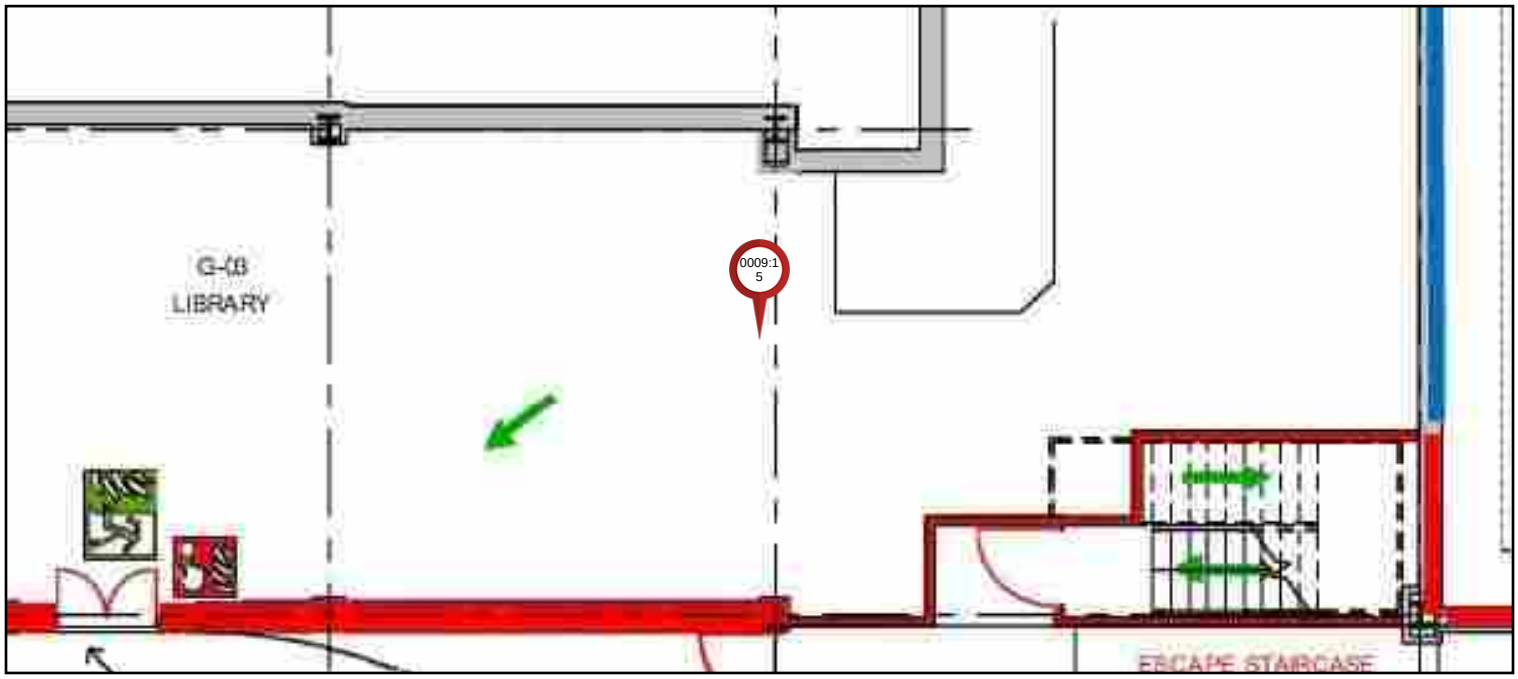


Pin Photos
Photo 1 of 1

Pin Number:	0009:15
Date Added:	23/09/2024 - 11:39
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30
Item Type:	Damper, Void, Missing structure

Comments:

Fire curtain with ceiling void - located centrally within library area assumed to break distance within void since it is more than 20 lm.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0010:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

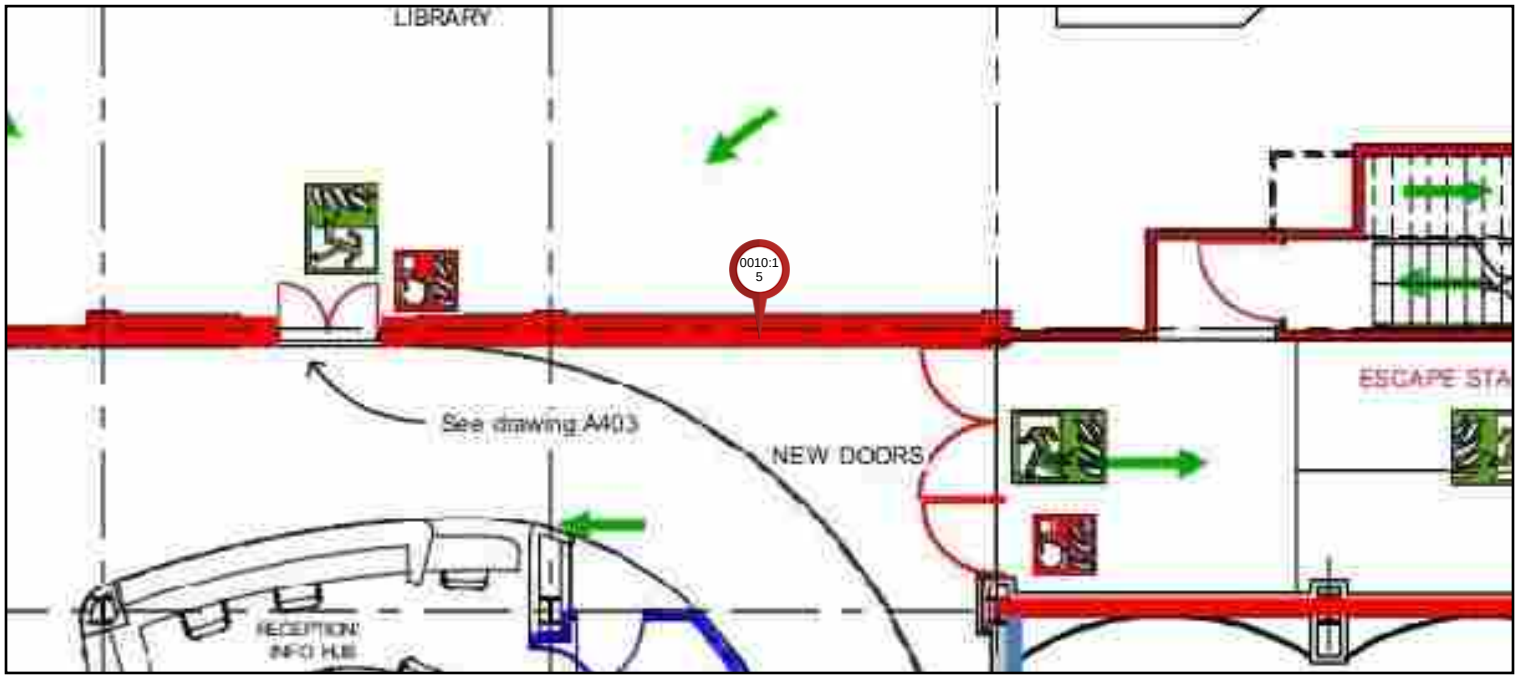
Pin Number:	0010:15
Date Added:	23/09/2024 - 11:48
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30
Item Type:	Head of wall
Installation Type:	Board

Comments:

Compartmentation has been supplemented with a fire rated curtain. The curtain has been confirmed to have rating of FR30.

On review of the fire strategy and consideration of the occupancy and operation of the building - this is considered to be adequate. Some minor ease and adjust required of the doors noted where they do not freely close shut

Some breaches and cable penetrations were noted. Curtain should be inspect annually.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0011:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 2

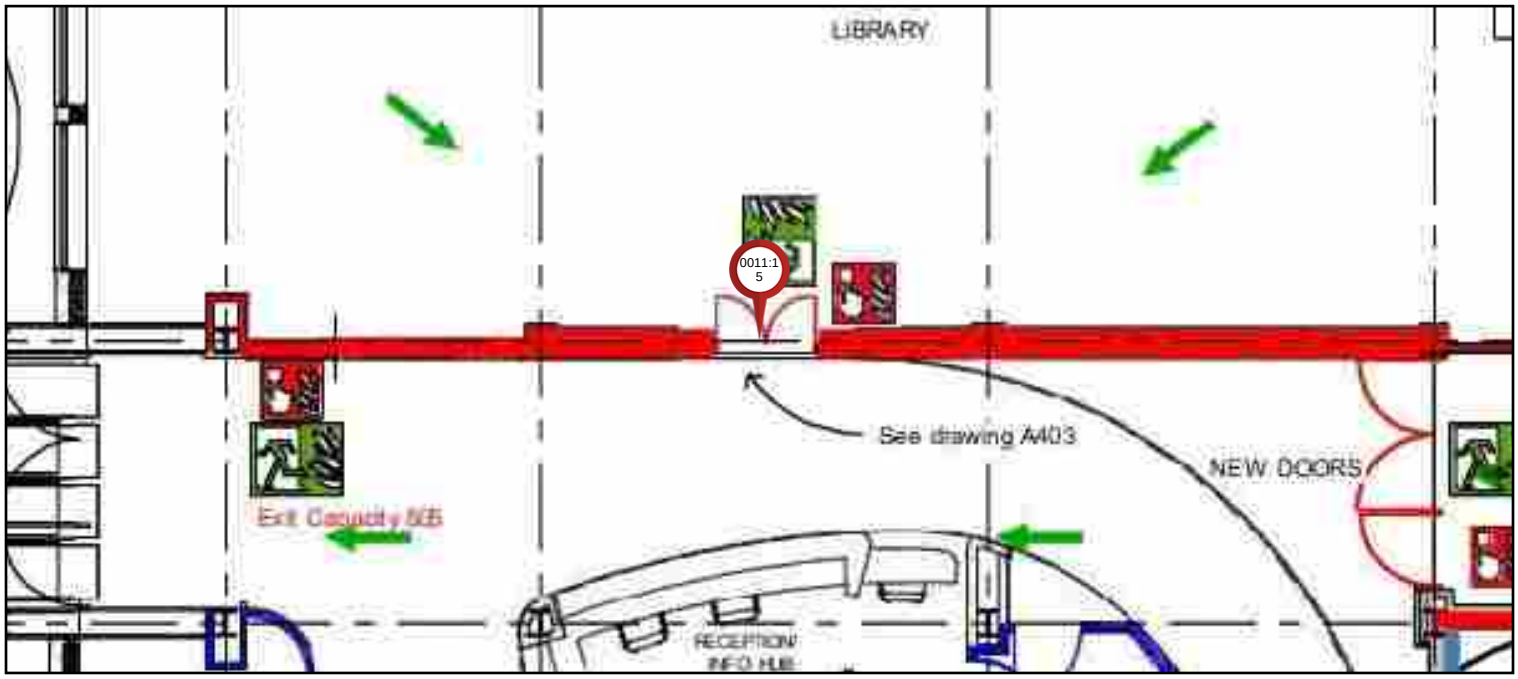
Pin Photos
Photo 2 of 2

Pin Number:	0011:15
Date Added:	23/09/2024 - 11:56
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Compartment Wall

Comments:

Fire door is rated as FD30s on review of the fire strategy and consideration of the occupancy level the building this is consider adequate.

Some minor ease and adjust required of the doors noted where they do not freely close shut.



Company: AtkinsRéalis
Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout
Template: Firestopping

AtkinsRéalis

0012:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 4

Pin Photos
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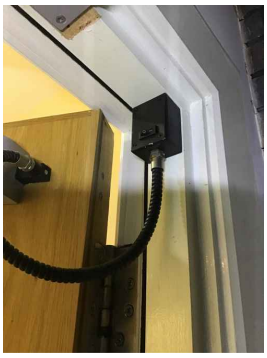
Pin Photos
Photo 3 of 4



Pin Photos
Photo 4 of 4

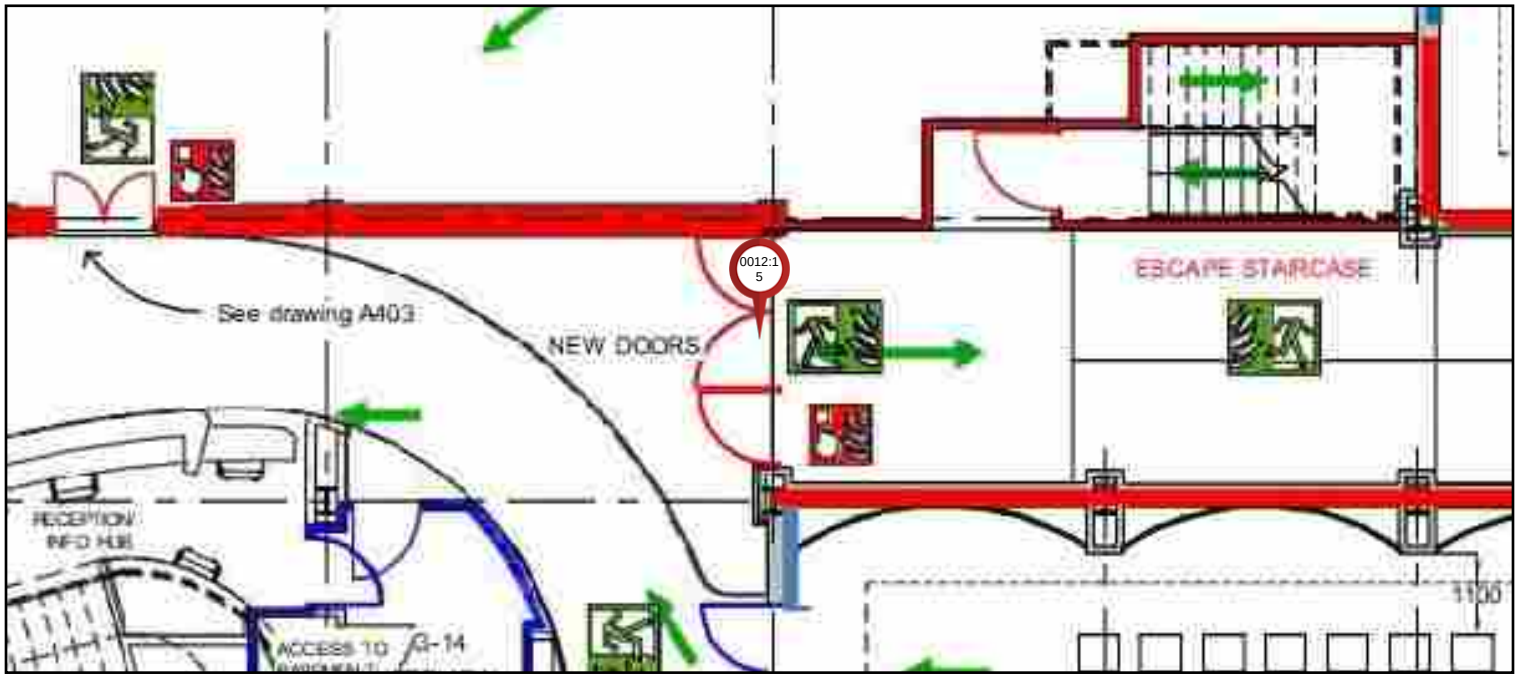
Pin Number:	0012:15
Date Added:	23/09/2024 - 12:05
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	60s
Item Type:	Screws, Other, Compartment Wall

Comments:

Doors require general maintenance.

Hinges noted to be packed sitting proud of frame. Excessive oil leakage.

Head of frame damaged.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0013:15 - History 1 of 1 (latest)

Pin Photos
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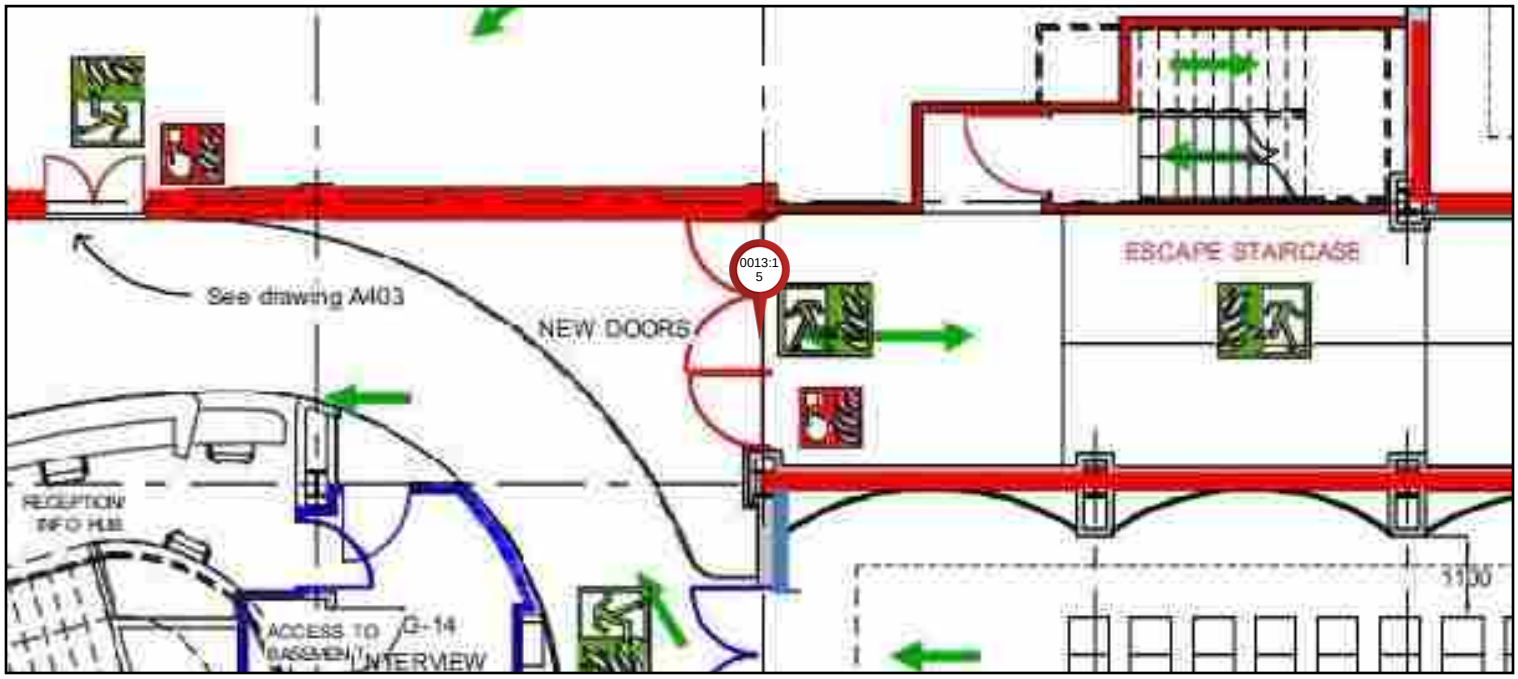
Pin Photos
Photo 2 of 2

Pin Number:	0013:15
Date Added:	23/09/2024 - 12:08
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	60s
Item Type:	Board Missing, Head of Party Wall, Compartment Wall
Installation Type:	Board, Mastic

Comments:

Board above fire door is in poor condition generally with damage noted around cable penetrations requiring re sealing. Edge of boards have not been scrimmed and jointed above the door.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

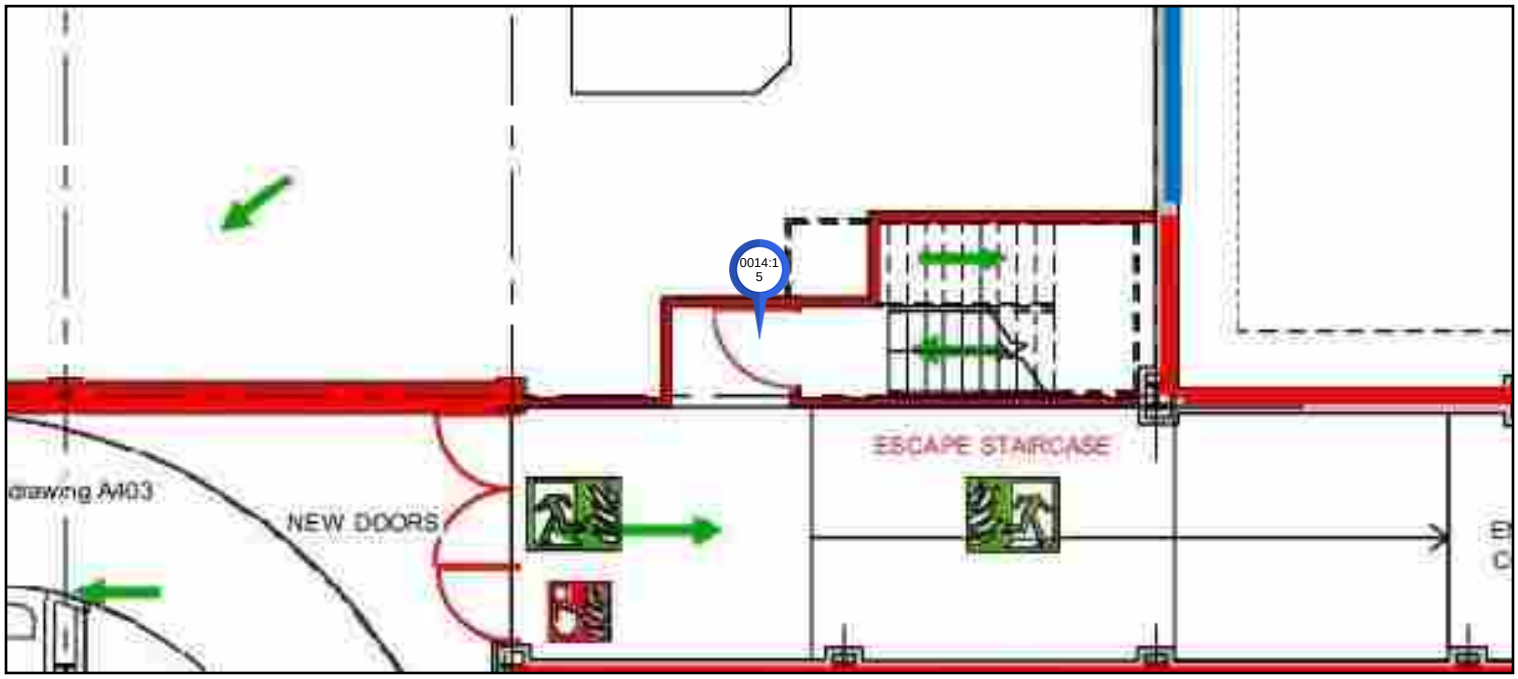
0014:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0014:15
Date Added:	23/09/2024 - 12:11
Created By:	Richard James - 15
Status:	Inspected
Rating:	FR
FR:	60s
Item Type:	Other, Compartment Wall

Comments:

FD60s door appears in good order. There is no closer and function is one way which should be considered within the fire strategy.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0015:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

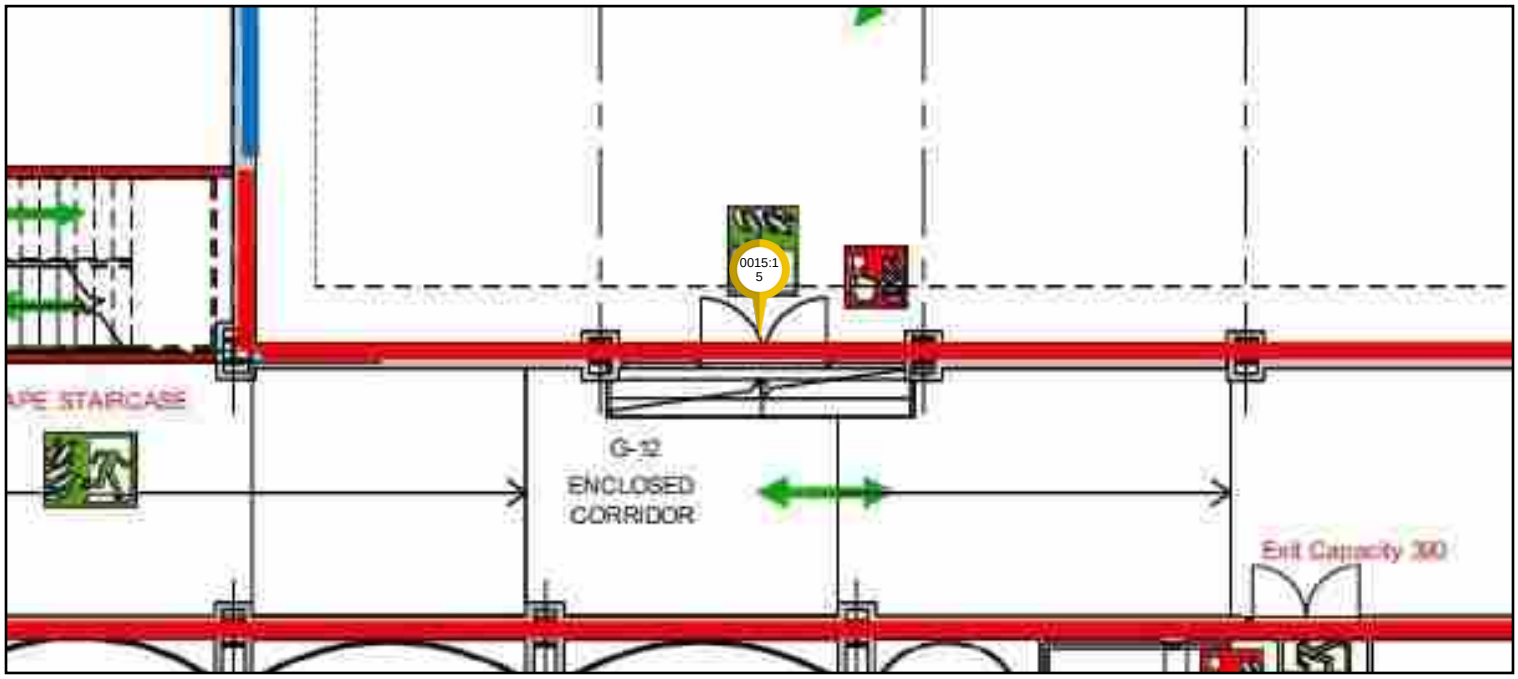
Pin Number:	0015:15
Date Added:	23/09/2024 - 12:13
Created By:	Richard James - 15
Status:	No action
Rating:	FR
FR:	60
Item Type:	Other

Comments:

No access from corridors boarded over due to the current RAAC works - Door is not FD rated. Consideration prior to the survey was that the Hall should be separated from the corridor . Following the survey the risk appears minimal with small kitchen within the hall used infrequently for functions - not requiring separation.

