CABINET – 18 NOVEMBER 2026

MEMBERS' QUESTIONS

1. Councillor Teri Trickett

   Improving Disabled Parking Provision in Shropshire's Town Centres

   I welcome the emphasis on accessibility and inclusive transport within the draft Shropshire Local Transport Plan 2027–2037, particularly the recognition that transport provision must meet the needs of all residents.

   I also note that Section 12.1 of the recent Shropshire Traffic Management and Parking Consultation report acknowledges that many disabled residents rely on private vehicles and suggests that a review of disabled parking provision should be considered following any network changes.

   Whilst I recognise that Blue Badge holders benefit from free on-street parking, the availability of suitably located designated disabled parking spaces is equally important, particularly for those with significant mobility difficulties.

   Improving accessibility to our town centres is vitally important for disabled people's independence and their ability to access shops and essential services.

   Could Cabinet commit to prioritising a review of disabled parking provision across Shropshire and ensure that, as part of this work, suitable locations are actively identified within Shrewsbury and our other market towns where additional designated disabled parking bays could be introduced?

2. Councillor Adam Fejfer

   I warmly welcome the excellent news regarding the introduction of new evening bus services, which is a fantastic step forward for our local economy and public transport accessibility.

   Building on this positive momentum, I would like to ask if the Council's ongoing review of local bus services might look at expanding these evening connections to further areas, particularly the No. 1 and No. 23 routes serving Monkmoor Ward.

Additionally, following recent route adjustments, some residents around Porchfield have noticed a gap in their usual connections. To help support them, could the review also explore minor route adaptations to restore this local connectivity? In particular, including the highly popular Woodcote Way stop would be incredibly beneficial for residents in that neighborhood.

3. Councillor Jamie Daniels

In October 2025, Cabinet acknowledge that Shropshire Council did not have a sufficiently positive complaint-handling culture and committed to improvement, oversight and greater transparency.

Against that commitment, will Cabinet provide the following Council-wide information:

a. For statutory children's services complaints, how many Stage 2 complaints are currently outstanding beyond 25 working days and beyond the maximum 65-working-day timescale, what is the longest outstanding case, and what action is being taken to eliminate the backlog?
b. How many complaints made directly by children or young people are currently outstanding, including requests to progress to Stage 2, and what arrangements ensure that children can exercise their statutory complaints rights effectively?
c. What is the Council's policy where disputed information in children's social care or SEND records is subject to a rectification request while a complaint is outstanding, and what safeguards prevent potentially inaccurate information continuing to influence decision-making?
d. Given the reported increase in use of the Council's Unreasonably Persistent and Vexatious Customers procedure, what analysis has Cabinet undertaken of the reasons for that increase, including whether delays in responding to residents generate additional correspondence, and will Cabinet commission independent scrutiny of its use?
e. What measurable and independently verified improvements in complaint handling have been achieved since Cabinet's October 2025 commitment to cultural change?

4. Councillor Brendan Mallon

Shrewsbury Castle has been home to the Soldiers of Shropshire Museum for more than 40 years, but with its lease due to expire in May, there is growing concern among residents across the county about what the future holds for the museum and its collection. The museum's presence in the castle has been a very successful fit, enhancing the appeal of the site. The Shropshire

regiments have a storied history and it would seem highly appropriate for the museum to remain in this iconic location into the future.

The suggestion that the castle could instead become a wedding venue makes little commercial or practical sense. It has no commercial catering facilities, limited parking, no on-site accommodation and difficult access, while the town centre's noise restrictions would also limit what could realistically take place in the evenings. To sacrifice an established museum and stake the future of such an important historic building on a speculative business proposition, particularly at a time when the hospitality sector is already struggling, would be reckless.

It is unfortunate that this threat to Shropshire's military heritage is emerging during Armistice Week and urgent clarity is required on the following questions:

Will Cabinet commit to return the Soldiers of Shropshire Museum to Shrewsbury Castle after the planned building works, on a new lease?

Who will take the decision on the lease and will it be published in advance as a key decision?

Will the council publish the options appraisal for Shrewsbury Castle that it commissioned in 2023?

5. Councillor Donna Edmunds

During public question time at Cabinet on 9th September 2026, Cabinet was asked about the £4 million loss on Cornovii. In response, the Cabinet said that "lessons must be learned from this experience."

1. Can the Council leader please detail precisely the lessons the council has learned so far from this experience, and what it intends to do differently going forward to mitigate against such losses in the future?

2. Can the Council Leader clarify whether responsibility for the decisions leading to this loss has been traced to specific post-holders -- whether at Cabinet, Director, or Board Level -- and what mechanisms are being used to hold those individual roles publicly accountable?