

Economy & Environment Overview & Scrutiny Committee

2nd July 2026

Member Questions and Responses

Question from Councillor Sam Walmsley:

For most rural residents the key services provided by Shropshire Council are highway maintenance and waste collection.

Since November 2025, over 7 months ago, some unfortunate residents in my area been forced to wheel their bins several hundred metres every waste collection day in order to get them emptied. Prior to this, their collection had always been from the edge of the Shropshire Council maintained road that runs past their house, just a few metres from their front door.

What's caused the disruption? Veolia feel the road to their house is not safe for the bin lorry to use. This is in spite of the fact that Shropshire Council highways team have assessed the road as safe and appropriate, it is still regularly used by many large vehicles including firewood and heating oil deliveries, and I am entirely happy driving along it in my very standard family estate car.

This is not an unusual occurrence. I currently have two cases in my area. A similar situation last year, at a completely different location, took many long months to resolve. When Veolia next feel a road is unsafe, I'm deeply concerned that residents will again unfairly suffer for many months while Shropshire Council works through discussions to agree a solution.

This leads to my questions:

- How many properties across Shropshire are in a similar situation?
- When will a new process be in place to ensure that future issues are resolved within a reasonable timescale, such as 30 days?

Response:

How many properties are in a similar position

We have reviewed the collection point change letters issued and have 16 properties on adopted lanes that have had their collection point temporarily moved pending ongoing discussion regarding access and 15 properties on unadopted lanes where we are discussing what repairs the homeowners need to take so that collections to their properties can be reinstated.

Please note this is a review of collection point change letters identified to date, rather than a definitive list of all alternative collection points currently in operation. Additional historical arrangements may exist that are not captured here.

New Process

Lessons have already been learnt from this situation, and a full and comprehensive risk assessment and incident investigation report are now required by Veolia to justify their decision.

A more structured process is being developed with the Waste Management and Highways team and Veolia, including a joint site visit by officers from each so they can have a constructive discussion on site to find a solution. When a draft process has been agreed we can share with the committee for comment.

It should be noted that, this may inevitably lead to the requirement for a significant amount of reactive maintenance works that has not been budgeted for, so a quick resolution may not always be possible.