Given the minimal fire risk associated with the sports hall and the high ceilings any risk of fire or smoke compromising escape within the corridor appears low.

The door does forms a critical means of escape from the Sports hall. Occupancy and of the sports hall should be reviewed whilst out of use, although note there are two means of escape from the sports hall still in use.



Company: AtkinsRéalis
Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout
Template: Firestopping

AtkinsRéalis

0016:15 - History 1 of 1 (latest)

Pin Photos
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Pin Photos
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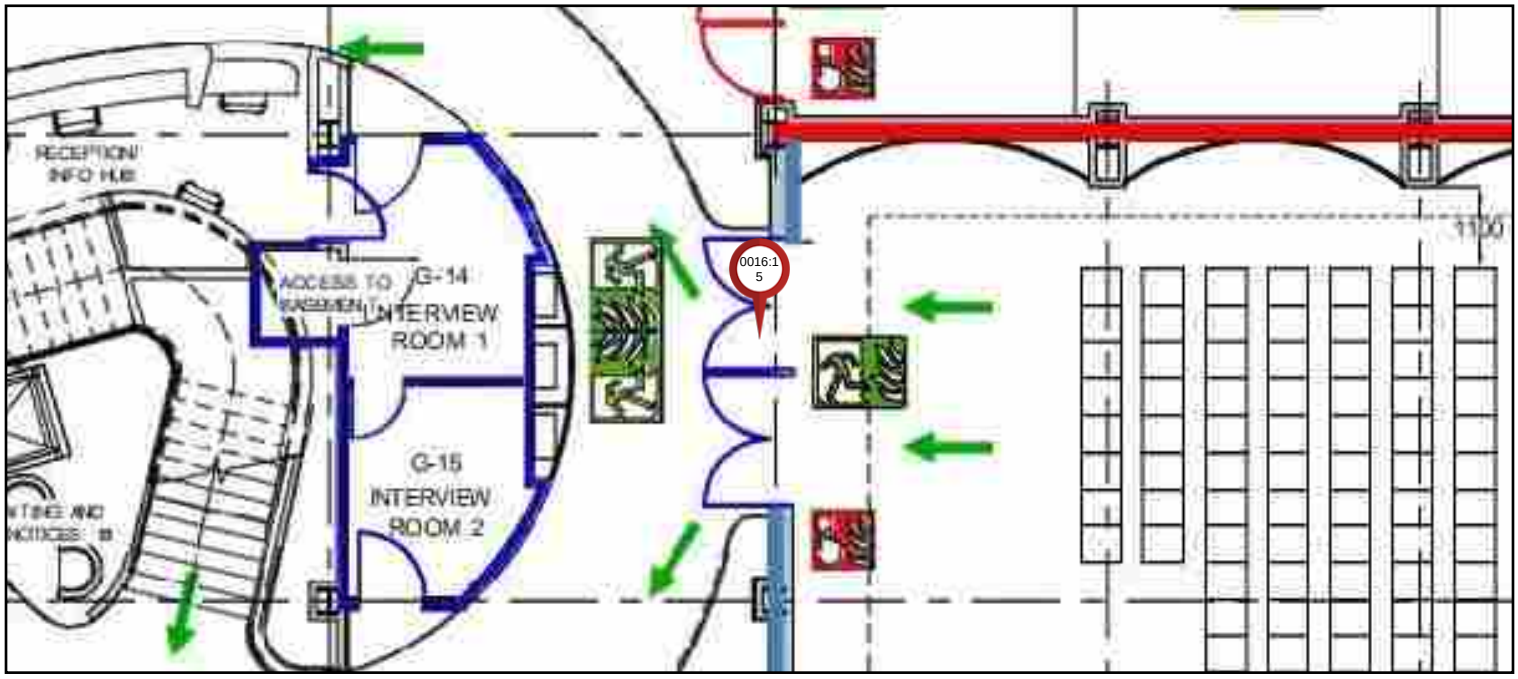
Pin Photos
Photo 3 of 3

Pin Number:	0016:15
Date Added:	23/09/2024 - 12:17
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Other, Compartment Wall
Comments:	

Doors are FD30s. General maintenance required ease and adjust.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0017:15 - History 2 of 2 (latest)

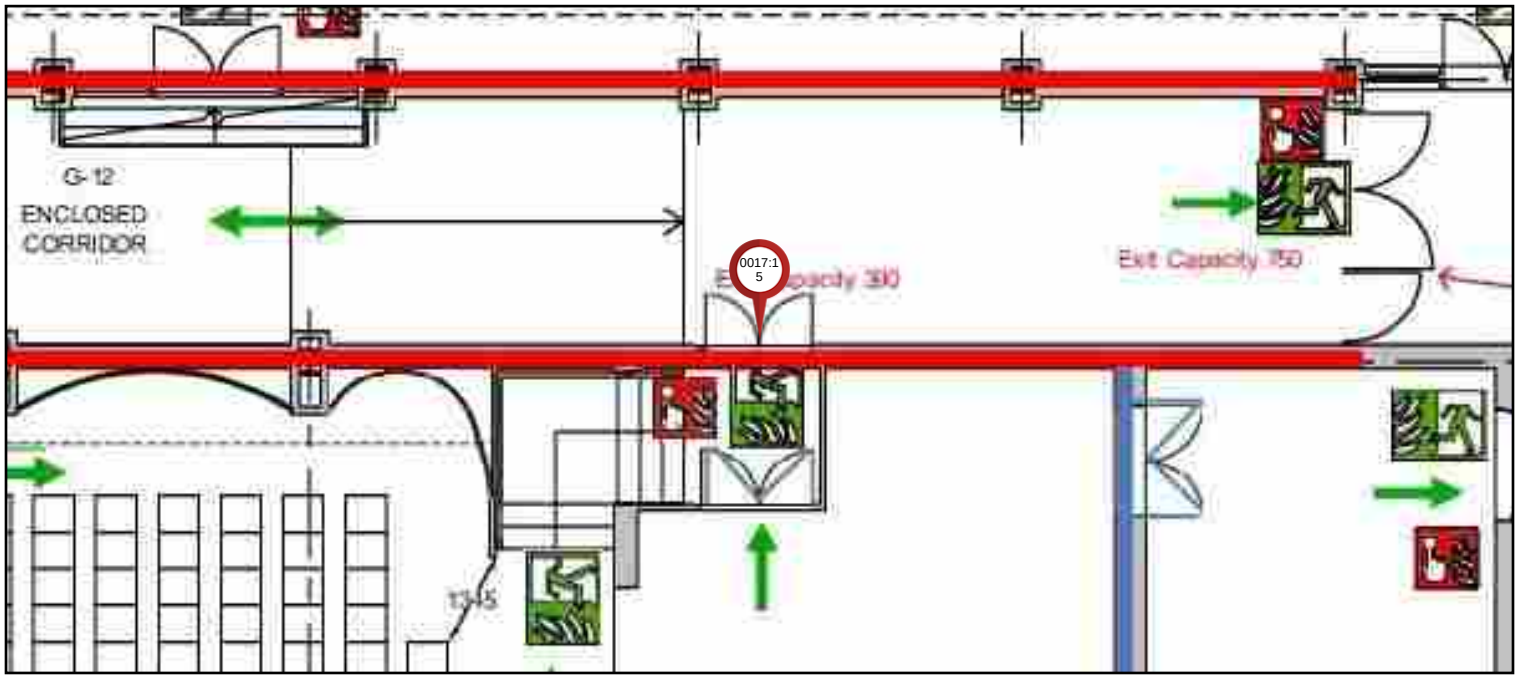
Pin Photos
Photo 1 of 1

Pin Number:	0017:15
Date Added:	23/09/2024 - 12:20
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Other, Compartment Wall

Comments:

Replace Fire Door - are not fit for purpose - require replacement with double FD30s doorset - to protect the covered corridor.

Consideration prior to the survey was that corridor should be protected to 60mins. Following the survey the risk appears minimal in compromised the route of escape - the principal corridor door from the reception is 60 mins - 30mins protection from hall would be adequate and in line Part B guidance.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

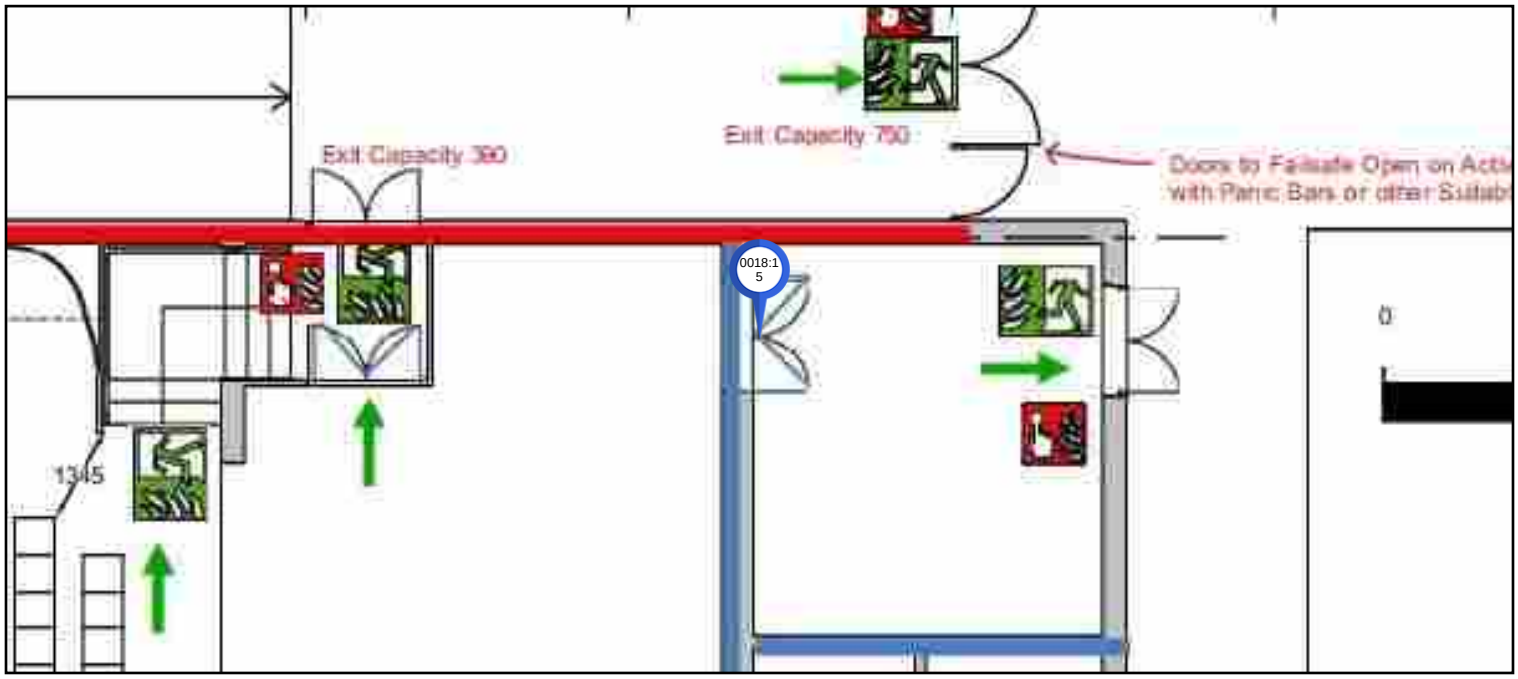
0018:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0018:15
Date Added:	23/09/2024 - 14:15
Created By:	Richard James - 15
Status:	Inspected
Rating:	FR
FR:	30s
Item Type:	Other, Compartment Wall

Comments:

Following the survey we do not believe that this door set is required to be fire rated - the travel distances from the stage and seating area are within excepted travel distance tolerance - see updated compartmentation layout plan.



Company: AtkinsRéalis
Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout
Template: Firestopping

AtkinsRéalis

0019:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0019:15
Date Added:	23/09/2024 - 14:18
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30
Item Type:	Hole, Cable, Compartment Wall, Head of wall
Installation Type:	Mastic, HP Mastic x 2

Comments:

Cable penetrations are not fire stopped consider installing HPE mastic.

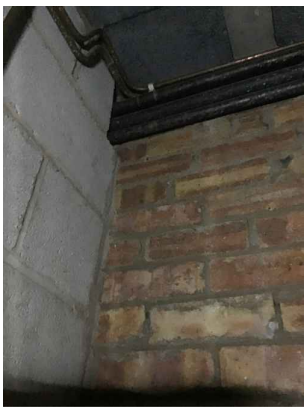
Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0020:15 - History 1 of 1 (latest)



Pin Photos
Photo 1 of 1

Pin Number:	0020:15
Date Added:	23/09/2024 - 14:20
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30
Item Type:	Cable, Hole, Compartment Wall, Head of wall
Installation Type:	HP Mastic x 2

Comments:

Pipework pentretations not sealed. Install appropriate fire intumescent mastic sealant.

Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0021:15 - History 1 of 1 (latest)

Pin Photos
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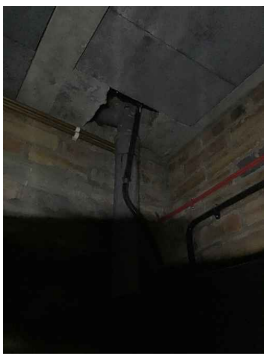
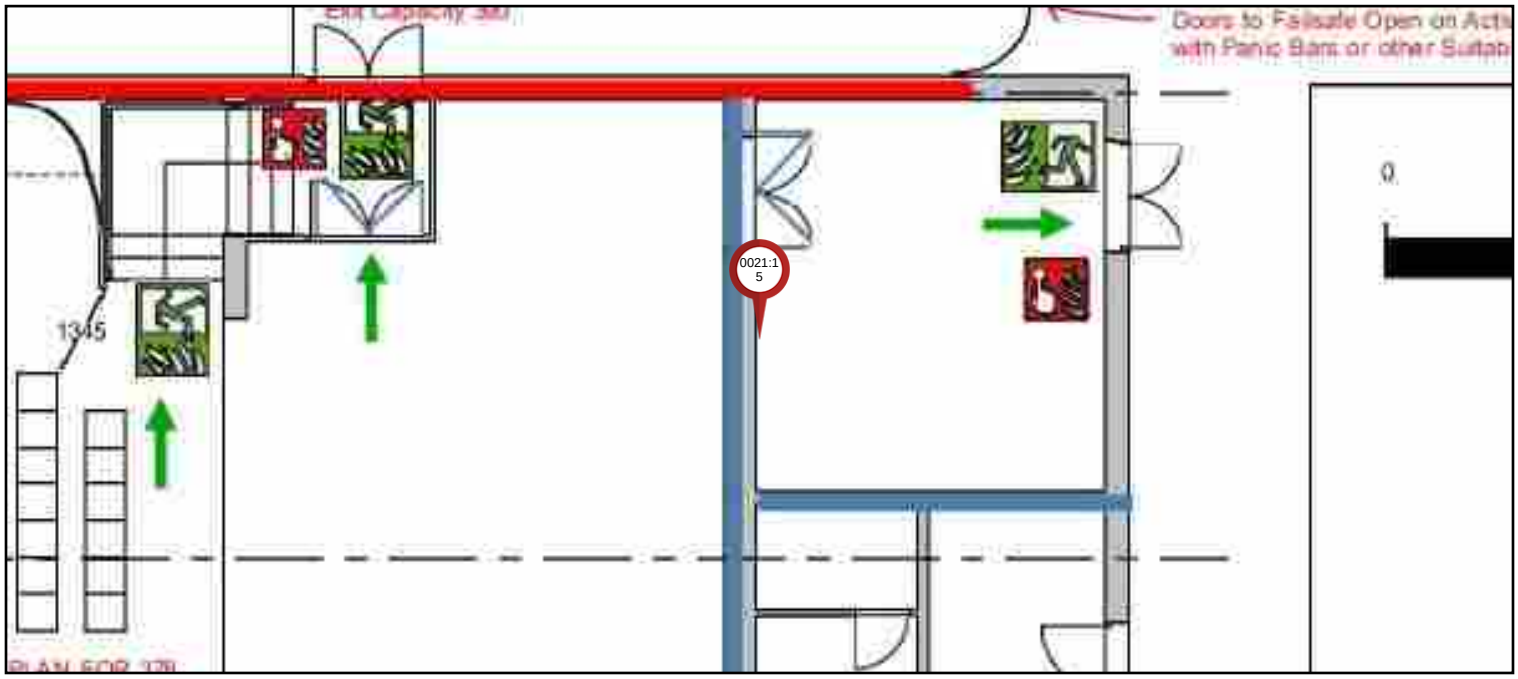


Pin Photos
Photo 2 of 2

Pin Number:	0021:15
Date Added:	23/09/2024 - 14:22
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30
Item Type:	Board Missing, Hole, Pipe, Head of Party Wall
Installation Type:	Fire Batt x 2

Comments:

Pipework penetrations into ceiling deck do not appear to be sealed - exposing the compartment into the first floor.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

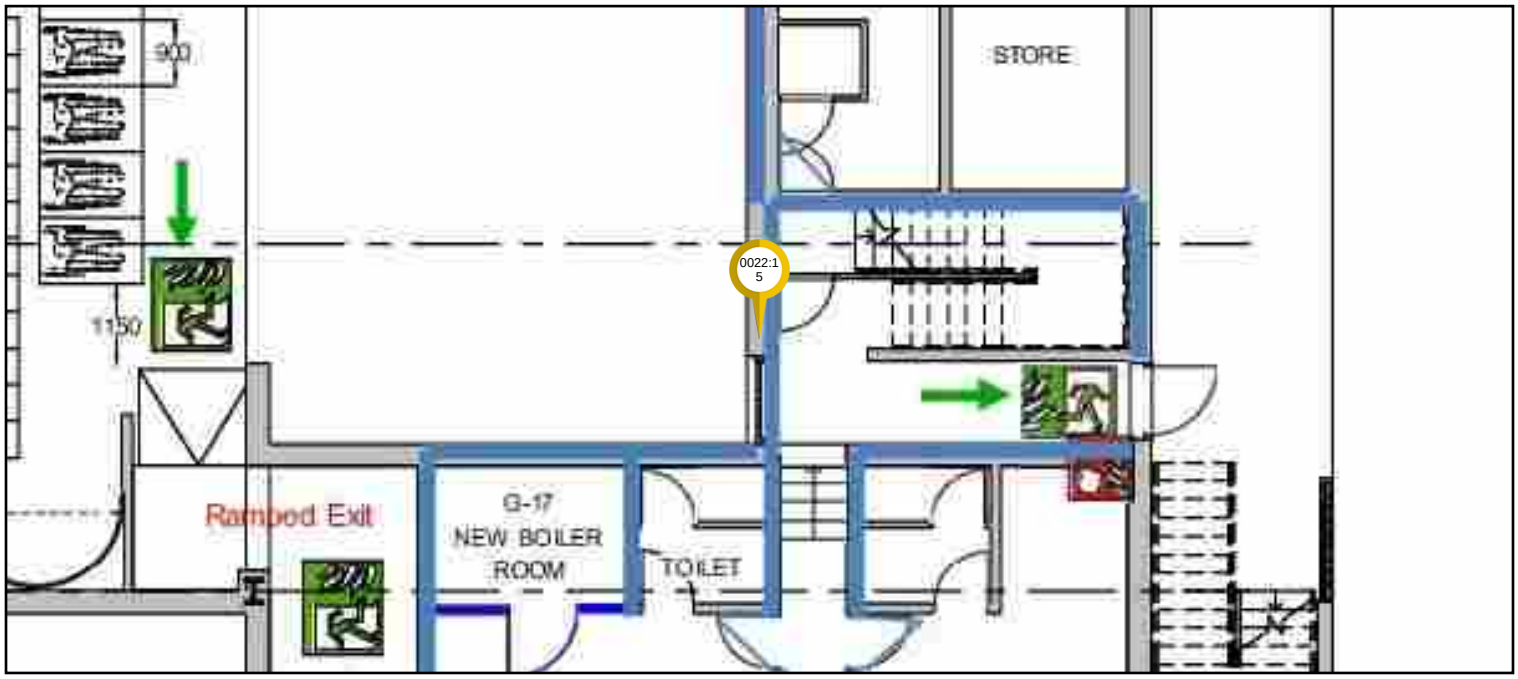
0022:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0022:15
Date Added:	23/09/2024 - 14:24
Created By:	Richard James - 15
Status:	No action
Rating:	FR
FR:	30s
Item Type:	Other, Compartment Wall

Comments:

Sliding door from stage - Following the survey we do not believe that this door set is required to be fire rated - the travel distances from the stage and seating area are within accepted travel distance tolerance - see updated compartmentation layout plan.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0023:15 - History 1 of 1 (latest)

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Pin Photos
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Pin Photos
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Pin Number:	0023:15
Date Added:	23/09/2024 - 14:26
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Other, Compartment Wall

Comments:

Replace Fire door - not fit for purpose. Inadequate door leaf, ironmongery and missing smoke seals.

Company: AtkinsRéalis
Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout
Template: Firestopping

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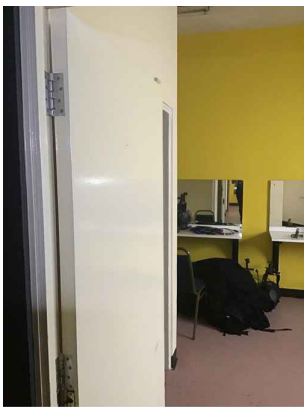
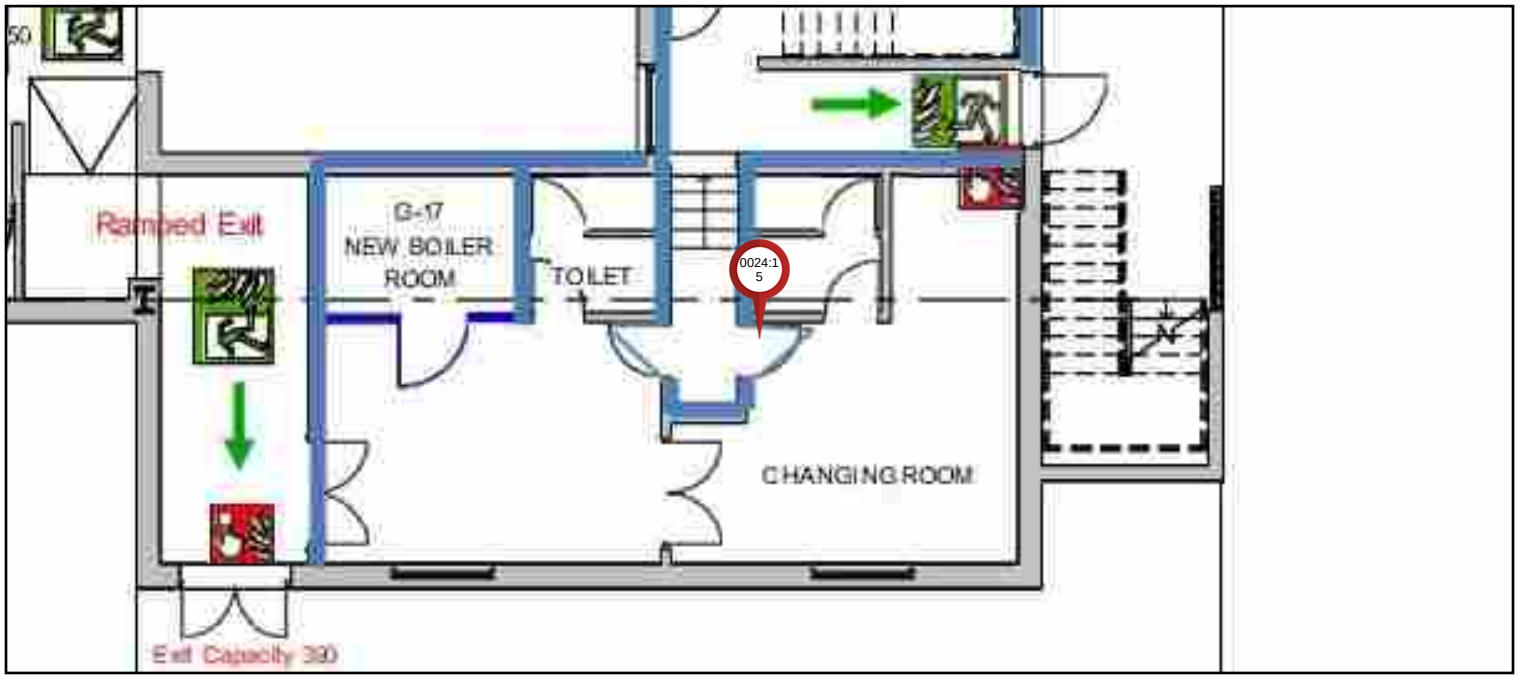
0024:15 - History 1 of 1 (latest)



Pin Photos
Photo 1 of 1

Pin Number:	0024:15
Date Added:	23/09/2024 - 14:28
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Other, Compartment Wall
Comments:	

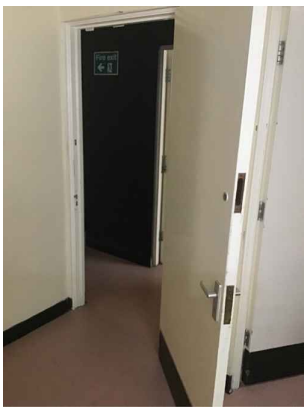
Replace Fire door - not fire rated and not fit for purpose - Door requires replacement.



Company: AtkinsRéalis
Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout
Template: Firestopping

AtkinsRéalis

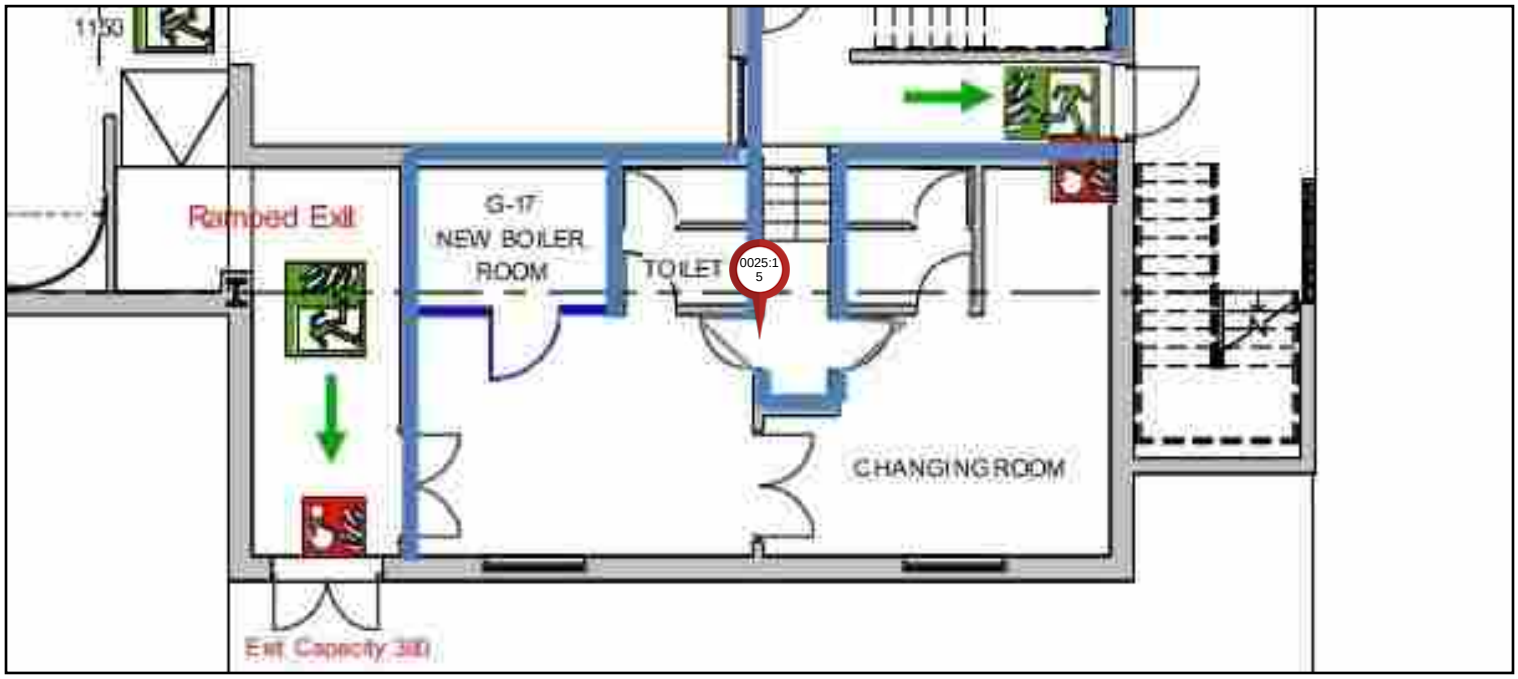
0025:15 - History 1 of 1 (latest)



Pin Photos
Photo 1 of 1

Pin Number:	0025:15
Date Added:	23/09/2024 - 14:29
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Other, Compartment Wall
Comments:	

Replace Fire door - not fit for purpose - requires replacing with FD30s.



Company: AtkinsRéalis
Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout
Template: Firestopping

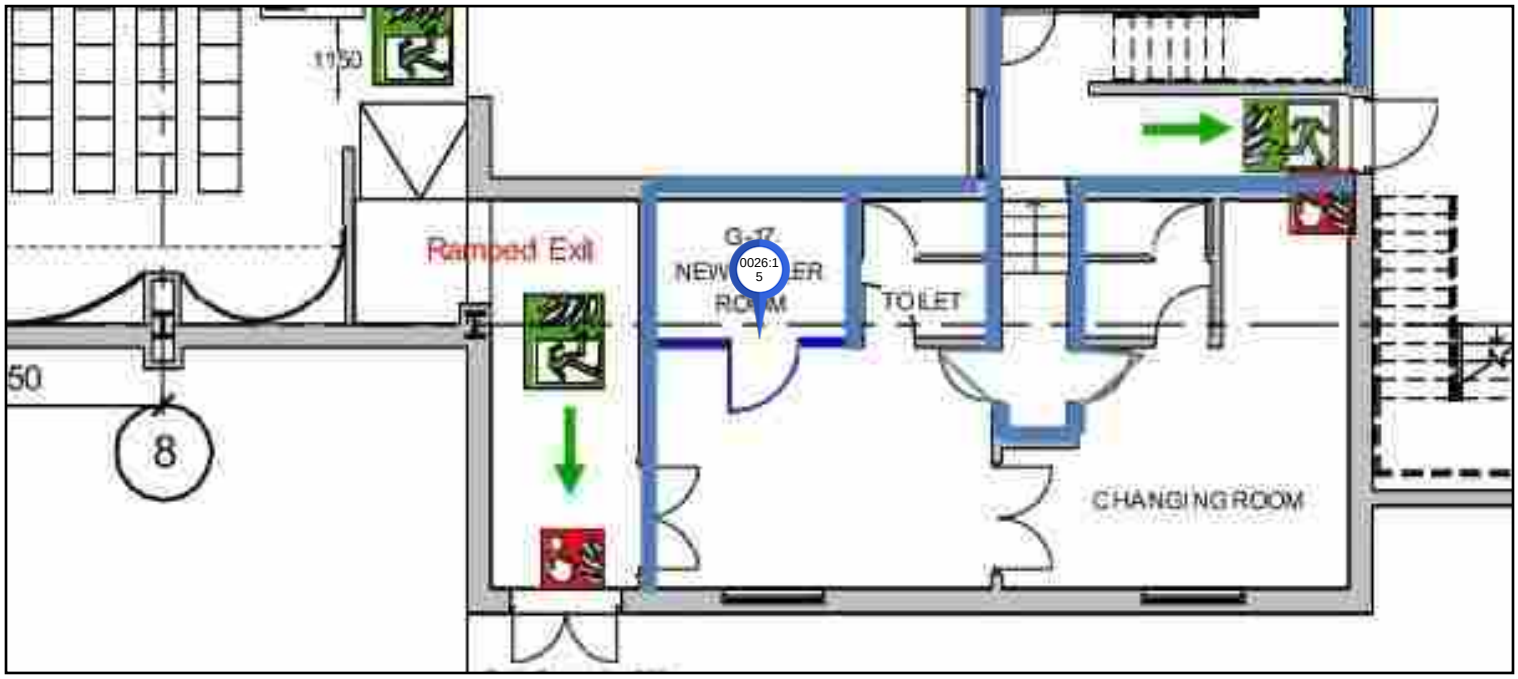
AtkinsRéalis

0026:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0026:15
Date Added:	23/09/2024 - 14:31
Created By:	Richard James - 15
Status:	Inspected
Rating:	FR
FR:	30s
Item Type:	Compartment Wall
Comments:	

Fire door in good condition - some minor ease and adjust required.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

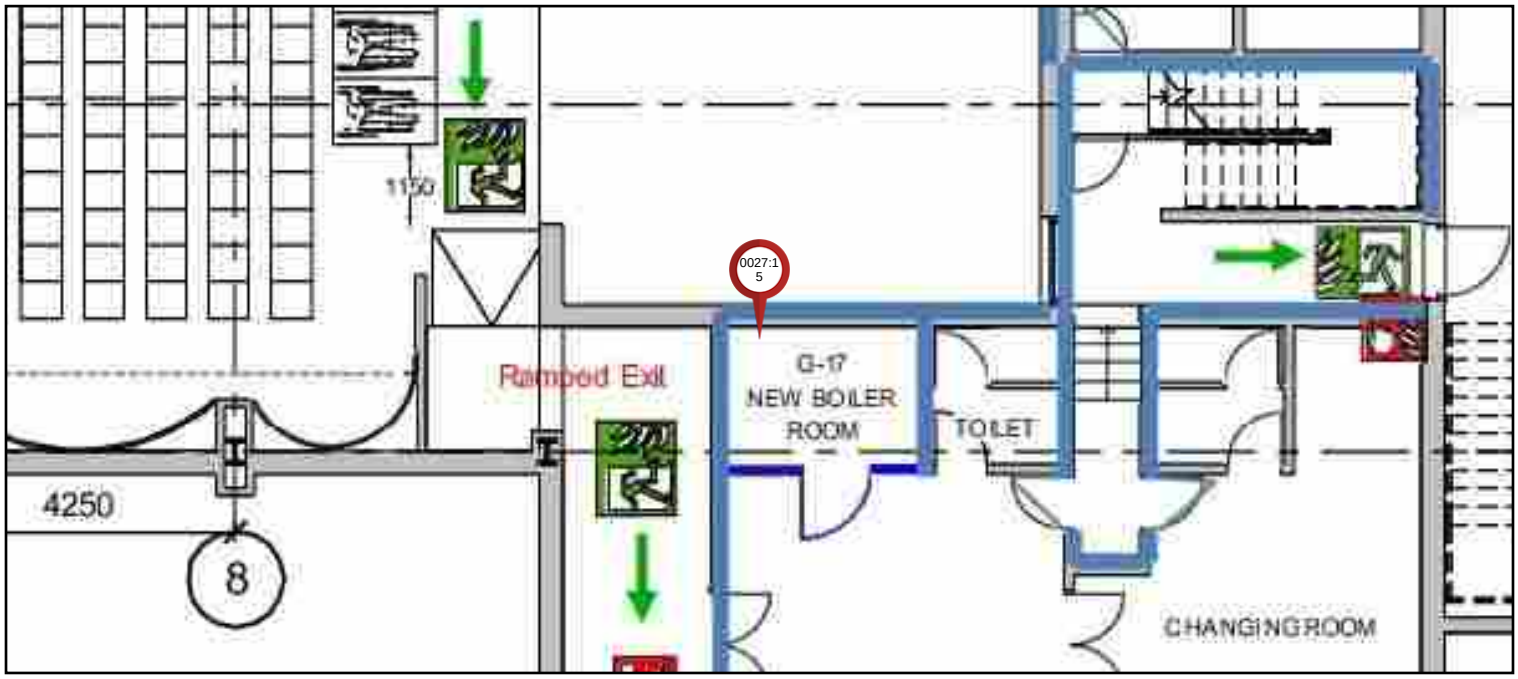
0027:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0027:15
Date Added:	23/09/2024 - 14:33
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Duct
Installation Type:	Mastic x 2

Comments:

Mastic around the ductwork showing signs of cracking. Requires replacing.



Company: AtkinsRéalis
Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout
Template: Firestopping

AtkinsRéalis

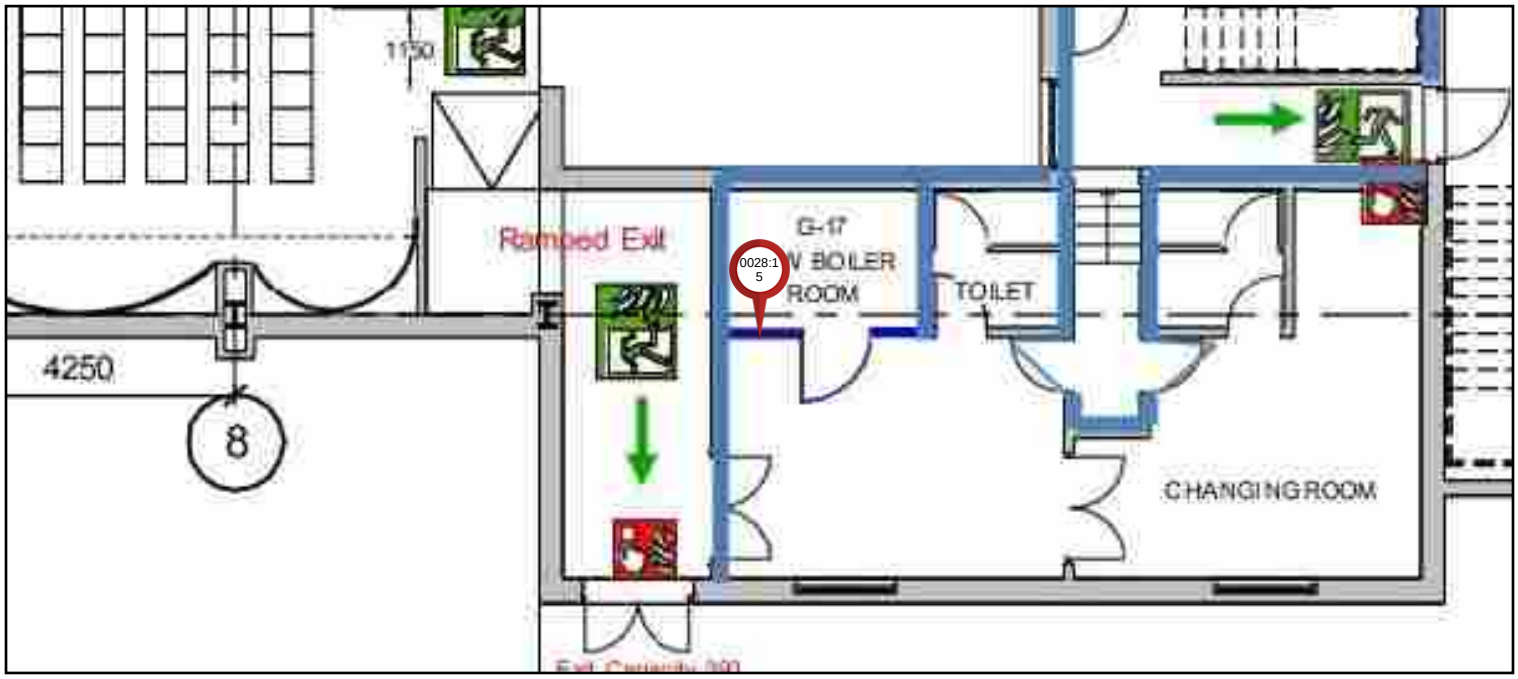
0028:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0028:15
Date Added:	23/09/2024 - 14:34
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Duct, Compartment Wall

Comments:

Ensure fire damper is functioning and tested annually.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

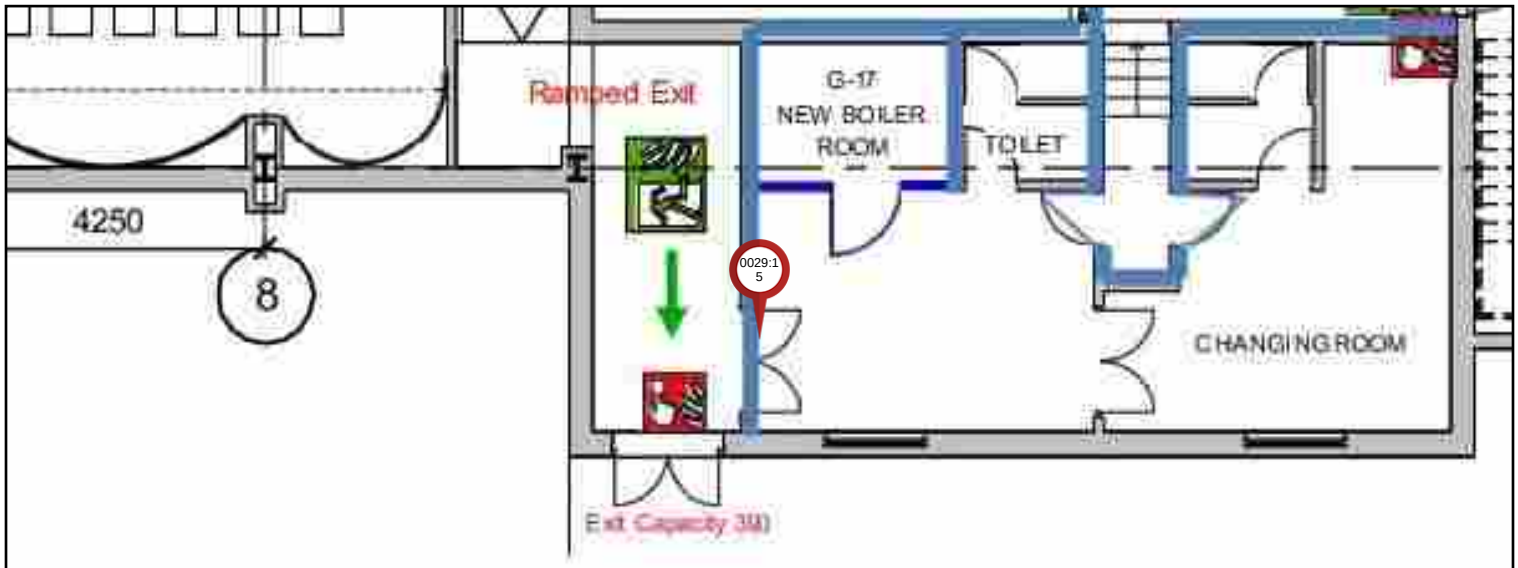
0029:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0029:15
Date Added:	23/09/2024 - 14:35
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Other, Compartment Wall

Comments:

Replace Fire Doors - not fire rated - to be replaced with FD30s fire rated doorset.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

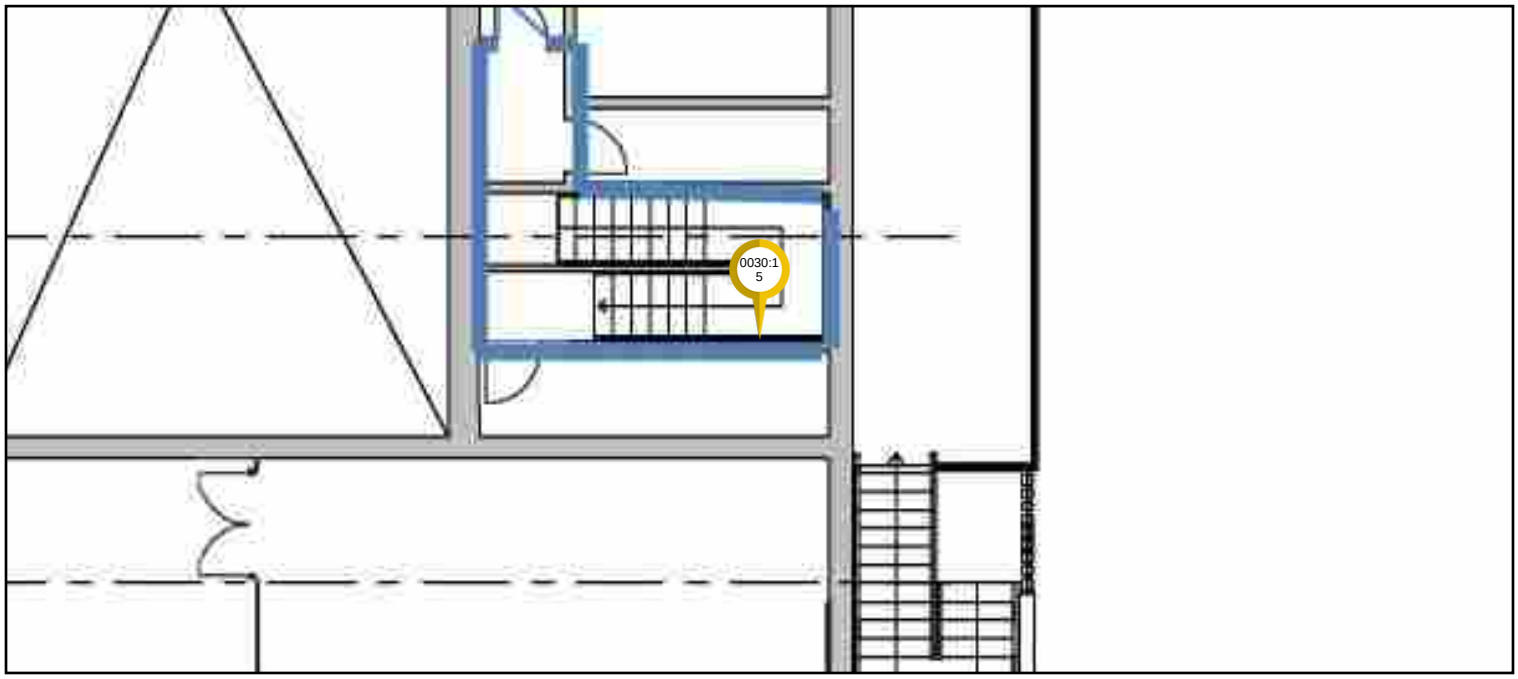
0030:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0030:15
Date Added:	23/09/2024 - 14:39
Created By:	Richard James - 15
Status:	No action
Rating:	FR
FR:	30s
Item Type:	Cable, Hole, Cable bunch
Installation Type:	Mastic, Fire Batt, HP Mastic

Comments:

Following the survey - it is considered that the compartment line is located within the store. No action required.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

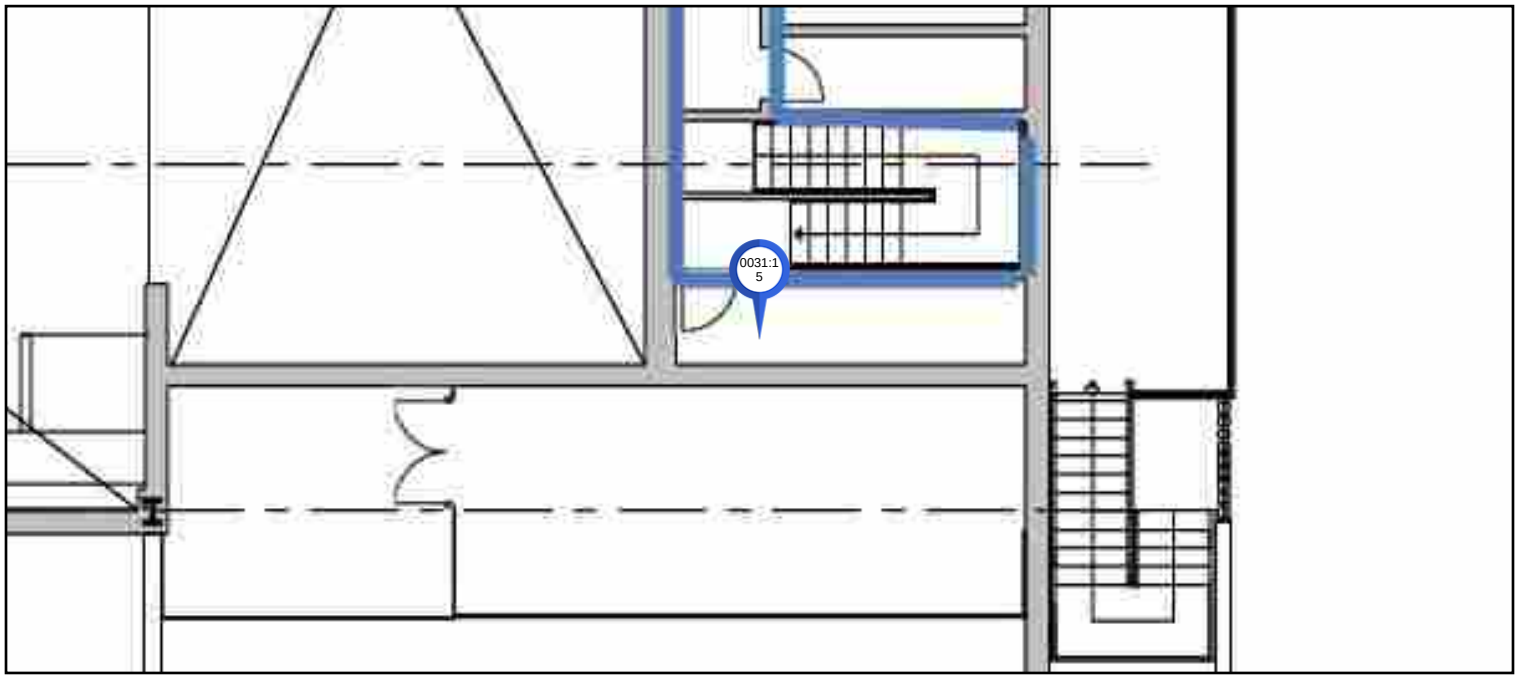
0031:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0031:15
Date Added:	23/09/2024 - 14:41
Created By:	Richard James - 15
Status:	Inspected
Rating:	FR
FR:	30s
Item Type:	Compartment Wall

Comments:

Store cupboard could remain - ensure store is kept locked with appropriate signage. Should be reviewed within FRA and Fire Strategy.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

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0032:15 - History 1 of 1 (latest)

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Pin Photos
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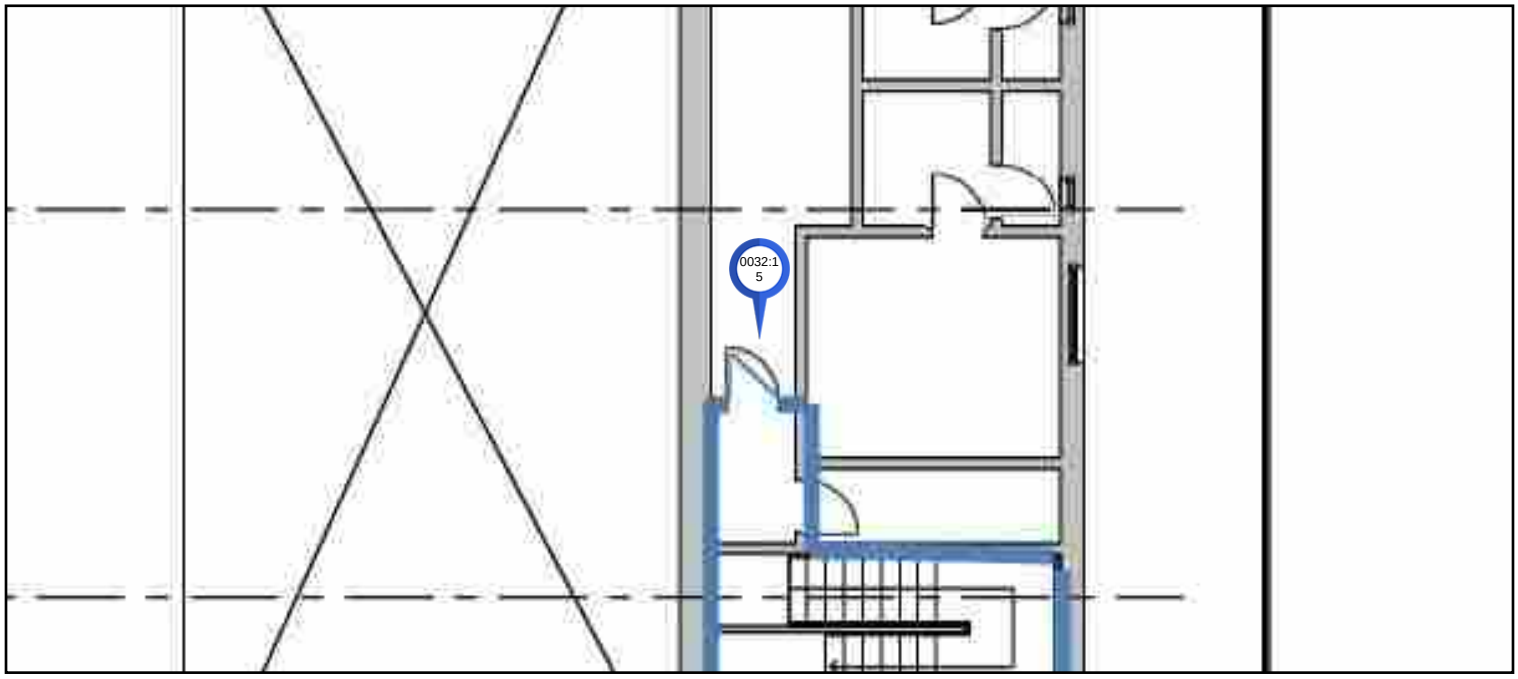
Pin Number:	0032:15
Date Added:	23/09/2024 - 14:45
Created By:	Richard James - 15
Status:	Inspected
Rating:	FR
FR:	30s
Item Type:	Compartment Wall

Comments:

To be reviewed within FRA - dressing room and stairwell could form same compartmentation - secondary means of escape allowed over roof.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

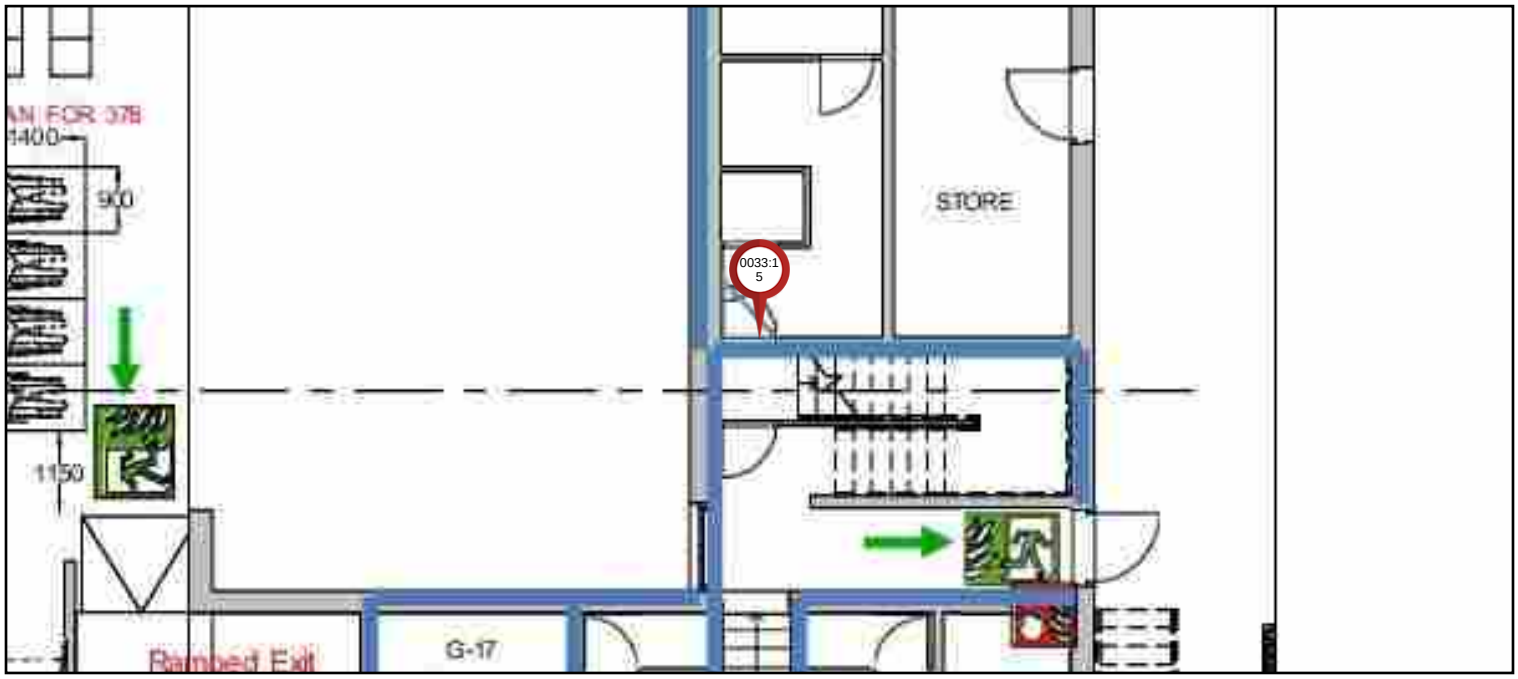
0033:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0033:15
Date Added:	23/09/2024 - 14:47
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Compartment Wall

Comments:

Existing fire door appears in reasonable condition with smoke seal in place. The door is aged with no reference to fire rating. Consider replacing.



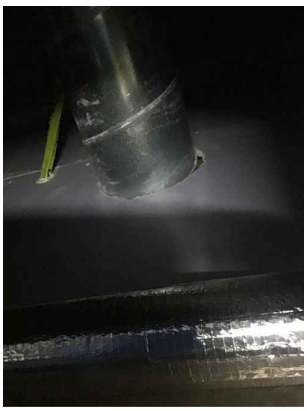
Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0034:15 - History 1 of 1 (latest)

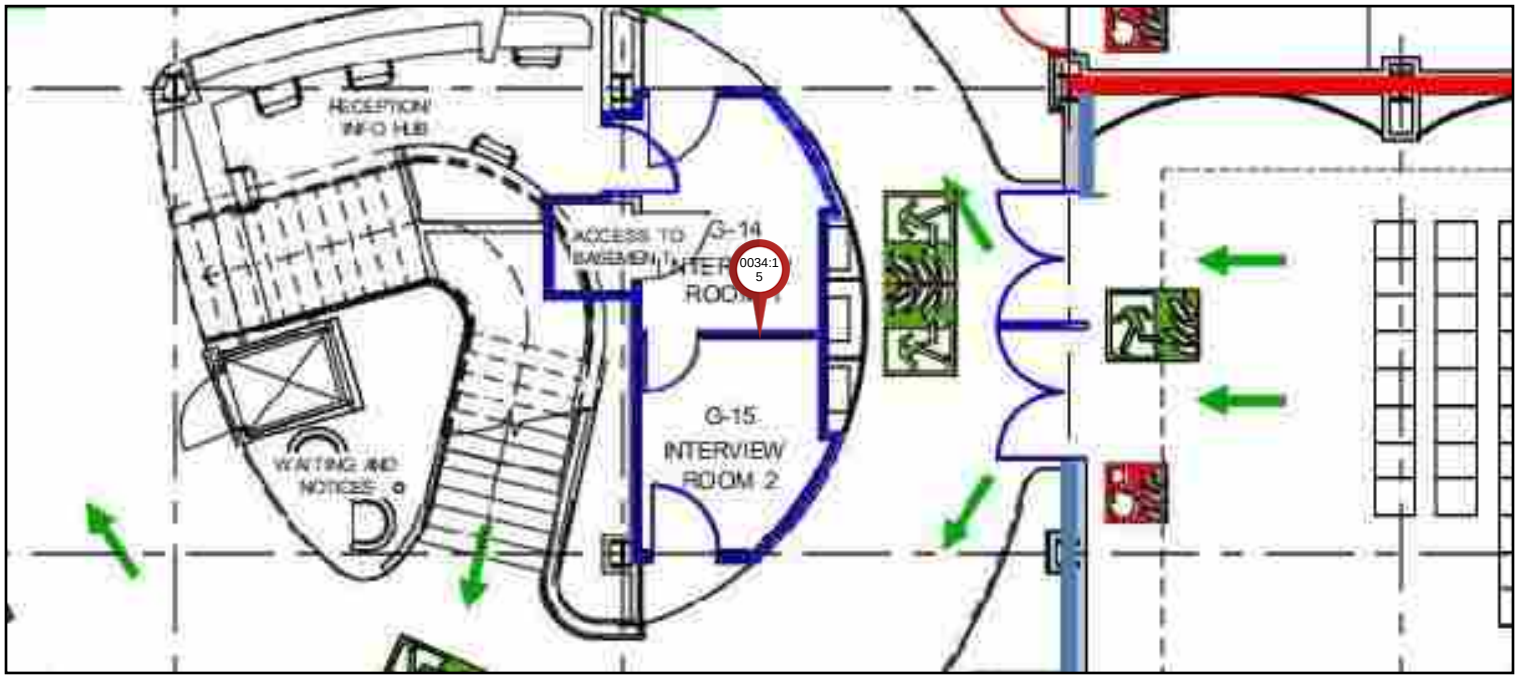


Pin Photos
Photo 1 of 1

Pin Number:	0034:15
Date Added:	23/09/2024 - 14:52
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Duct, Compartment Wall
Installation Type:	HP Mastic
Width:	200

Comments:

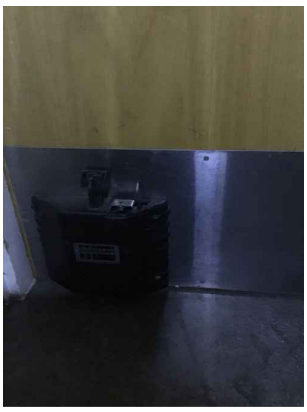
Duct within ceiling does not appear to be sealed - penetrating the plaster board.



Company: AtkinsRéalis
Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout
Template: Firestopping

AtkinsRéalis

0035:15 - History 1 of 1 (latest)



Pin Photos
Photo 1 of 1

Pin Number:	0035:15
Date Added:	23/09/2024 - 14:56
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Other, Compartment Wall
Comments:	

Door hold release to kitchen appears damage - to be repaired/ replaced.

Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

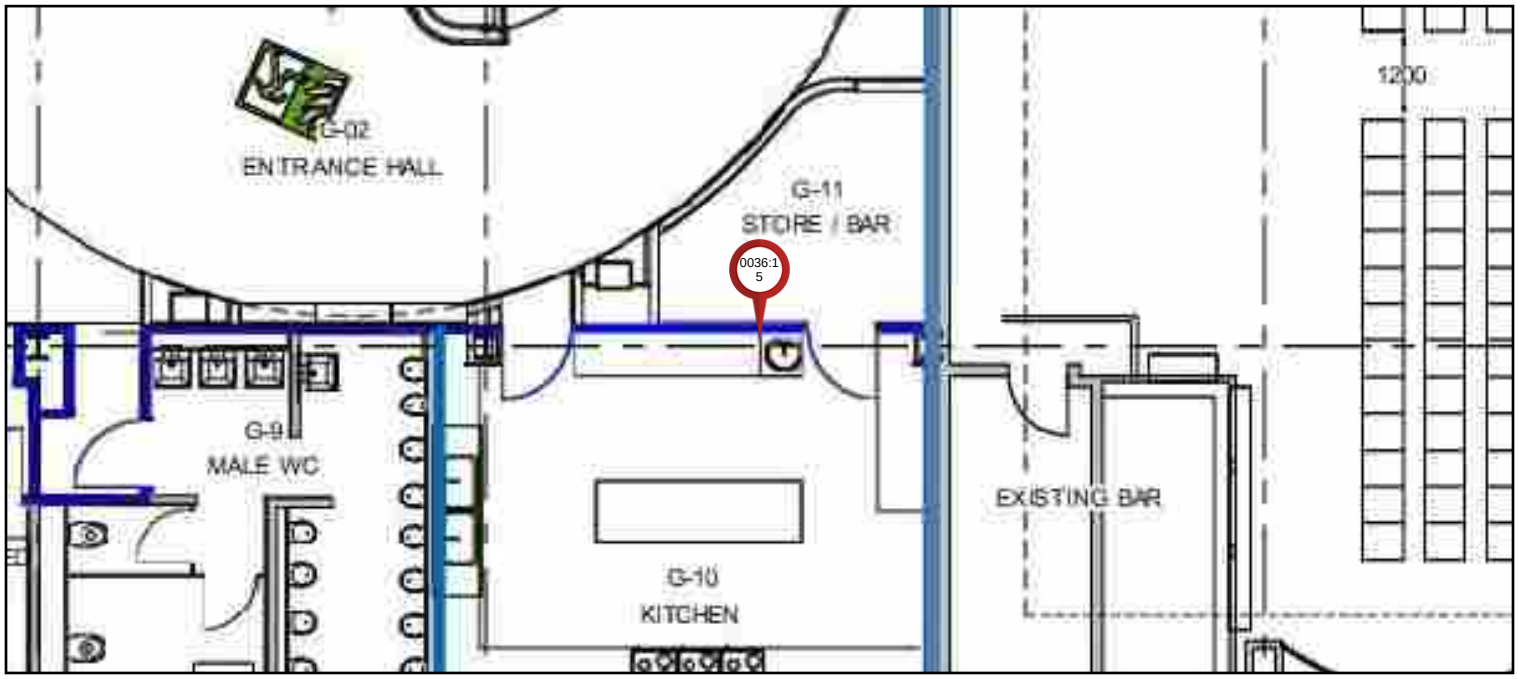
0036:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0036:15
Date Added:	23/09/2024 - 15:11
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Duct

Comments:

PU foam noted around ductwork to be removed and ablative intumescent mastic installed to seal around penetrations. Fire damper appears to in the place of the compartment line. Test records to reviewed and function confirmed.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

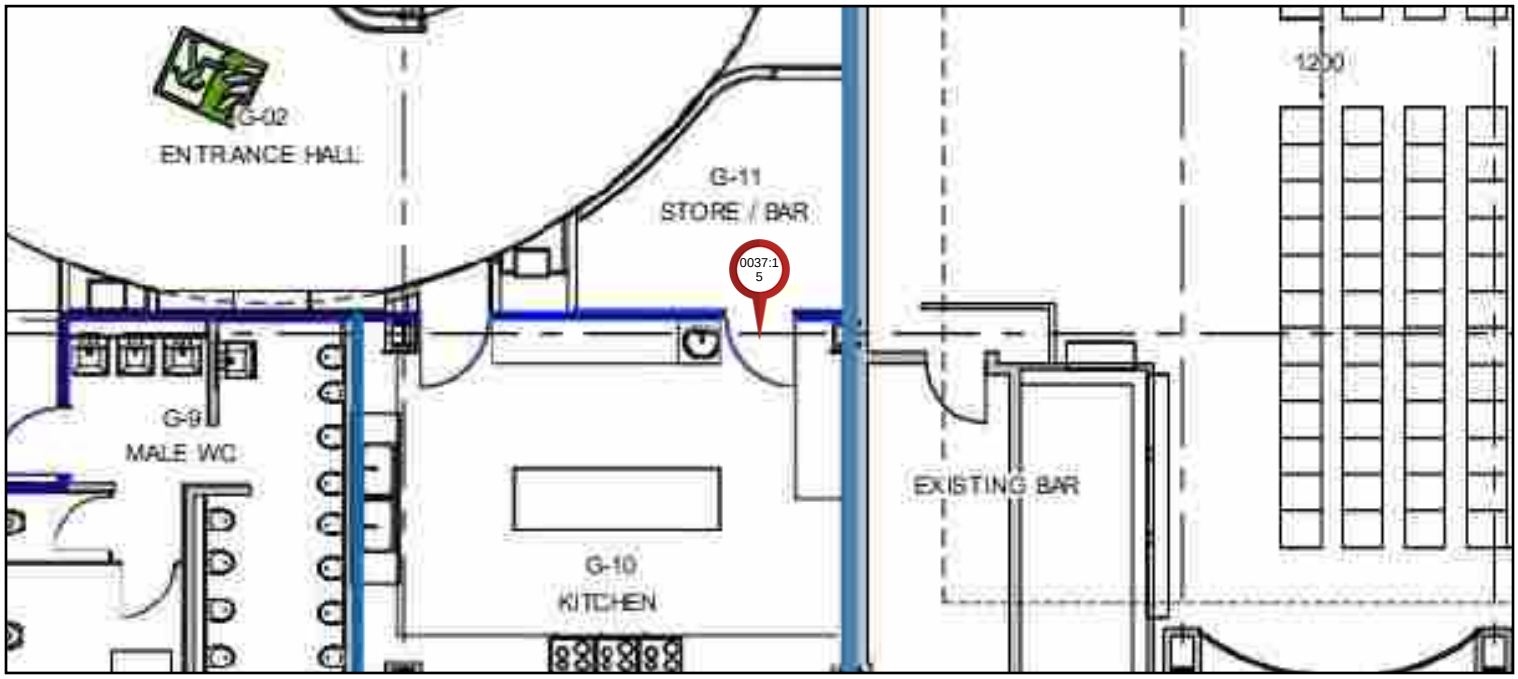
0037:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0037:15
Date Added:	23/09/2024 - 15:13
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Compartment Wall

Comments:

Fire door minor ease and adjust required. Excessive gap on head and leading edge.



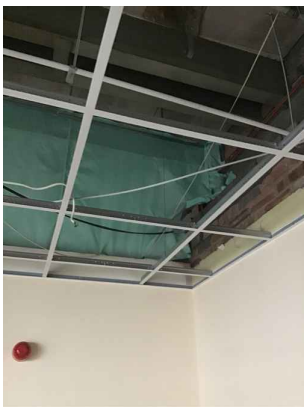
Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0038:15 - History 1 of 1 (latest)

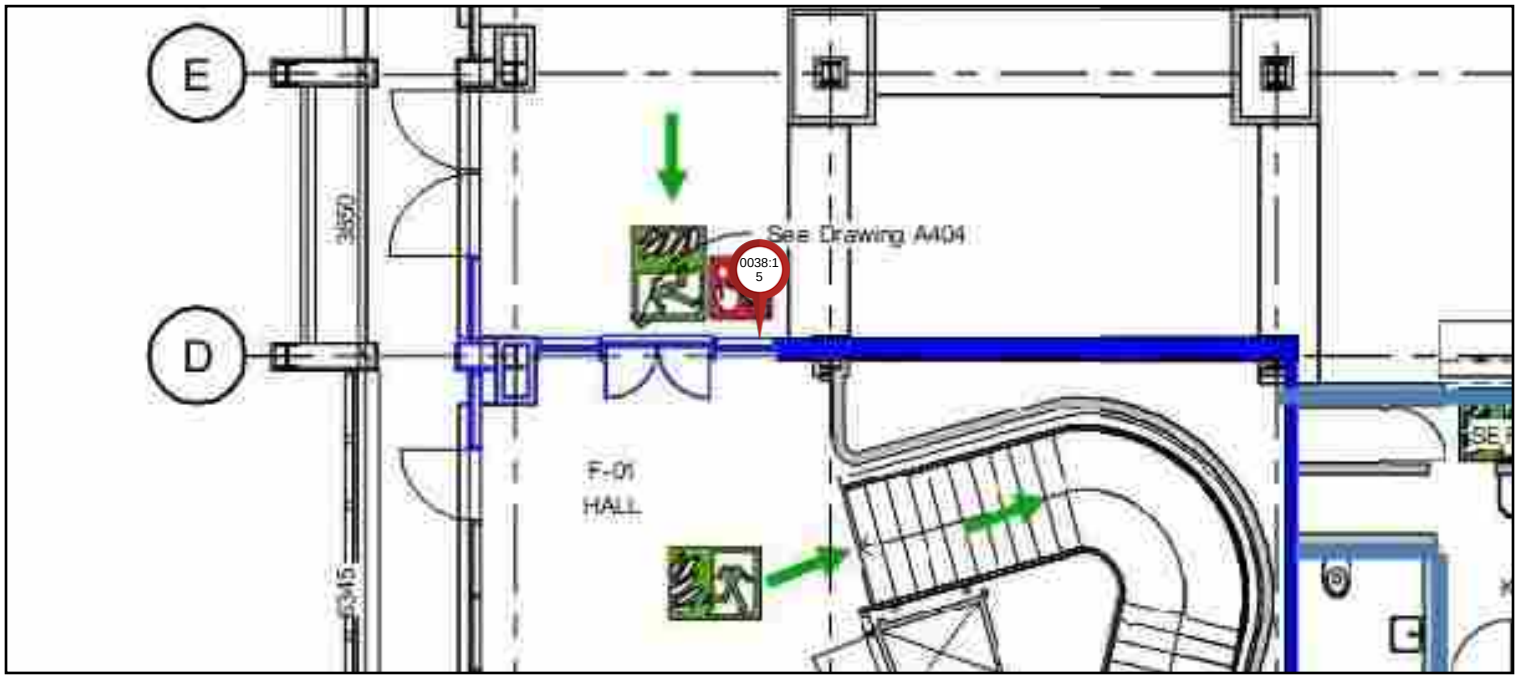


Pin Photos
Photo 1 of 1

Pin Number:	0038:15
Date Added:	23/09/2024 - 15:22
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Hole, Compartment Wall, Head of wall

Comments:

Compartmentation has been supplemented with what appears to a fire rated curtain. No detail on product or rating. Fire rating to be confirmed. We were also unable to view structure behind the curtain. Some breaches and cable penetrations were noted. Curtain should be inspect annually.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0039:15 - History 1 of 1 (latest)

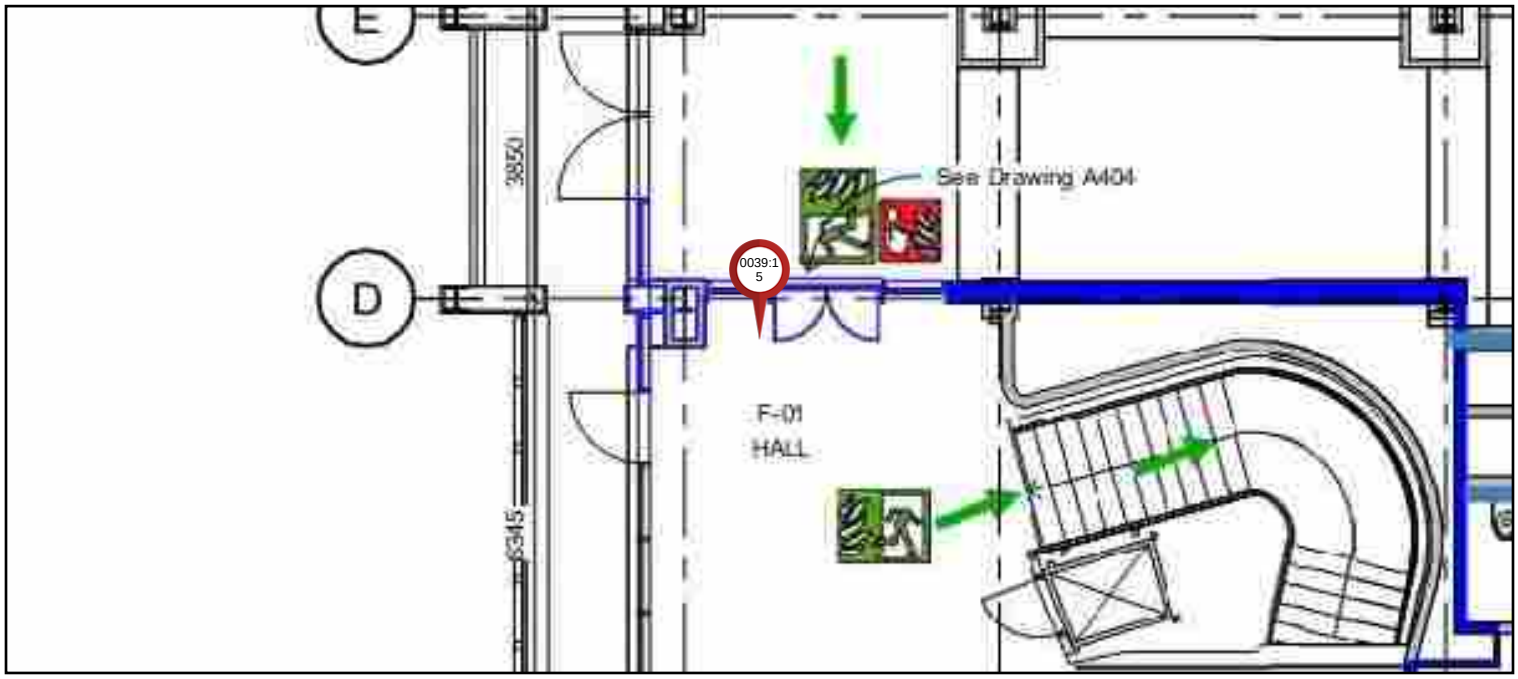
Pin Photos
Photo 1 of 1

Pin Number:	0039:15
Date Added:	23/09/2024 - 15:33
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Damper, Head of Party Wall

Comments:

No evidence of fire damper with duct.

Ductwork servicing HVAC on the first floor - It was not clear whether this HVAC was in operation - it appeared on survey to be redundant. The ductwork is covered in what appears to be a type of PU insulation. There was no information on site to confirm. To be reviewed within the buildings FRA.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0040:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 2

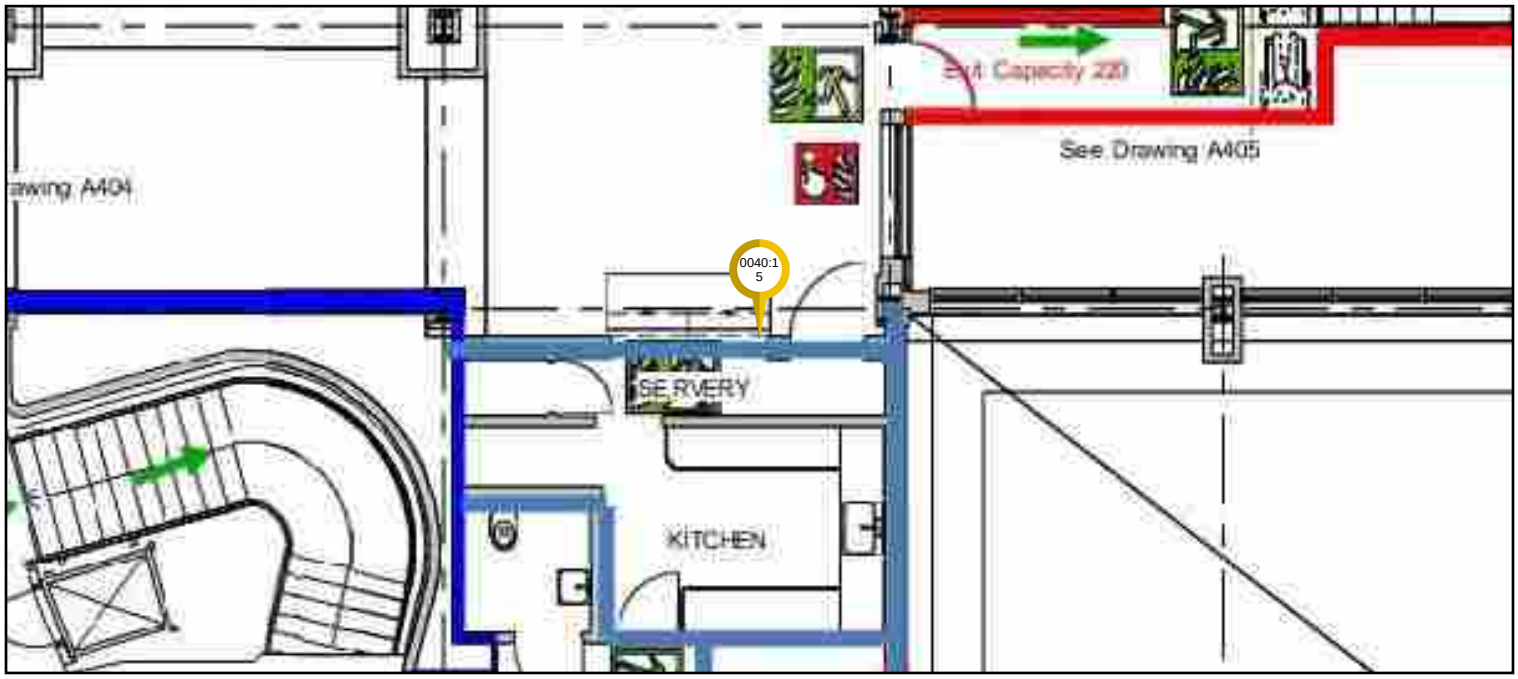
Pin Photos
Photo 2 of 2

Pin Number:	0040:15
Date Added:	23/09/2024 - 15:36
Created By:	Richard James - 15
Status:	No action
Rating:	FR
FR:	30s
Item Type:	Compartment Wall

Comments:

Consideration prior to the survey was that the kitchen should be separated. Following the survey the risk appears minimal with small kitchen used infrequently for functions - not requiring separation. Travel distance from both the bar and function room are in the acceptable travel distances.

2013 Fire strategy - confirms that only the Landing/ stairwell require separation with the installation of second protected means of escape from the lounge.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

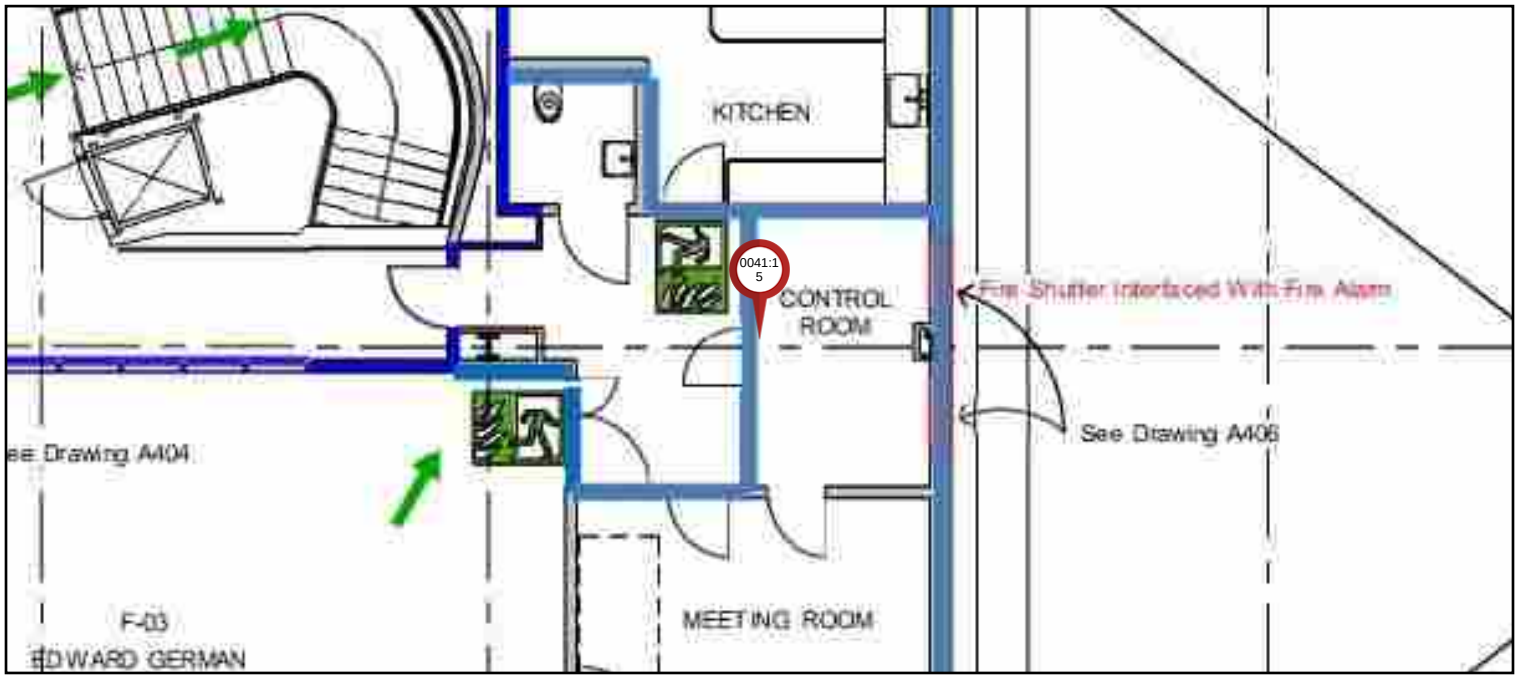
0041:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0041:15
Date Added:	23/09/2024 - 15:38
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Compartment Wall

Comments:

Replace Fire door - servicing the control room is inadequate. There is no clear indication of rating. The leading edges and intumescent strips are damage beyond repair. It is recommended that the door is replaced.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

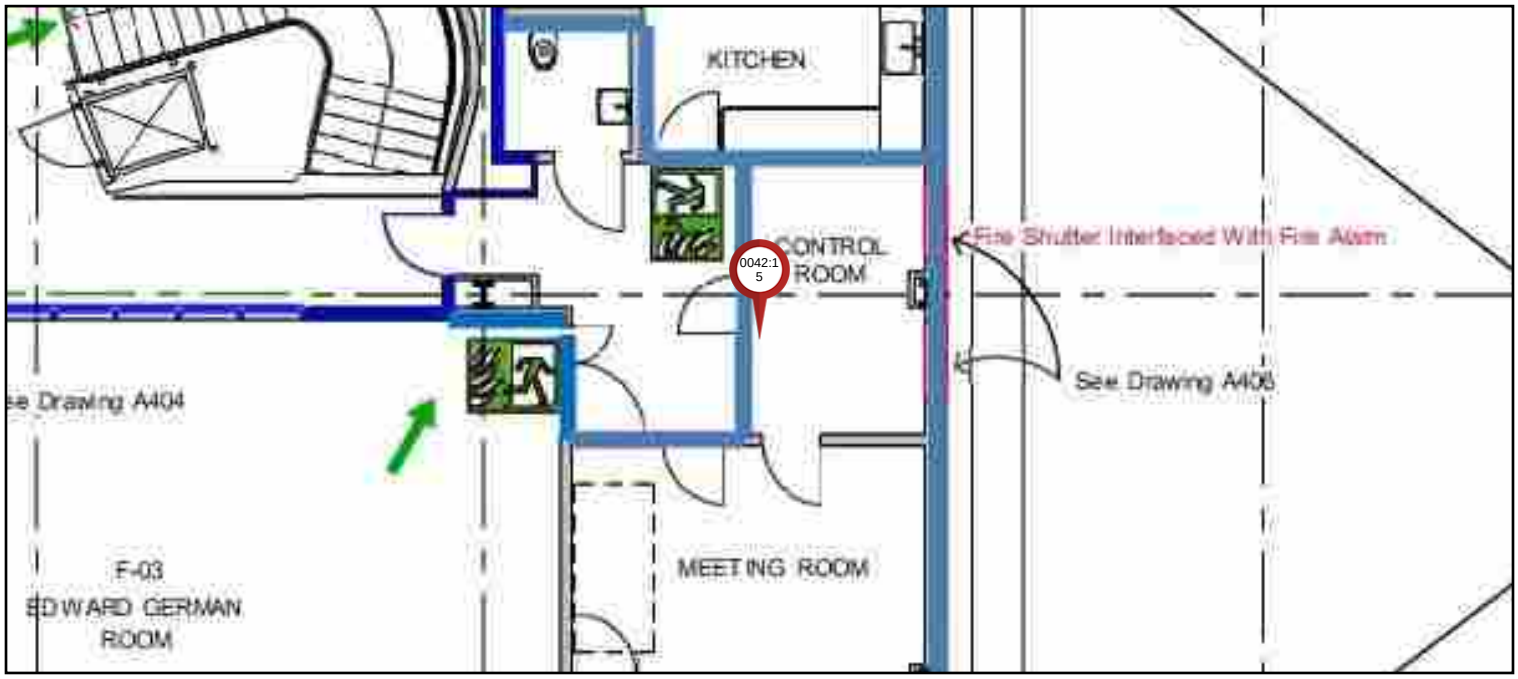
AtkinsRéalis

0042:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0042:15
Date Added:	23/09/2024 - 15:38
Created By:	Richard James - 15
Status:	Action required
Rating:	FR
FR:	30s
Item Type:	Compartment Wall
Comments:	

Compartmentation has been supplemented with what appears to a fire rated curtain. No detail on product or rating. Fire rating to be confirmed. We were also unable to view structure behind the curtain. Some breaches and cable penetrations were noted. Curtain should be inspect annually.



Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0043:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

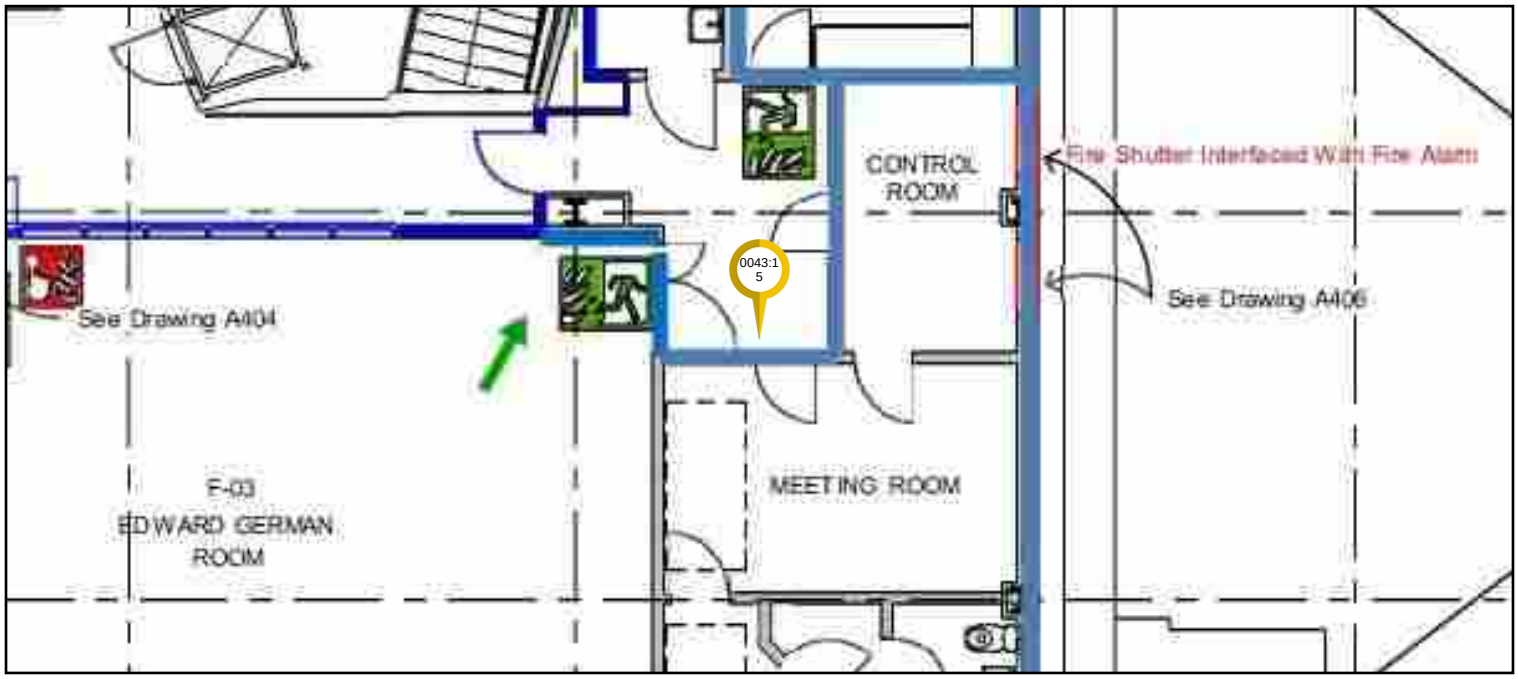
Pin Number:	0043:15
Date Added:	23/09/2024 - 15:40
Created By:	Richard James - 15
Status:	No action
Rating:	FR
FR:	30s
Item Type:	Compartment Wall

Comments:

Consideration prior to the survey considered the lobby should be compartmentalised - it is now considered that the travel distances and means of escape are sufficient and that the this area no longer need separate separation. The stairwell landing is the principal protected means of escape - with a secondary escape leading from the bar to the ground floor away from the reception.

The control (lighting room) should be compartmentalised with the main hall - given compartmentation would prove difficult to achieve with specialist shutters.

2013 Fire strategy - confirms that only the Landing/ stairwell require separation with the installation of second protected means of escape from the lounge



Company: AtkinsRéalis
Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout
Template: Firestopping

AtkinsRéalis

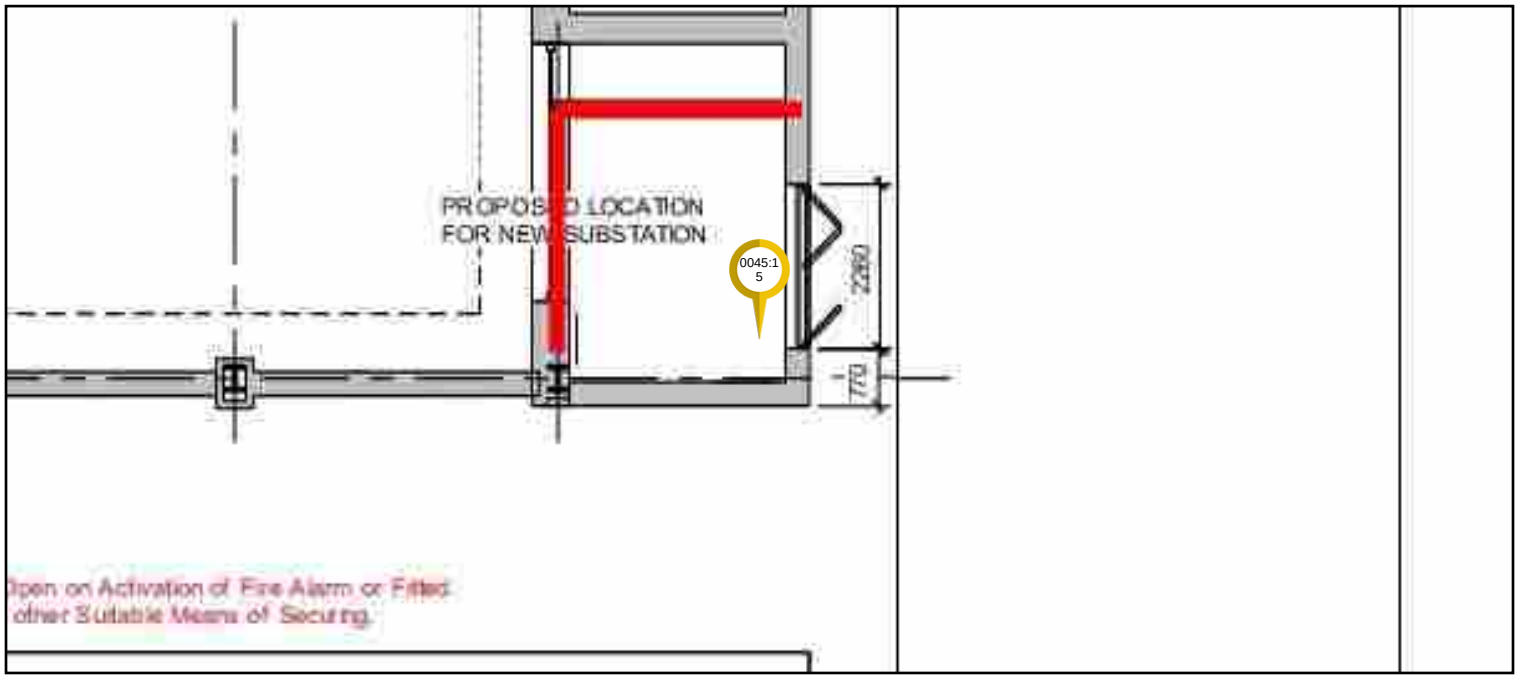
0045:15 - History 1 of 1 (latest)

Pin Photos
Photo 1 of 1

Pin Number:	0045:15
Date Added:	27/09/2024 - 15:58
Created By:	Richard James - 15
Status:	No action
Rating:	FR
FR:	60
Item Type:	Compartment Wall

Comments:

Substation does not exist - no compartmentation necessary.



3100 Century Way Leeds West Yorkshire LS15 8ZB

Company: AtkinsRéalis

Location: Whitchurch Civic Centre & Library / Civic Centre & Library / Ground and First Floor / Ground and First Floor Compartment Layout

Template: Firestopping

AtkinsRéalis

0046:15 - History 1 of 1 (latest)

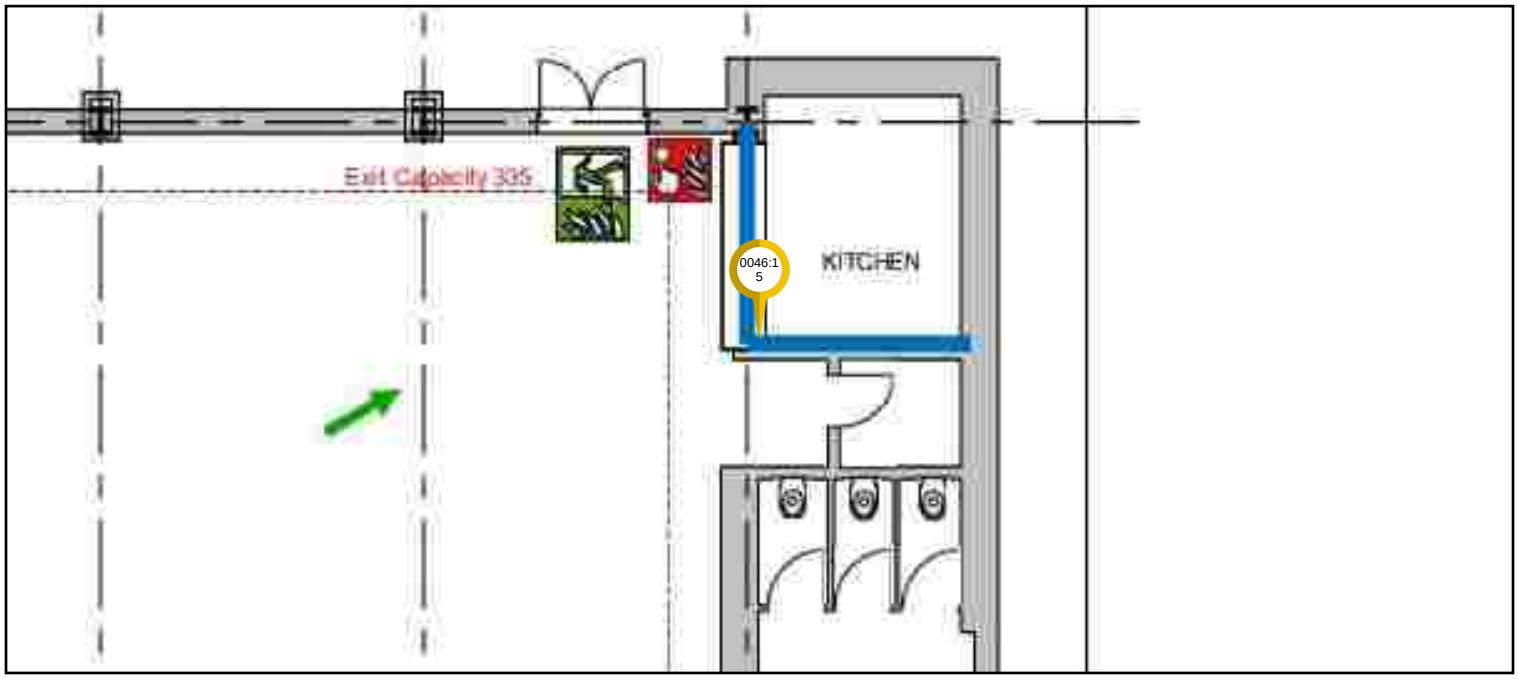
[redacted]

Pin Photos
Photo 1 of 1

Pin Number:	0046:15
Date Added:	27/09/2024 - 16:02
Created By:	Richard James - 15
Status:	No action
Rating:	FR
FR:	30s
Item Type:	Compartment Wall

Comments:

Kitchen - Following the survey and function of the sports hall - we do not consider that the kitchen requires compartmentation. Escape travel distance and means of escape are within excepted tolerance.



Lindon Heating

Job Sheet

Job Sheet No. 251

Company / Installer

Engineer	James Greaves
Company	Lindon Heating
Address	7
	Glendon Close
	Market Drayton
	Shropshire
Post Code	TF9 1NX
Tel No.	01630655100
Gas Safe Reg No.	10744
ID Card No.	10744

Job Address

Name	Whitchurch Civic Centre
Address	
	High Street
	Whitchurch
	Shropshire
Post Code	SY13 1AX
Tel. No	

Client / LandLord

Name	
Company	Whitchurch Civic Centre
Address	
	High Street
	Whitchurch
	Shropshire
Post Code	SY13 1AX
Tel. No	
Mob. No	

Job Notes

Attend site to replace flue on 2 x powrmatic gas heaters.
Test fire and FGA carried out.

1. Powrmatic
Model EA G400HD/3
S.N H4FL181
BURNER PRESSURE 4.7
CO^2 9.47%
PPM 2
RATIO 0.0000
O^2 4.3
FLUE TEMP 177
AMBIENT TEMP 22.4?

2. Powrmatic
Model EA G400HD
S.n H4FL180
BURNER PRESSURE 4.68
CO^2 8.44
Co 15 PPM
RATIO 0.0002
O^2 6.1
FLUE TEMP 246?c
AMBIENT 21?C

Spares Required

Job Ref	flue	Hours Used		Awaiting Parts	No	Job Completed	Yes

Signatures

Issued by: Signed

Print Name: James Greaves

Received by: Signed

Print Name: David Whitehead

Date 18-Oct-2024

Arrival Time 2024-10-18 09:00

Departure Time

Non Domestic Gas Safety Record

Cert. No. 538

Lindon Environmental Air Services

Safety Inspection and reporting carried out in accordance with the Gas Safety (Installation and Use) Regulations and the Gas Industry Unsafe Situations Procedure No detailed internal inspection of flues (integrity, construction and lining) has been carried out.

Company / Installer

Engineer	Greg Harrington
Company	Lindon Environmental Air Services
Address	7
	Glendon Close
	Market Drayton
	Shropshire
Post Code	TF9 1NX
Tel No.	01630655100
Gas Safe Reg	10744
ID Card No.	5917343

Job Address

Name	Whitchurch Civic Centre
Address	
	High Street
	Whitchurch
	Shropshire
Post Code	SY13 1AX
Tel. No	

Customer / LandLord

Name	
Company	Whitchurch Civic Centre
Address	
	High Street
	Whitchurch
	Shropshire
Post Code	SY13 1AX
Tel. No	

Appliance Details / Inspection Details

	Location	Appliance Type	Make	Model	Flue Type	Landlord's Appliance	Appliance Inspected	Operating Pressure (mbar)	Heat Input (kW/h)	High Combustion Reading			Low Combustion Reading			Safety device(s) correct operation	Ventilation Provision satisfactory	Visual condition of flue and termination satisfactory	Flue Performance test	Appliance Serviced	Appliance safe to use
										Ratio	CO ppm	CO2 %	Ratio	CO ppm	CO2 %						
1	Roof	Warm Air Heater	Powermatic	Ea G400HD/3	OF	NA	Yes	4.41	113.42	0.0001	6	8.81	NA	NA	NA	Yes	Yes	Yes	Pass	Yes	Yes
2	Roof	Warm Air Heater	Powermatic	Ea G400HD/3	OF	NA	Yes	4.67	116.32	0.0002	17	8.73	NA	NA	NA	Yes	Yes	Yes	Pass	Yes	Yes
3																					
4																					
5																					
6																					

Defects / Identified

		Labels and Warning Notice Issued
1		NA
2		NA
3		
4		
5		
6		

Emergency Control Accessible Yes

Gas Tightness Satisfactory NA

Gas Installation Pipework Visual Inspection Satisfactory Yes

Equipotential Bonding No

NEXT INSPECTION DUE ON OR BEFORE 29-Oct-2026

Comments

Recommend earth bond be attached to main outgoing pipe from meter. Appliance connection test carried out, pass.

Signatures

Issued by: Signed

Print Name Greg Harrington

Received by: Signed

Print Name Whitchurch Civic Centre

Date 29-Oct-2025

PROTECTOR

Property Risks – Vacant Properties

Instructions

The completion of this form is the responsibility of the department/service manager, though this responsibility may be delegated to an authorised employee. Where the response to a particular item is unsatisfactory an item number should be allocated in the box under the heading 'Action' and then detailed on the 'Corrective Action Report'.

On completion, the form, together with details of the action taken, should be sent to the Fire Safety Officer (or responsible person). If the item cannot be rectified immediately the Fire Safety Officer should be consulted. Any unsolved items or queries should be referred to a Protector Risk Engineer.

Department	
Name of Auditor	
Date	

No.	Information	Comment
General Infomation		
1	Building location / address:	
2	Description / Former Occupancy:	
3	Insured Value:	
4	Previous Loss Experience:	
5	Assumed Building Construction:	
6	Date vacated:	
7	Duration of vacation:	
8	Plan for property (mothballed / sold, reoccupied…):	

No.	Question	Yes/ No	Comment
Administration			
9	Is there a plan controlling building shut down?		
10	Have Protector been notified?		
11	Are routine security patrols and inspections planned?		
12	Are routine maintenance inspections planned?		
13	Have key holders been nominated?		
14	Have the local fire and rescue service been informed?		
Building Maintenance / Housekeeping			
15	Has all refuse been removed from external site area and the property?		
16	Has all removable electrical equipment been removed from the property?		
17	Have all combustible materials been removed from the property?		
18	Are all gutters, valleys, and down pipes in good condition and clear of leaves and vegetation?		
19	Are downpipes vulnerable to damage adequately protected against impact damage?		
20	Is there any damage to composite wall claddings (if present) which has exposed the insulation layer?		
21	Are there any signs of water penetration through the roof?		

No.	Question	Yes/ No	Comment
Utilities			
22	Have all non-essential services been disconnected?		
23	Have all water services been disconnected / drained?		
24	Have gas supplies been isolated?		
25	Is a maintenance contract in place for the property?		
Fire Detection and Protection			
26a	Is an automatic sprinkler system installed?		
26b	Please detail the specification of this system?		
26c	Will the automatic sprinkler system be kept operational?		
27a	Is an automatic fire detection system installed?		
27b	Please detail the specification of the fire detection system?		
27c	Will the fire detection system be kept operational?		
Security			
28	Does the property have vulnerable access points? Please detail these if so.		
29a	Does the property have or require perimeter fencing?		
29b	If fencing is present, are there any breaches in this external perimeter fencing?		
30	Are existing external doors secure?		
31	Is there any evidence of attempted forced entry?		

No.	Question	Yes/ No	Comment
32	Are all door and window locking devices in working order?		
33	Are existing windows secure and in good repair?		
34	Are accessible windows protected?		
35a	Is an intruder alarm installed?		
35b	Please detail the specification of the intruder alarm?		
35c	Will the intruder alarm be kept operational?		
36	Are movement sensors unobstructed?		
37	Have walk tests been carried out to check the range of the movement sensors?		
38	Is manned security in place?		
39	Do security patrol records confirm that the requisite rounds are being made?		
40	Will the property have live-in guardians present once vacant?		
41	Are all keys to the property accounted for?		
42	Is perimeter lighting in place? Please detail if so.		
43a	Is an external CCTV system in place?		
43b	Will this CCTV system be maintained?		

Corrective Action Report

Department	
Name of Auditor	
Date	

Item	Hazard Identified	Action Required	Date Completed

Disclaimer:

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PROTECTOR

SECURING UNOCCUPIED BUILDINGS

RISK MANAGEMENT GUIDANCE

Introduction

Unoccupied properties are at significant risk of deliberate or unintentional damage, fire and theft. A relatively minor incident, such as theft of copper pipes, can lead to a total destruction of the property as thieves can set fire to a building to cover their tracks.

This guide is designed to suggest some general precautions you can take. The provision of good physical/electronic protection, removal of combustible materials and regular inspections can help minimise any damage caused.

This guidance applies to both existing buildings and sites under contract works. In addition, please also see our separate Risk Management Guide on *Mothballing of Sites*

The issues

Unoccupied buildings are at increased risk from fly tipping, fire, theft, vandalism and other criminal activity. Theft from unoccupied buildings of roofing lead, copper pipes and electrical cabling is common place and tends to increase as scrap metal prices increase.

In addition squatters or others may attempt to occupy the site without permission.

Ongoing damage is common, as the building deteriorates or from weather damage. Often there can be secondary damage, such as flooding, which occurs if copper pipework is stolen.

Next Steps

Advise Protector when a property is going to become unoccupied, including a summary of the action taken to suitably protect the premises. Ensure you have checked the policy requirements and comply with these. Keep records of any inspections, and work undertaken to secure the building. We also need to be made aware of any change in occupancy, such as short term use for storage.

Identify a person to take responsibility for the site security, ongoing checks and maintenance. Undertake both Security and H&S Risk Assessments to include the Security protection of the property, and for your own staff, members of the pubic, visitors and contractors.

Aim to make the site look occupied, keep it maintained in good condition and cut back weeds and vegetation. Ideally security should deter any intruders, or make it difficult to access and gain entry through the building.

Ensure you have advised your Alarm Receiving Centre and both the Police and Fire Authority that the building has closed.

Risk Assessment

As a minimum, you should undertake Risk Assessments to cover safety, security and the risk of fire/malicious ignition.

Consider the safety of all visitors, this could include caretakers/contractors/members of the public/Estate Agents, will they be accompanied or lone workers? Also consider any persons who may access ~~to~~ the site without permission, such as children or squatters.

Within the Fire/Security assessment it is important to consider what items are attractive to theft/vandalism, how could they gain entry, review the risk of malicious ignition and also consider the local area (industrial or residential?), local crime history and any specific experience at the site to be protected. If you are in any doubt please contact Protector Insurance to discuss your proposals.

Inspections

Regular internal and external inspections of unoccupied buildings should be undertaken to ensure that the buildings remain secure, monitor for evidence of any unauthorised activity (e.g. graffiti) and ensure that there is no weather damage. These inspections should be undertaken at intervals not exceeding seven days, with each visit being recorded, to provide an audit trail. It is acceptable for a contractor to undertake these inspections on your behalf as long as this is recorded and any issues are reported/addressed immediately. Any necessary repairs should be undertaken immediately.

Account for all keys and inform alarm receiving centres plus the police and local fire brigade of all key holders (not all forces hold key holder details).

Some general guidance is attached in the following checklist. If you are planning to use contractors, undertake any necessary checks to ensure that they are competent, retain the correct levels of insurance cover and operate in accordance with suitable Method Statements/Risk Assessments/Permits :

Checklist

Site Perimeter

- Check fencing is in good condition, also look out for any previous unauthorised activity such as breaches under/over or through the fencing.
- Lock the entrance gates, ideally using a good quality close-shackle padlock at least CEN Grade 3. Prevent access to and use of car parks.
- If the location is within a high crime area, or if there is a risk of traveller encampment, consider installing temporary concrete barriers to prevent vehicular access.
- If the site doesn't have fencing, consider creating a mound or ditch to prevent vehicle access
- Make the building appear occupied, such as tidying the site, removing graffiti and cutting back any vegetation from around the property.
- Review external lighting, adjust to provide overall lighting, but not making dark areas that may be attractive to thieves. Lighting should ideally be operated by movement sensors and/or controlled by timers or dusk-to-dawn sensors.
- Drain and purge any fuel tanks, or lock off pipework until they can be drained
- Remove waste, pallets, gas bottles and combustible materials from the site

Building Perimeter.

- Prevent any possibility of climbing, to reduce the risk of Injury to third parties – particularly children who may consider these sites as a playground. Consider the use of anti-climb paint or barriers.
- Check all perimeter doors and windows to ensure in good condition, close correctly, locked and secure.
- In high risk locations/buildings consider securing accessible windows and doors with metal security screens. Brick-up vulnerable access points.
- All letterboxes should be sealed to prevent insertion of any mail, combustible materials or liquids. Ensure post is redirected.
- Seal or block any other openings such as ventilation ducts
- The main entrance door should be secured with at least one BS3621 approved mortice deadlock or equivalent.
- External double leaf doors (other than final exit and designated fire exit doors) can be secured by fitting the first closing leaf key operated security bolts top and bottom and the second closing leaf to be fitted with at least one BS3621 approved mortice deadlock
- Identify and protect any materials attractive to thieves, such as roofing lead or copper earth straps, and consider securing with "Smart Water" or similar devices.

Services/Utilities

- To prevent freezing, or flooding from leaking or damaged pipes, all water supplies must be isolated at the main incoming supply point, and water/heating systems and tanks drained down (except for sprinklers which must remain fully operable)
- Heating should however be fully operational if sprinkler systems are present, to prevent freezing of pipework/damage the internal temperature of the building must at all times be maintained above 4°C.
- Turn off all gas supplies at mains, unless heating is required.
- Isolate the electrical supplies, whilst maintaining fire (including electric sprinkler pumps) and security systems and adequate light for internal inspections. Isolate all unnecessary electrical circuits. Unplug all portable appliances.

Internally

- Remove any building contents which might attract thieves. If the site is to be unoccupied for an extended period then the entire contents of the site should be removed.
- Remove any internal waste, gas bottles and hazardous/combustible materials
- Consider providing some internal lights on timer, to make the premises look occupied.
- If possible lock all fire doors (an internal chain and padlock around emergency exit locks devices might be possible) , and consider locking all internal doors where possible. Notify local fire service and any site visitors if doing so.
- Remove internal waste

Alarm/CCTV/Fire Protection Installations

- All existing systems must remain fully operational and be maintained.
- Where necessary, upgrade your installations to ensure they have automatic detection, signal to an Alarm Receiving Centre and benefit from immediate Fire Brigade/Police response, alternatively appoint a professional keyholder who are NSI approved and operating to BS7984-1:2016, to attend the site within 20 minutes.
- Sprinkler systems should be left fully operational and not closed down.
- Any unoccupied tenant installations should be redirected to signal through to the Property Operator
- Where the premises are considered high risk/high value, vulnerable, or have suffered previous thefts or attempted entries, consideration should be given to installing Temporary alarm systems compliant with the SSAIB temporary alarms systems code of practice, provide with response from a professional keyholder.
- As an alternative to temporary alarm systems, the installation of a new remotely monitored CCTV system may be appropriate, any new installation specification must be agreed with Protector insurance prior to installation.

Security Guarding

- Any existing manned security should remain in place
- For very large sites or particularly vulnerable locations consider employing NSI approved Security Guards, to be based on site 24/7.

Disclaimer:

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Project Name: Whitchurch Civic Centre and Whitchurch Library
Project Number: 6000 & NSDC018 _TBC24001

IMPACT	5	Critical	Very High	L (5)	M (10)	H (15)	H (20)	H (25)
	4	Major	High	L (4)	M (8)	M (12)	H (16)	H (20)
	3	Significant	Medium	VL (3)	L (6)	M (9)	M (12)	H (15)
	2	Minor	Low	VL (2)	L (4)	L (6)	M (8)	M (10)
	1	Negligible	Very Low	VL (1)	VL (2)	VL (3)	L (4)	L (5)
				Very Low	Low	Medium	High	Very High
				Rare	Possible	Likely	Almost Certain	Certain
				1	2	3	4	5
				LIKELIHOOD				

Risk Number	Risk Status	Risk Title	Description of Risk	Likelihood	Impact	Current Score	Risk Stage	Impacted Party	Risk Owner	Potential Mitigation	Risk Likelihood after Mitigation	Risk Impact after Mitigation	Risk after Mitigation	Mitigation Owner	Date Implemented	Comments
1.1	Active	Structural	Progressive deterioration or sudden failure of Red Critical RAAC roof panels in unpropped areas to internal RAAC walkway	4	4	16	Operation	Public (external areas), Staff, Contractors, Unlawful trespass	SC	Maintain access restrictions; ongoing monitoring, maintenance of roofs, clearing detritus and rainwater management. Consider introducing propping to internal walkway (as non currently) to stabilise and mitigate in short-medium term via purchase. Consider progress roof replacement / mitigation feasibility.	1	4	4			
1.2	Active	Structural	Consideration of impact of RAAC failure to upper floor Red Critical roof on first floor (block & beam) and protection of ground floor reception area/offices of contractors and staff	2	6	12	Operation	Staff, Contractors and further deterioration of property	SC	Maintain access restrictions; ongoing monitoring. Consider crash deck alterative to propping (point load) and designated route to ground floors from potential upper floors from potential roof RAAC failure	2	4	8			
	Active	Structural	Progressive deterioration or sudden failure of Red Critical RAAC roof panels in propped rear (east) elevation external canopy.	4	4	16	Operation	Public (external areas), Staff, Contractors, Unlawful trespass	SC	Interim period maintain access restrictions; ongoing monitoring, roof debris clearance. Interim propping has been provided. Progress roof replacement / mitigation feasibility. Highly consider accelerating partial canopy/walkway removal though with consideration of fire escape to first floor areas (contractors, staff)	1	4	4			
	Active	Structural	Progressive deterioration or sudden failure of Red Critical RAAC roof panels in propped/unpropped areas.	4	4	16		Public, Staff, Contractors	SC/WTC	Maintain access restrictions; ongoing monitoring; monitor propping; progress roof replacement / mitigation feasibility. Ensure roofs are well maintained and all rainwater management systems are operating. (Progress project for replacement building and or RAAC replacement to structural roofs/associated works but consideration in undetermined length of interim period)	4	4	16			
1.5	Active	Structural	Accelerated RAAC deterioration due to ongoing water ingress from roof coverings.	4	5	20		Public, Staff, Contractors	SC	Temporary weatherproofing; clear rainwater goods; prioritise roof covering repairs. Progress decision for replacement building and or structural roof replacement	4	4	16			
1.6	Active	Fire Safety	Means of escape from first floor changing room area, should external canopy be partially removed	4	4	16		Staff and Contractors. Unlawful visitors	SC	Consider alternative means of escape from first floor changing room area, if external canopy removed. Strict limitation of persons entering and guidelines of emergency egress. Consultation with fire risk assessor/engineer and site operation. Ensure building is secure in reasonableness.	2	3	6			
1.7	Active	Structural	Timber balcony structural concerns due to shakes and joint condition. Potential or unsafe structure in use or failure	4	4	16		Public, Staff, Contractors	SC/WTC	Limit access to balcony area. Do not affix or suspend items from timbers. Continue to keep in decent condition. Carry out further assessment for structural repair	2	2	4			
1.8	Active	Structural	Further invasive assessment of Market Hall Amber rated RAAC.	3	3	9		Public, Staff, Contractors	SC/WTC	Further structural assessment and RAAC inspection. Further access is required by removal of plasterboard ceilings to expose all surfaces. Potential Acro props to corners of each space pending assessment.	3	3	9			Impact of ceiling removal an propping if effecting use of toilets. Reprovision of services i.e. lighting, fire alarm etc. Consider alternative provision
1.9	Active	Fire Safety	Unsafe reoccupation due to unresolved structural, fire, and services issues.	4	5	20		Staff and Contractors	SC/WTC	Maintain vacant area of property as per Insurance requirements. For Market Hall - Whitchurch Town Council to safely operate and maintain, plus review of Fire Risk Assessment as per RRSFO (2005). Should the Civic Centre reopen, consider a new fire strategy and risk assessment. Consider progressing replacement building/roof structural replacement and associated works	3	2	6			
2	Active	Mechanical	Ensure vacant areas of property are not exposed to H&S risk to gas safety, potential frost damage	4	3	12		Staff and Contractors	SC	Drain and isolate all water, heating and gas systems not in use	1	2	2			

2.1	Active	Mechanical	Gas Boilers to Civic Centre condemned and isolated. Gas Warm air heaters to Market Hall - 2no. Of 3no. Operational and approaching end of life	4	4	16		Public, Staff, Contractors	SC/WTC	Boilers to Civic Centre isolated and drained. Remediation or replacement will be required. Market Hall warm air heaters repaired and maintained by Whitchurch Civic Centre (consider access via Library RAAC roof) are in poor condition with access to rest via Library RAAC roof. Alternative heating provision for Market Hall whilst in use may be required.	3	3	9			
2.2	Active	Electrical	Loss of some operational lighting and emergency lighting due to services removal to RAAC effected areas	4	4	16		Staff and Contractors	SC/WTC	Maintain restricted access. Provide alternative means of illumination in hours of darkness for any authorised access.	2	2	4			
2.3	Active	Electrical	Moisture ingress to basement incoming electrical supply location	2	2	4		Staff and Contractors	SC	Monitor condition; improve ventilation; remedial works if deterioration occurs.	2	1	2			
2.3	Active	Fabric	Suspended timber Hall floor deterioration and defect beyond economic repair	4	4	16		Public, Staff, Contractors	SC	Consider remediation pending progression of replacement building or alterative structural roof replacement and associated repairs	2	3	6			
3	Active	Asset Management	Extended vacancy accelerating deterioration of fabric and services.	5	5	25		Public, Staff, Contractors	SC/WTC	Implement holding maintenance plan; address priority defects.	4	3	12			
3.1	Active	Programme	Delays caused by paused replacement building and capital strategy dependency.	5	5	25		Political Members, Public, Staff and Contractors	Whitchurch Civic Centre Working Group	Align feasibility and mitigation work with Cabinet decision timelines. Development of capital strategy, provide deadlines for consideration of Option 2 (replacement building). If not progressing (due to various scenarios) then consider (Option 1) RAAC structural roof replacement and condition improvements with suitable budget provision	4	3	12			
3	Active	Financial	Cost escalation due to inflation or unidentified defects over unknown number of years	5	5	25		SC	Working Group	Include contingency; commission targeted intrusive surveys. Make decisive decision of future of property next steps to avoid year on year inflation increase.	4	3	12			

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SAVING THE CIVIC:

RESUSCITATING THE BEATING HEART OF WHITCHURCH

This report is an updated version of a report '*Saving the Civic: The case for a Civic Centre for Whitchurch*', initially presented in July 2024. This new version:

- examines the present situation since the closure of the Civic Centre, and the historical context
- considers the importance of a civic space in community life
- reviews past and possible future uses of the Civic Centre
- presents some suggestions of how a venue might be operated in future
- suggests what needs to happen next to maintain momentum.

A note on the author: Garry Churchill MBA M.Ed lives in Whitchurch. In his professional career he worked extensively across the UK as consultant and adviser on arts and cultural projects with local authorities, funding bodies and arts and cultural organisations. His experience included acting as lead consultant on various capital projects in the arts, and as an adviser to Arts Council England on applications for capital funding from the National Lottery. This report reflects discussions in the 'Save our Civic' group but is written in a personal capacity.

Garry Churchill, April 2026

PART 1: INTRODUCTION:

Who and what are driving the discussions about redeveloping the Civic Centre?

The Civic Centre is owned by Shropshire Council and leased to Whitchurch Town Council. As owners of the building, Shropshire Council inevitably has to take the lead in making decisions about the building and what happens to it.

At a public meeting in January 2024, Shropshire Council outlined six possible options for the building. This led to a campaign group being formed which as 'Save our Civic' has arranged a series of consultation, awareness-raising and lobbying events. The 'Save our Civic' group includes people with a wide range of relevant professional expertise including engineering and construction, finance, business, marketing, arts management, venue management and community engagement.

Following the local elections in May 2025 a new joint Working Group was established with representatives of the two councils and of the 'Save our Civic' group to co-ordinate planning for the repair/rebuild of the Civic Centre.

Discussions in various forums to date have focussed on:

The strategic need – why does Whitchurch need a Civic Centre, what do people want, and what would be its role in the future development of a growing town?

The technical need – what is the most cost-effective solution to the problems presented by the building? Can effective mitigation, repair and renewal give the building a new lease of life for another decade or more? Or is a replacement/rebuild solution preferable or affordable?

The financial need – without a major source of capital funding, can the problem be addressed at all, or does it have to sit in the pile marked "***Too difficult – Can't afford***" for years to come?

The need for demonstrable action – if there is no visible progress local voters will increasingly become cynical about the capacity of Shropshire and Whitchurch Councils to deliver change. The risk is the town's reputational and economic decline, and social and political alienation as people become disillusioned.

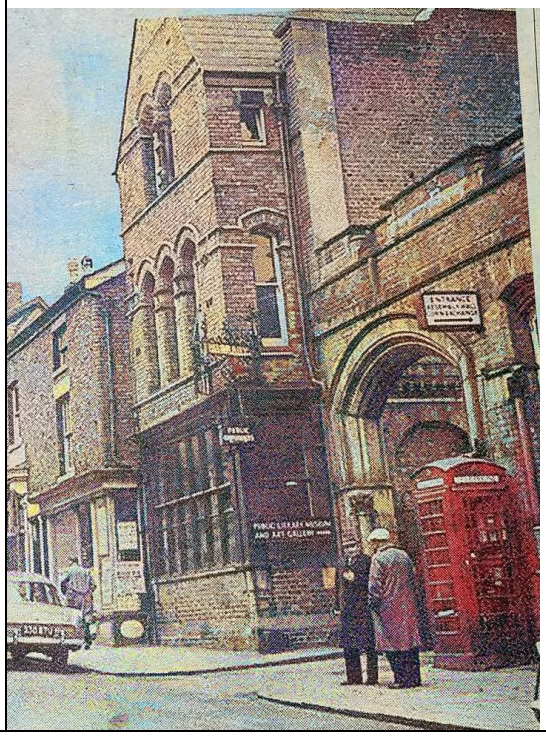
As controversial new housing estates bring in new residents, will they seek their cultural and social opportunities elsewhere rather than contribute to the community of Whitchurch? A thriving re-established Civic Centre would counter the risk of community failure and the social decline into a dormitory town for commuters and home-workers who don't connect with Whitchurch.

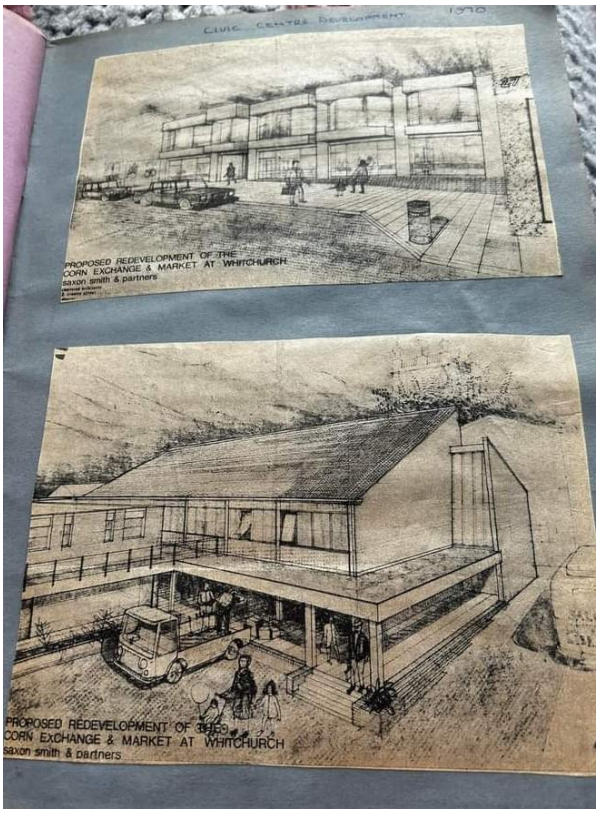
The need for a transitional management organisation to emerge – there are strong arguments for the project ultimately to be led by a community-led organisation. A not-for-profit organisation would be able to access capital funds, including arts funding, not necessarily available to local authorities. Revenue budgets would be eased by the scope for considerable input of volunteers in a community-minded town such as Whitchurch to undertake many tasks, such as front-of-house duties, under professional management leadership.

PART 2: THE PRESENT PROBLEM

Progress? The Civic Centre and the long march of history

For almost four centuries the townspeople of Whitchurch have demonstrated the need for a shared civic space that would meet a range of social, cultural, community, commercial and public needs.

No 1 1636	Market Hall	The first Market Hall was built in **1636**.
No 2 1718	Market Hall, Corn Exchange and Town Hall Parts extant	This was replaced by a covered open Market Hall and Corn Exchange in **1718**, with a Town Hall above. This was constructed by the Lord of the Manor, the Earl of Bridgewater. The old town hall is recalled in the name of the adjacent Old Town Hall Vaults public house, birthplace of the composer Edward German.
No 3 1874	Town Hall, complete with Market Hall, Corn Exchange and Assembly Rooms Demolished in 1969	This was replaced in **1874** at a cost of £6,100 by an imposing new Victorian Gothic Town Hall, complete with Market Hall, Corn Exchange and upstairs Assembly Rooms. This occupied a large site further up the High Street, stretching back to St Mary's Street, made possible by the demolition of Georgian buildings on the west side of St Mary's Street and of the Coach and Horses Hotel. (The public right of way between the two streets was upheld later when the present Civic Centre was built on the same site.)  Apart from the markets, the building provided a base for balls, concerts and public meetings, and during World War Two cinema showings. The upper part was fire damaged on 20 December 1941 and taken out of use but the street level buildings continued in use until the whole was demolished in 1969 after almost 100 years of use.

No 4 1970	Civic Centre Closed in 2023 following discovery of RAAC concrete.	 A new Civic Centre was opened on the same site on 20 November **1970** by the North Shropshire Rural District Council which had succeeded the Whitchurch Urban District Council. This was the fourth public hall in the town. In 2012 a £1.68m facelift and modernisation was carried out. *Original sketches for the design* The Centre was home to a multi-use community hall, market hall, town library and the offices of Whitchurch Town Council. The range of uses of the Civic Centre are summarised later (p. 6). In 2023 unsafe RAAC concrete was discovered in the building. Following a technical survey the building was deemed unsafe and was closed in September 2023 as being potentially dangerous. Options for the future have been debated since then.
No 4a *or* *5???*	Remediated, refurbished Civic Centre – or a new design and new building???	A decision must be made to rescue the present building with appropriate remedial work, or to build a new public space. The Civic Centre sits within the **Whitchurch Conservation Area**. Any change of use, or changes to the site including demolition, would need to be compliant with its Conservation Area status. Meanwhile, there has been no progress in dealing with the physical state of the disused building which is deteriorating, including reports of water ingress.

Structural issues with the building

We know that the building was constructed with a steel framework fabricated and erected by engineers W H Smith and Co of Whitchurch.

SHROPSHIRE STAR THURSDAY, NOVEMBER 12, 1970

WHITCHURCH'S CHOICE

smith STEELWORK

of course!

Designed, in collaboration with the architects, Saxon Smith & Partners. Unfortunately, like most of our masterpieces, a great deal is covered up—see what we mean?

May 1969 single storey portal framed market hall

January 1970 two storey beam and column block

April 1970 castellated beam and column assembly hall

Why not follow in the North Shropshire R.D.C.'s steps — use Smith Steelwork for your masterpiece whether a simple portal — or a palace!

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Tel. 0948 2292 (3 lines)

WHITCHURCH HERALD
NOV. 12th 1970

WHITCHURCH'S CHOICE

smith STEELWORK

of course! Designed, in collaboration with the architects, Saxon Smith & Partners.

Unfortunately, like most of our masterpieces, a great deal is covered up—see what we mean?

Market Hall portal frame structure photographed May, 1969

Two storey simple beam and column block with single storey castellated beam and column assembly hall photographed January 1970/April 1970

Why not follow in the North Shropshire R.D.C.'s steps—use Smith Steelwork for your masterpiece whether a simple portal—or a palace!

W. H. SMITH & Co. (WHITCHURCH) LTD.
P.O. BOX No 1.
WHITCHURCH SHROPSHIRE

We also know that the problem identified by the consulting engineers is the RAAC, not the steel frame.

*"The property is a braced steel frame with precast concrete beam and block floors to suspended floors … and Reinforced Autoclaved Aerated Concrete (RAAC) to the roof areas … **The RAAC present in some areas is classified as Red (Critical)**".* [1]

We have seen examples elsewhere of a new roof being fitted to heritage buildings which could be a model for remediating the Civic Centre.

However, to date, so far as is known, there has not yet been an independent, detailed and costed professional study to report on the feasibility and scope for removing and replacing the problem RAAC materials and replacing them with new structures while retaining the original steel framework.

[1] Source: Structural Inspection Report T21023/23/001, by Thomas Consulting, for Shropshire Council, October 2023

PART 3: WHY DO WE NEED A CIVIC CENTRE?

What does *civic* mean?

Civic implies belonging to or created by the people of a community, meaning engagement with ownership of the concept, rather than ownership in a legal or real estate sense.

As shown by the review on pages 3 and 4, Whitchurch Civic Centre is the result of the need and desire of the people of the town, as expressed over hundreds of years, to have a shared space for social, cultural, community, commercial and other public needs.

This could not have been achieved without the intervention of successive bodies responsible for local administration – first the Lord of the Manor, later the Victorian municipal bodies, then the district and later unitary authorities covering north Shropshire.

In the present situation Whitchurch Town Council and Shropshire Council, as the bodies responsible for civic leadership, have a duty to engage with the community and help facilitate a solution to ensure the town has a civic space to meet current and future needs, by reinstating a key public asset and amenity. A busy and active civic space, meeting the widest possible range of community needs is a key element in maintaining Whitchurch's local identity.

The duty of public authorities is to facilitate community solutions. They can and should martial and co-ordinate the necessary resources, by pulling together community support and goodwill and all the possible sources of finance required from national and local government, charitable, private sector and community interests.

The importance of a civic space in community life

A flourishing civic space, for social, cultural, community, commercial and other public needs, would play a vital role in community life and promoting community cohesion and well-being.

Without it there are fewer opportunities to bring people together in shared activities. This is especially important in integrating communities in an expanding town where new people have moved in following new housing developments and demographic changes. Without a civic space people are more likely to pursue their leisure and cultural interests elsewhere, taking money out of the town, reducing the footfall for local shops, and weakening the sense of local identity and pride. This has been strongly demonstrated since January 2024 when the threat of the town not having a civic space aroused considerable opposition.

Across England there is a range of challenges that threaten the viability of small market towns, such as maintaining thriving high streets, attracting inward investment, which tends to flow to the big cities, and the disadvantages of limited public transport, limited employment opportunities to help retain skilled and ambitious young people, and a shortage of affordable housing for young people and people in low-paid jobs.

The risk for Whitchurch, without a renewed civic space, is that it becomes another faceless dormitory town where people come home to sleep after working, shopping and socialising elsewhere, contributing to increased traffic out of town each morning and an increasingly empty high street during the day.

How was the Civic Centre used until its closure?

The following is not comprehensive but illustrates the many activities that were possible by having a Civic Centre in the town:

Public services	• Dedicated professionally-staffed Library with a range of resources including collections and access to IT • Information point with a staffed reception desk • Central point for information with posters and leaflets • Base for the Town Council and civic meetings • Polling Station for local and parliamentary elections • Centre for election counts for local and parliamentary elections • Use by other county services e.g. social services, youth justice teams • Public toilets for the town centre
Cultural and community	• Drama productions, e.g. Whitchurch Little Theatre Group and Whitchurch Amateur Operatic and Dramatic Society • Pantomime • Dance • Professional opera, e.g. North Wales Opera Studio • Music performances, e.g. Shrewsbury Symphony Orchestra and other classical music, popular, tribute bands, and folk music • Comedy nights • A central base for festivals, e.g. Blackberry Fair, Food Festival, Caldecott Festival, Walking Festival, Edward German Festival • A focal point for town-wide events e.g. Christmas Lights Switch-On, Lantern Parade • Yoga, taekwondo, judo, karate, Pilates • Professional wresting shows • Slimming clubs • Walking football, wheelchair rugby, indoor bowls, badminton • Line dancing • Activity sessions for pre-school children • Dog training
Social	• Receptions, including wedding receptions, parties, dinners and dances • Charity coffee mornings organised by different groups in the town • Meetings of local clubs • Warm hub in winter
Commercial and trading	• Weekly indoor market and adjacent to outdoor market • Special markets e.g. Christmas • Craft fairs

PART 4: LOOKING TO THE FUTURE

What could be different?

A remodelled or rebuilt multi-purpose venue could do other things in addition to the already extensive list above (page 7). For example, the venue could offer:

- regular film screenings, as daytime and evening showings for general audiences
- film programmes catering for different audience segments such as children's films, showings for audiences with special needs such as dementia-friendly or autism-friendly, 'art house' films and foreign language films, etc
- big screen showing of satellite broadcasts such as National Theatre Live, Royal Ballet and Opera, and big stage musicals (at present audiences have to travel to Wem, Market Drayton or further for these)
- community activities for groups with particular needs, e.g. for people with disabilities
- more events for young people including the under 18s
- exhibition spaces for better display of local and visiting work
- studio space for classes and activities such as yoga, pilates and dance
- offices for civic use and rental
- a re-energised market.

An advocacy document '*The New Civic Centre Coming Your Way Soon*' prepared by Stella Ashbrook and members of the Whitchurch Business Group set out the case that Whitchurch needs a fresh and dynamic vision, and that despite limited funds, we can still revitalize our community. Positive changes will lead to increased involvement, benefiting businesses, social well-being, and the entire community. The case is made that with dedicated effort and a clear vision, the council and the working group can drive meaningful change and transform the Civic into a community hub.

Needs assessment

Research on past use of the Civic Centre and future needs was commissioned in 2025 by Shropshire Council[2]. The consultants, Strategic Leisure Ltd, identified a key theme from all of the consultation meetings as the importance of the Civic Centre to the community. Described as a 'focal point for the town', the stakeholders highlighted how the Centre's closure had a broader impact on the high street, leaving a hole and leaving the town lacking momentum. This applies to the events, groups and activities it hosted, in addition to the services which have been displaced or no longer operate in the area.

While the research found that local stakeholders would like to see a new building replace the existing Civic Centre as a better long-term option, this did not take account of the higher likely costs and the difficult funding climate. Replacing the roof would not change the nature or capacity of the Civic Centre, but a complete rebuild would take much longer as well as being much more expensive.

[2] Whitchurch Civic Centre – Assessment of Need. A Report by Strategic Leisure Limited, July 2025

To optimise the use of a rejuvenated Civic Centre, provision needs to be designed to be as multi-functional and flexible as possible to meet the needs as reported by Strategic Leisure.

However, as noted in the introduction (page 2), final decisions cannot yet be made on the question of repair or rebuild until substantial capital funding is identified. Before this can happen independent, detailed professional studies will be required to report on the technical issues and feasibility of different options and to produce reliable cost estimates.

For the future, two essential changes compared with the previous operation of the Civic Centre will be needed:

1. a different **staffing model** will be needed to provide the professional programming and marketing expertise needed to manage the venue more proactively
2. a different **governance model** will be needed to bring in a range of expertise from the community and oversee the strategy, business plan and performance of the venue. (The local authorities could of course be part of this but the venue need not be run by either the town or county authority.) An arms-length not-for-profit organisational structure would give greater operational independence.

Lessons from other venues

We have drawn from our experience of other venues around the country, and looked at several examples of flourishing cultural venues elsewhere in Shropshire (such as at Market Drayton and at Ludlow). We are interested in how they meet the needs of their local communities and illustrate how a renewed Whitchurch Civic Centre might operate. Amongst key conclusions are that:

1. Both strong support from the local community and the support, encouragement and practical assistance of the local authorities are essential.

2. A not-for-profit structure, as a charity or community interest company, enables the physical assets to be leased or owned securely for public benefit. A Community Asset Transfer could be considered.

3. Once capital costs are met, the ongoing revenue implications can be managed within the earned income and regular fundraising of the venues. Café and bar sales underpin income from ticket sales, lettings and hires.

4. Substantial regular input from volunteers is invaluable, but professional leadership and management is essential, to provide imaginative programming and to shape and lead the venue's identity, supported by a professional multi-channel marketing operation.

5. With professionalised programming and marketing there is scope for much more intensive capacity utilisation of the venue. Higher usage levels will generate more earned income. A revitalised/remodelled/rebuilt Civic Centre need not require revenue support at a significantly different level than the current model.

PART 5: CONCLUSION

Since a packed public meeting in January 2024 there has been a range of support for addressing the problem of the closed Civic Centre. This has been expressed through:

- the action group 'Save our Civic'
- the Whitchurch Business Group
- a residents' consultation survey
- a needs analysis conducted by external consultants
- the support of North Shropshire's MP
- the establishment of a Joint Working Group with representatives of the two councils and of the 'Save our Civic' group.

We propose that at this stage, two and a half years since the Centre was abruptly closed, the **essential next steps** are:

1. Identify major sources of capital funding. Shropshire Council as owner of the building has to lead on this.

2. Plan to maintain the three indispensable elements in the site:
   - a town library, as a fully equipped professionally run service
   - a venue for performances, meetings and functions, and
   - a base for the indoor market.

3. Develop options for future running of the Centre. The Working Group could lead on this with full involvement by the 'Save our Civic' group. 'Save our Civic' would prefer it to be operated by a new body, likely to be a not-for-profit community-based organisation, rather than a local council.

4. Develop a Shadow Board of what might become a Community Interest Company or similar to operate and manage the re-opened Centre, leased from the Council (or possibly through a Community Asset Transfer).

5. Develop a Business Case showing how the Centre might generate income and operate with a viable budget. This would have to balance community interests and the commercial reality of needing to generate income to cover running costs.

Garry Churchill

April 2026

Committee	Cabinet
Date and Time	9 September 2026 Public

Fostering Payments Arrangements

Cabinet Member:	Councillor Andy Hall – Portfolio Holder for Children's Services
Lead Director:	Sonya Miller – Service Director – Children & Young People
Service Area:	Children and Young People
Report Author	Erika Ower – Service Manager - Fostering and Adoption
Officer contact details	Tel number 01743250138 Email Erika.ower@shropshire.gov.uk
Electoral Divisions Affected	All
Key Decision?	Key Decision
Cabinet Forward Plan	Yes - [29 June 2026]
Report considered by	Cabinet – 9 September 2026

1. Purpose of Report

1.1 This report sets out changes to the recommended payments for Foster Carers for 2026 – 2027 onwards. The proposed increase in Skills rates, mileage and our support offer is aimed at aiding recruitment and retention of mainstream foster carers to further address a national challenge around fostering sufficiency. In addition, this report considers how we can further support foster carers in managing the increased cost of living when caring for children. Foster Care, either with mainstream carers or kinship carers is the most cost effective care and support we can offer the children we care for, it also provides the best outcomes for children. Childrens needs are best met within family homes.

1.2 The recommendations contained within the report align with Fostering national reform. Shropshire Council increases ‘Child Age Related Allowance’ rates paid to foster carers annually in line with DFE recommended national minimum rates. The

report proposes Shropshire Council continues to uplift this rate annually in line with national standards.

1.3 The report sets out a proposed increase in Skills payments for 2026 / 2027. Foster Carers are paid a Skills payment recognising the regulatory requirements upon them as approved foster carers and the development of knowledge, skills, and experience that foster carers require to meet the individual needs of children. Skills payments are paid per child cared for and are not subject to the same DFE guidance. This payment varies by agency. This uplift intends to attract more foster carers, especially in the area of skills and experience to care for children who need to step down from residential care. Shropshire has been very successful in recruitment of foster carers in the last few years, we now need to increase our capacity to care for more complex children in family homes.

2. Recommendations

Cabinet is recommended to

2.1. Approve uplift to fostering Skills Payment at 5% increase with effect from 01/04/26.

2.2 Consider and approve increasing mileage rate paid to internal foster carers from 0.45 per mile to £0.55 per mile from 01/04/26 as per the change in government agreed figure.

2.3 Consider and approve increasing amount of mileage that can be claimed, removing the requirement for foster carers to deduct the first 30 – 70 miles weekly before claiming mileage. To commence from 01/04/27.

2.4 Consider and approve paying approved carers beyond our Care Plus rate (£640.50 with uplift), with an additional Skills payment of £250 per week for first 12 months as part of Belonging and Stable Homes Scheme, where a child is assessed to need residential care, and support work has been completed by the team around the child, and the child is ready for a family care arrangement. This payment is to incentivise Foster Carers to transition children from residential care into supportive, stable homes and recognises the skill and commitment required during settling period.

2.5 Approve the proposal to pay annual National Trust Membership for up to 100 Fostering households

2.6 Consider and approve offering free parking to Shropshire Foster Carers at all our council parking venues. This is difficult to cost as this would reflect a small reduction in council income as opposed to direct cost. Should this be something that Council are prepared to support in principle a further survey can be completed to gather more data for exact car parks used by each foster carer.

3. Background

3.1 The Fostering Service has completed a program of transformation over the past 3 years, with a full restructure implemented from 01/01/26. Transformation has focused on developing and embedding our marketing and recruitment strategy and

achieving greater visibility of the ‘Shropshire Fostering’ brand. This has included refreshing the Shropshire Fostering website, leading to increased digital leads. Increased recruitment events have taken place leading to more enquiries to aid sufficiency of family-based care. The service has also streamlined communication channels with Foster Carers supporting accuracy and consistency of comms. There is an increased support offer for foster carers, to ensure foster carers feel valued and better equip them to meet the needs of children in their care. This development of the service has been required in order to compete with the external market and ensure Foster Carers understand the value of fostering for their local Council.

3.2 The restructure has realigned the service, creating a stronger foundation to grow from. It has addressed the competing practice demands between Kinship Fostering and Mainstream Fostering recruitment and provides tailored supports that aids family stability.

3.3 Mainstream Foster Carer recruitment has increased significantly in Shropshire, rising from 3 approvals in 2022/23 to 17 approvals in 2025/26, representing an overall increase of 467%. Recruitment has remained consistently strong over the last two years, supporting placement sufficiency and strengthening the Council's capacity to deliver family-based care for children and young people within their local communities. However, we still need more foster carers to meet the demand for children who need a family and for those who can step down from residential care. We have recently seen an increase in younger children becoming cared for in residential homes, due to the lack of availability of appropriately skilled and experienced foster carers. The enhanced offer would enable us to encourage the carers with the right skills and experience to offer homes to younger children who need to be in a family not a residential home, but have more complex needs. The cost saving for each individual child stepping down from residential is in the region of >£100,000 per year.

3.4 The demand for foster placements in Shropshire remains high and far outstrips the sufficiency available. Children are best placed within family based care arrangements locally and the service continues to seek to increase sufficiency by providing a strong recruitment, support and retention offer. Beig a foster carer requires a lot of dedication and commitment from the carers but also their extended family. The allowances we pay reflect their skills, experience, commitment and our acknowledgement as a council of their contribution to our children.

3.5 The national challenge within fostering recruitment is profound and directly correlates with many councils experience increasing budget pressures due to demand for high cost residential placements. The government has introduced the biggest national reforms of the fostering service to attempt to address this problem.. The number of local authority mainstream fostering households nationally is still decreasing. Between 2021 and 2025, the number of approved or newly approved mainstream local authority households had fallen by 14%. Shropshire Fostering recruitment strategy is bucking that trend and has been successful, this is to be celebrated but also needs to continue to be built on, we need to go further.

3.6 The recruitment of foster carers is a competitive market with larger Independent Fostering Agencies spending significant amounts on marketing, retention, and payment incentives.

3.7 Payment Arrangements for Foster Carers vary across the country. In Shropshire, approved Foster Carers are provided two payments. Firstly, a Child Age Related Allowance, this allowance is uplifted annually in accordance with DFE recommended rates. Secondly, a Skills payment is paid per child, varied by carers skills and requirements of the carer, the last increase was implemented from 2023 / 2024. Increasing Skills payments will ensure Shropshire Council remains competitive.

4. Summary of Main Proposals

4.1. This report seeks Cabinet approval for measures designed to strengthen foster carer recruitment and retention, improve placement sufficiency and support the Council's ambition to enable more children and young people to grow up in stable, family-based care. The proposals recognise the increasing complexity of children's needs, seek to ensure Shropshire remains competitive within the fostering market, and support the recruitment of carers able to care for children who might otherwise require residential provision.

4.2. Proposed 5% Uplift to Foster Carer Skills Payments. Cabinet is asked to approve a 5% increase to foster carer Skills Payments with effect from 1 April 2026. Budget Setting for 2026/2027 accounted for 4.37% increase in the Skills payment.

Skills Level	Current Weekly Fee	Proposed Weekly Fee (+5%)	Weekly Increase
Level 1	£130.00	£136.50	£6.50
Level 2	£160.00	£168.00	£8.00
Level 3	£250.00	£262.50	£12.50
Care Plus	£610.00	£640.50	£30.50
Belonging and Stable Homes Scheme		£640.50 Care Plus Payment + £250 per week additional payment for first 12 months of supporting child transition from residential care (criteria will apply)	

4.3. The proposed uplift and introduction of Belongings and Stable Homes Scheme will help maintain the competitiveness of Shropshire's fostering offer, recognise the significant commitment made by foster carers and support ongoing recruitment and retention activity.

4.4. Mileage Reimbursement Improvements. Cabinet is asked to consider increasing the mileage rate paid to internal foster carers from £0.45 per mile to £0.55 per mile from 1 April 2026,

4.5. Based on 2025/26 expenditure, increasing the mileage rate would have the following impact:

Mileage Rate	Annual Cost (Based on 2025/26 Claims)	Additional Cost
Current Rate (£0.45 per mile)	£119,875.44	-
Proposed Rate (£0.55 per mile)	£146,514.43	£26,638.99

4.6 These proposals recognise the significant travel undertaken by foster carers in supporting children to attend education, health appointments, family time and other activities associated with their care.

4.7 Cabinet is being asked to consider the removal of the current requirement for carers to absorb the first 30-70 miles of weekly travel from the child's age related allowances before reimbursement can be claimed, with consideration for this to be implemented from 1 April 2027. Carers would have more of the child's allowance to spend on other child related expenses, with the aim of attracting and retaining more Foster Carers.

4.8 Cabinet is asked to consider the introduction of a new Belonging and Stable Homes payment. Where a child has been assessed as requiring residential care, support work has been undertaken to address presenting needs, following which the child is assessed as ready for a family-based care, approved foster carers would receive an additional £250 per week on top of the Care Plus fee for up to 12 months in recognition of the required care commitment.

4.9 The proposal aims to incentivise and support foster carers to care for children transitioning from residential settings into family homes, recognising the additional skill, commitment and intensive support required during the settling period. The scheme is expected to contribute to improved outcomes for children whilst reducing reliance on high-cost residential placements.

4.10 To further strengthen recruitment and retention, Cabinet is asked to consider:

- Increasing the practical benefits available to fostering families and promoting participation in family activities across the county including:
- Funding National Trust membership for fostering households. These venues are family centred, accessible, disability friendly, encourage exploration of the outdoors, provide educational opportunities. Assuming 100 fostering households take this offer up annually, the estimated cost approximately £16,000
- Introduce free parking for approved Shropshire Foster Carers at council-operated car parks.

4.11 Taken together, these proposals represent a significant investment in Shropshire's fostering service. They are intended to support our current foster carers, increase foster carer recruitment and retention, improve placement sufficiency for children transitioning from residential care, and support more children to experience safe, stable and nurturing family homes within their local communities.

5. Alternative Options

5.1. **Option 1:** Do nothing.

There are no cost implications in the short term, although we are likely to continue to see significant additional cost pressures arise in the external residential cost centre.

To not increase payments or support by the recommended amounts would be detrimental to retaining our current foster carers and recruiting new carers. Recruitment and retention is an integral part of our overall Sufficiency Strategy. Maintaining a reasonable level of Skills payments and child related allowances is critical to maintaining a sustainable service, rewarding hard working carers sufficiently and ensuring appropriate allowances to look after those children and young people in their care.

Fostering is a competitive market with large independent fostering agencies competing in the Shropshire region. Not remaining competitive will lead to the council using higher cost external care provisions from Independent Fostering Agencies (IFA) fostering placements and Residential homes for children in our care. 1 high-cost IFA placement averages at £1772 per week base rate. Risk around increasing number of high cost residentials homes currently averaging at £5421 per week per child.

5.2. **Option 2**:

- Increase Fostering Skills payment by 3.2% at the cost of £0.083m in line with previous pay award.
- Increase mileage payments in-line with proposed rate of £0.55 per mile from 01/04/26 at the cost of £0.027m
- Remove the deduction of 30 -70 miles before a travel claim from 2027/2028 at the cost of £0.015m This would support increasing the disposable funds available to foster carers within children's age related allowances,
- Belongings and Stable Homes payment scheme to incentivise foster carers to support children to step across from residential care provisions into fostering home arrangements, this will aim to reduce high cost residential provision. The table shows the cost saving of incentivising 2 carers to support a child to move from residential care.
- This option supports recruitment and retention through an increased support offer that encourages children and families to thrive and access more family based, educational outings with the National Trust.

5.3. **Option 3**: Is the preferred option.

- This option is the same as Option 2 set out above but with the proposal to increase Skills payments by 5% rather than 3.2%, aligning Shropshire with the increase seen by our neighbouring authority in the last 2 years. Increasing by 5% makes Shropshire Fostering more competitive in the current fostering recruitment market.
- We estimate that an increase of 5% will cost the council an additional £0.046m compared to Option 2 (total cost of a 5% increase is £0.129m), with the result of 1 external residential placement being avoided at the cost of £0.283m. A net saving of £0.236m compared to Option 2.

- The total cost of this option would equate to one child in residential care for 12 months. Stopping one child escalating to residential or one child stepping down from residential would cover the cost of this option.

	Option 1 - Do Nothing		
Proposals	**Additional Cost**	**Proposed Saving**	**Net Additional Cost / (Saving)**
Increase in Skills Payments	-	-	-
Increase in Mileage Rate	-	-	-
National Trust Membership	-	-	-
Belonging and Stable Homes Scheme	-	-	-
Total	**-**	**-**	**-**

	Option 2 - 3.2% Increase in Skills Payments (in line with previous pay award)		
Proposals	**Additional Cost**	**Proposed Saving**	**Net Additional Cost / (Saving)**
Increase in Skills Payments	82,578	-	82,578
Increase in Mileage Rate	26,639	-	26,639
National Trust Membership	15,960	-	15,960
Belonging and Stable Homes Scheme (Assumes 2 foster carers incentivised to take child from residential care)	115,601	- 565,333	- 449,732
Total	**240,777**	**- 565,333**	**- 324,556**

	Option 3 - 5% Increase in Skills Payments (more competitive with neighbouring local authorities)		
Proposals	**Additional Cost**	**Proposed Saving**	**Net Additional Cost/ (Saving)**
Increase in Skills Payments (incentive results in 1 Foster Carer approved that would avoid an external residential placement)	129,028	- 282,666 (Saving based on 1 external residential cost avoidance)	- 111,040
Increase in Mileage Rate	26,639		
National Trust Membership	15,960		
Belonging and Stable Homes Scheme (Assumes 2 foster carers incentivised to take child from residential care)	115,601	- 565,333	- 449,732
Total	**287,227**	**- 847,999**	**- 560,772**

6. Key risks and Opportunities

6.1 The Council faces a particular challenge to effectively deliver its responsibilities within the required financial budgets set. There is a very real challenge that the Council faces with a high number of children already in care and the risk of this increasing. Transformation and reform aligned with the Family First program aims to address early support and intervention in the longer term to help more children live safely at home.

6.2 The Demand for foster placements far out strips the sufficiency. Reducing the overall number of children in care will help us to achieve the overall rebalance of the system, as circa 80% of Shropshire Children's Services spend is on Children's Social Care currently (for most Local Authorities this is closer to 50%.), the direct correlation between overall numbers of Children in Care and rebalancing funding is complex.

6.3 Sufficiency within fostering has a direct impact on the care options available. There is an opportunity to use incentivised fostering schemes to support more children to step across from residential care. At the date of this report, there are currently 83 approved mainstream carers caring for 114 children in our care. There are 125 Kinship Foster Carers caring for 176 children in our care. Therefore 290 of the 696 children (42%) cared for are residing in an internal fostering provision. There are 127 (18%) children living within external residential homes. Work across children's services is focused on ways to support children to receive family-based care where appropriate.

Risk	Mitigation	Link to Strategic Risk
Financial: Sufficiency of Mainstream Foster Carers has a direct impact on care options available for children. The proposal sets out cost avoidance and savings.	- Recruitment Strategy in place - Strong marketing presence digitally and visibly across Shropshire - Skills payments reviewed to remain competitive, with strong remuneration to foster carers. - Children's allowances are aligned with DFE recommended rates for financial supports to meet the needs of children in our care - Provide strong support offer that	- Governance, assurance and value for money

	aids stability within care arrangements - Monthly budget monitoring	
Reducing the development of the support offer risks family instability and reduction in retention	- Shropshire Fostering have increased the support offer and aim to continue to increase this further to ensure children have positive opportunities within their fostering families.	- Transformation programmes and significant projects
High cost residential and IFA provisions increasing	- Recruit and retain more foster carers whilst support stability of current care arrangements to prevent breakdowns and escalation to residential care settings. -	- Increasing demand for services and financial instability
Cultural change within the service. This will create instability within the workforce and the foster carer community	- Embedding cultural changes within the workforce and fostering community to achieve better outcomes for children takes time. - Engagement activities - Joint team sessions to align service delivery	- Workforce capacity and capability
Reputation and trust: There is a risk that foster carers may feel devalued should their skills not be remunerated adequately.	- Reviewed skills payments and associated costs for foster carers to support cost of living and remuneration for the valuable role.	- Transformation programmes and significant projects

7. Council Priorities

7.1 Improving foster carer recruitment and retention and enabling more children to live in safe, stable family-based care supports the Corporate Plan priority for everyone to have the opportunity to be healthy and thrive at every stage of life.

7.2 By increasing local fostering capacity and supporting children to remain within Shropshire communities wherever possible the proposal contributes to safe, inclusive places with homes that meet people's needs

7.3 The proposal aligns with the ambition for a financially sustainable Council, by reducing reliance on higher-cost external fostering and residential placements through investment in internal foster carers and recruiting new carers to increase sufficiency.

7.4 Reflects the Council's enabling role by using partnerships, social value and local benefits to strengthen the support offer for fostering households, children in care and care experienced young people.

7.5 Supports the Corporate Plan focus on wellbeing and community resilience, by improving access to positive family activities, outdoor opportunities and practical support for fostering families through National Trust Membership.

8. Financial Implications

8.1 The proposals detailed in this report directly support the Council's strategic objective to expand family-based care arrangements for looked-after children, thereby reducing reliance on high-cost Independent Fostering Agency (IFA) and residential placements. Elevating the recruitment and retention of internal foster carers is central to achieving this objective.

8.2 Implementing the measures set out under Option 3 requires an additional investment of £0.288m by the Local Authority. However, this investment is projected to deliver gross savings of £0.848m by reducing reliance on external residential placements, should additional Foster Carers be recruited and retained. This results in a forecast net budget saving of £0.560m

8.3 Budget setting for 2026 / 2027 accounted for a 4.37% increase in Skills

Appendix A and B shows cost breakdown.

	Option 3 - 5% Increase in Skills Payments (more competitive with neighbouring local authorities)		
Proposals	**Additional Cost (£)**	**Proposed Saving (£)**	**Net Additional Cost / (Saving) (£)**
Increase in Skills Payments (incentive results in 1 Foster Carer approved that would avoid an external residential placement)	129,028	- 282,666	
Increase in Mileage Rate	26,639	(Saving based on 1 external residential cost avoidance)	
National Trust Membership	15,960		- 111,040
Belonging and Stable Homes Scheme (Assumes 2 foster carers incentivised to take child from residential care)	115,601	- 565,333	- 449,732
Total	**287,227**	**- 847,999**	**- 560,772**

9. Legal and HR implications

9.1 The Council has a range of statutory duties towards looked after children under the Children Act 1989, including duties to safeguard and promote their welfare and, so far as reasonably practicable, to ensure sufficient accommodation and support is available to meet their needs. The proposals within this report support the Council's responsibilities as a corporate parent and form part of its wider sufficiency arrangements for securing appropriate family-based placements for children in care.

9.2 Under the Fostering Services (England) Regulations 2011, fostering service providers are required to have arrangements in place for paying allowances and fees to foster carers. The Council already pays child age-related allowances in line with the Department for Education's published National Minimum Allowances and the recommendations in this report maintain that approach. The proposed increase in skills payments is a discretionary matter for the authority and reflects the need to support recruitment and retention of foster carers in a competitive market while recognising the skills, experience and commitment required to care for looked after children.

9.3 The proposal to increase mileage payments to £0.55 per mile aligns the Council's arrangements with the prevailing HMRC Approved Mileage Allowance Payments rate. Taken together, the proposals are consistent with the Council's statutory duties towards looked after children, support placement sufficiency and stability, and assist

the Council in meeting its obligations to secure suitable care arrangements capable of promoting the welfare and best interests of children in its care.

10. Electoral Division Implications

10.1 The proposals in the report do not impact on specific electoral divisions, but are applicable to all.

11. Health, Social (including "Child Friendly Shropshire") and Economic Implications

11.1 Children have the right to grow up in a safe and loving family environment: The proposals support the recruitment and retention of local foster carers, enabling more children to live in stable, nurturing family homes rather than institutional settings wherever possible.

11.2 Children have the right to have their wellbeing promoted and needs met: Increased fostering payments, mileage support and enhanced benefits help carers meet children's educational, health, social and emotional needs, improving their day-to-day experiences and outcomes.

11.3 Children have the right to play, learn and participate in community life: Proposals such as National Trust membership, leisure access and other community benefits create greater opportunities for children in care to enjoy enriching experiences, learning opportunities and family activities.

11.4 Children have the right to have their voices, relationships and sense of belonging valued: The Belonging and Stable Homes Scheme supports children to transition from residential care into family-based settings, helping them build lasting relationships, remain connected to their communities and experience a stronger sense of permanence and belonging life long.

12. Equality and Diversity Implications

12.1 The proposals are to update the existing policy and increase payments to foster carers improve opportunities for children and their carers.

12.2 The proposals support equality for children in our care.

12.3 The fostering service aims to provide the right care arrangement for each child, and this requires the service to provide suitable carers to meet the diverse need of children. Our marketing strategy support equality and diversity.

13. Climate Change, Biodiversity and Environmental Implications

13.1 It is envisaged that these changes will have limited effect on Climate Change. It will support more children in our care to experience and benefit from the great outdoors.

14. Background Papers

National Reforms
Renewing fostering: homes for 10,000 more children - GOV.UK
Main findings: fostering in England 1 April 2024 to 31 March 2025 - GOV.UK

Shropshire Corporate Plan 2026

Shropshire Children's Transformation Plan Cabinet Report June 2026

15. Appendices

Appendix A and B – Financial Appendix for Fostering Payment proposal

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	Option 1 - Do Nothing		
Proposals	**Additional Cost (£)**	**Proposed Saving (£)**	**Net Additional Cost / (Saving) (£)**
Increase in Skills Payments	-	-	-
Increase in Mileage Rate	-	-	-
National Trust Membership	-	-	-
Belonging and Stable Homes Scheme	-	-	-
Total	**-**	**-**	**-**

	Option 2 - 3.2% Increase in Skills Payments (in line with previous pay award)		
Proposals	**Additional Cost (£)**	**Proposed Saving (£)**	**Net Additional Cost / (Saving) (£)**
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Increase in Mileage Rate	26,639	-	26,639
National Trust Membership	15,960	-	15,960
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Total	**240,778**	**- 565,333**	**- 324,555**

	Option 3 - 5% Increase in Skills Payments (more competitive with neighbouring local authorities)		
Proposals	**Additional Cost (£)**	**Proposed Saving (£)**	**Net Additional Cost / (Saving) (£)**
Increase in Skills Payments (incentive results in 1 Foster Carer approved that would avoid an external residential placement)	129,028	- 282,666	- 111,040
Increase in Mileage Rate	26,639		
National Trust Membership	15,960		
Belonging and Stable Homes Scheme (Assumes 2 foster carers incentivised to take child from residential care)	115,601	- 565,333	- 449,732
Total	**287,227**	**- 847,999**	**- 560,772**

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Increase in Foster Carer Skills Payments							
Mainstream Foster Carers							
Skill Level	**Number of Carers**	**Number of Children**	**Current Weekly Fee (£)**	**Gross Annual Cost (£)**	**Proposed Fee (5% increase) (£)**	**Gross Annual Cost (£)**	**Increase (£)**
1	3	3	130.00	20,336	136.50	21,353	1,017
2	35	45	160.00	375,429	168.00	394,200	18,771
3	32	59	250.00	769,107	262.50	807,563	38,455
Care Plus / Step Down	7	7	610.00	222,650	640.50	233,783	11,133
Total	**77**	**114**		**1,387,521**		**1,456,898**	**69,376**
Connected Carers							
Skill Level	**Number of Carers**	**Number of Children**	**Current Weekly Fee (£)**	**Gross Annual Cost (£)**	**Proposed Fee (5% increase) (£)**	**Gross Annual Cost (£)**	**Increase (£)**
1	125	176	130.00	1,193,029	136.50	1,252,680	**59,651**
Total	**125**	**176**		**1,193,029**		**1,252,680**	**59,651**
Total							**129,028**

Belonging and Stable Homes Scheme					
Savings Illustration	**Number of Children**	**Current Weekly Fee (£)**	**Gross Annual Cost (£)**	**Increase (£)**	
2 incentivised step downs	**2**	1,108.50	**115,601**	**115,601**	
	2	- 5,421.00	- **565,333**	- **565,333**	
		- 4,312.50	- **449,732**	- **449,732**	

Increase in Mileage Rate		
	£	**Effect of increase from 45p per mile to 55p per mile (£)**
2025/26 Mileage Paid	119,875	**26,639**

National Trust Family Membership		
Single Adult Household Family Membership (£ per annum)	**Estimated Take-Up of Fostering Households**	**Additional Cost (£)**
109.20	25	2,730
176.40	75	13,230
		15,960

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